

The Barnet Group Draft Strategic Plan 2024-19

Barnet Homes: Resident Board and Resident Support Group Review

Opendoor Homes: Involved Residents Review

Your Choice (Barnet): Service User / Family Review



February 2024

The Barnet Homes Resident Board and Resident Support Group, Opendoor Homes involved residents, and Your Choice (Barnet) service users / their families were invited to give feedback on the draft Strategic Plan 2024-29 for The Barnet Group.

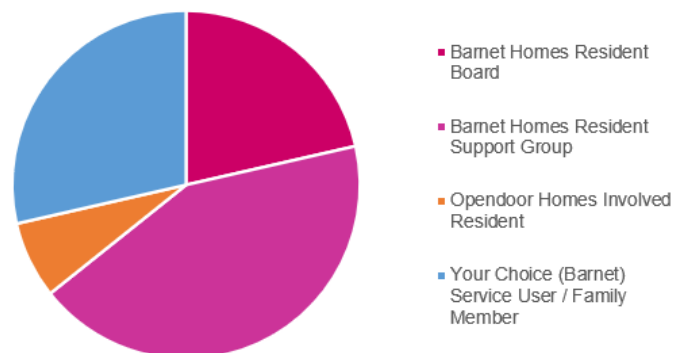
The Barnet Group's Strategic Plan sets out The Barnet Group's vision for the future and identifies our shared goals and objectives for getting there. The Barnet Group is a complex organisation that provides a wide range of services, including social housing management, homelessness prevention, social housing allocations, adult social care, support, and private lettings and sales. Our Strategic Plan has a big job as it has to be the umbrella for all the work we do - for that reason it's a high-level document, but it sets out what is important to us.

We were keen to get feedback from people who use our services before we finalised it, to help make sure we focused on the things that are important to our customers, residents, tenants, service users, clients, and the people we support and their families.

We would like to thank the people who use our services who reviewed the draft Strategic Plan and gave their feedback. Your time and comments are very much appreciated. Due to the number of responses, we have combined all of the feedback into this response document. An updated version of the Strategic Plan was presented to the Resident Board on 12 March 2024 for final comments, and was approved by The Barnet Group Board on 28 March 2024.

In total, there were 14 responses to our survey:

- Barnet Homes Resident Board – 3
- Barnet Homes Resident Support Group – 6
- Opendoor Homes Involved Resident – 1
- Your Choice (Barnet) Service User / Family member - 4

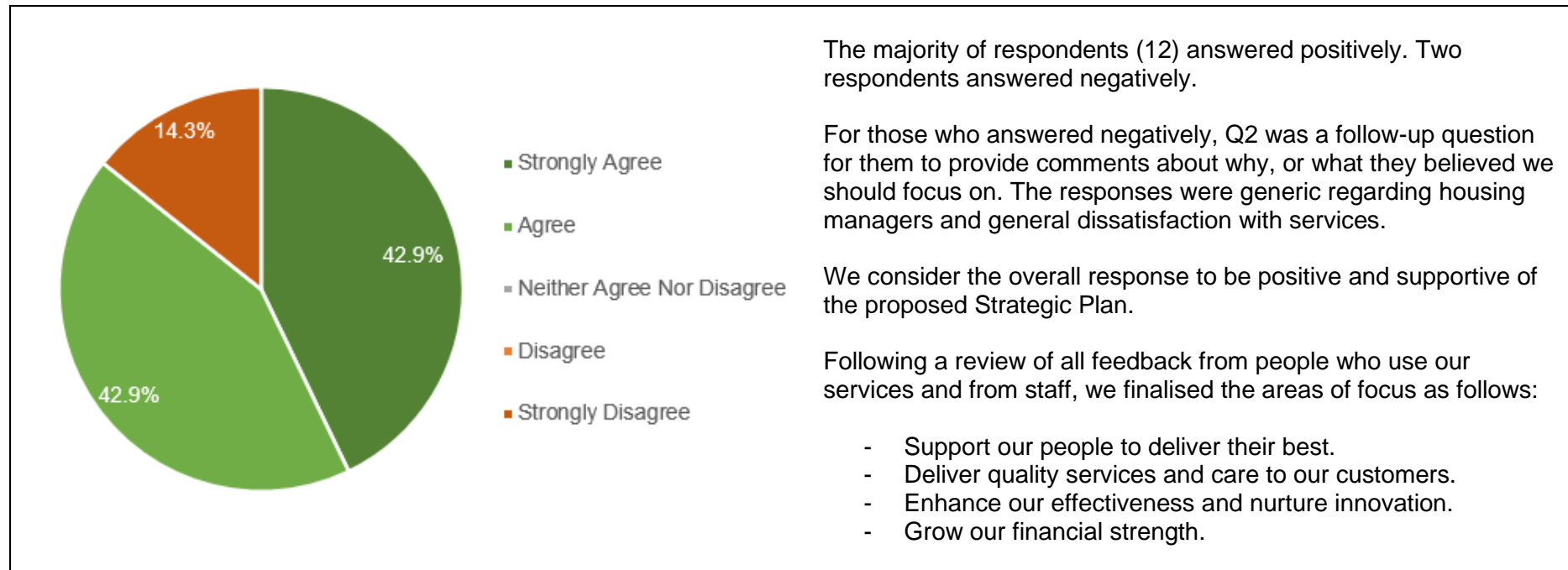


Your Feedback

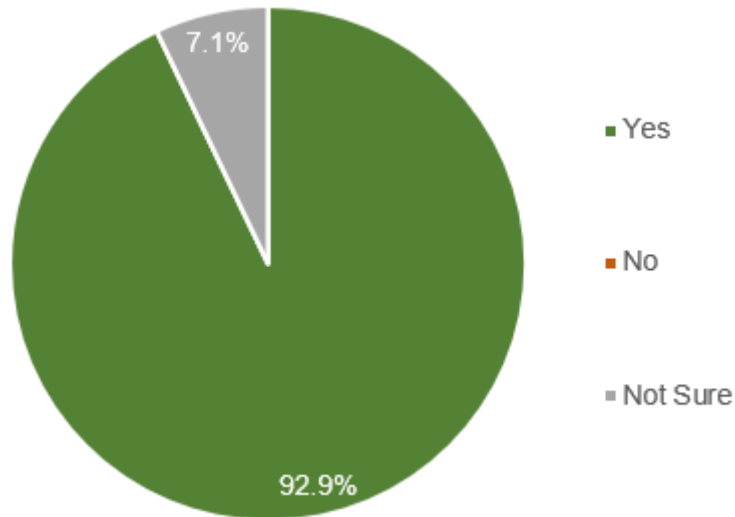
Each respondent's answer represents 7.1%

Q1. Do you agree with the four areas of focus we have identified in our draft plan?

- Support our people to deliver the best for our customers and colleagues;
- Deliver quality services and care to our customers;
- Enhance our effectiveness and nurture innovation;
- Grow our financial strength.



Q4. Do you think the draft Strategic Plan is clear and easy to understand?



The majority of respondents (13) answered positively. One respondent advised they were not sure.

For the individual who answered negatively, Q5 was a follow-up question for them to provide comments to explain where or how they thought it could be improved. The response was that the individual hadn't seen it.

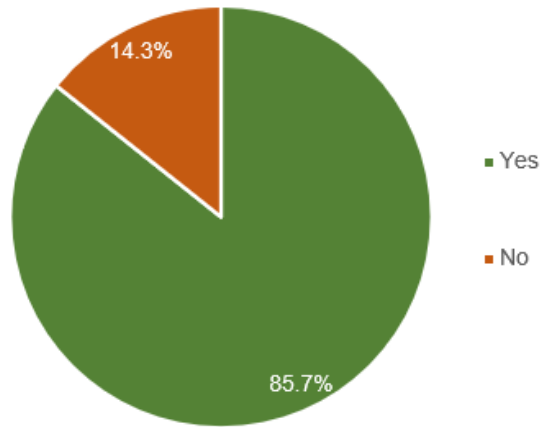
We consider the overall response to be positive and supportive of the proposed Strategic Plan.

Following a review of all feedback from people who use our services and from staff, we made some minor wording changes to the draft Strategic Plan simply for clarity.

We also took into account feedback we have received historically from people who receive our services; The Barnet Group provides services to or supports a wide range of people, including residents, tenants, leaseholders, clients, service users, people we support and their families, and customers. Sometimes we find it easier or necessary to use one term to cover everyone, and we have received feedback in the past that some do not like the term "customer". It hasn't always been possible, but wherever we could, we have changed the word "customer" in our Strategic Plan to "people who receive our services", including in our organisational Vision and Mission:

- Vision – For the people who receive our services to be our biggest champions
- Mission – To make a positive difference to everyone who receives our services

Q6. Overall, are you happy with the proposed Strategic Plan 2024-29?



The majority of respondents (12) answered positively. Two respondents answered negatively.

We consider the response to be positive overall.

Summary of Comments:

Q3. Is there anything else you would expect The Barnet Group (including Barnet Homes, Opendoor Homes, Your Choice (Barnet), and Bumblebee) to prioritise in its plans?

Q7. Please add any other comments or feedback that you may have about the draft Strategic Plan, to help us get it right.

The majority of comments were only raised by individual respondents, or were about personal issues / matters, or were very general comments about overall services. They included:

- Dissatisfaction with specific services / suggestions for services that could be improved (e.g., repairs, allocations, communications, accessibility of housing officers, transparency of decision making)
- Desire to move / downsize.
- Major works and leaseholders – costs and management.
- Resident / property safety.
- Care home training.
- Deliver on policies and procedures.
- More options for domestic violence survivors.
- Affordable right to buy.
- Positive feedback about recent care home refurbishment works.

The Strategic Plan was first drafted incorporating customer feedback from a variety of sources including complaints, satisfaction surveys, and regular involvement/engagement. We have found that the general comments received in our engagement survey are related to the themes in the proposed Strategic Plan 2024-29, and we believe that respondents mentioning them indicates that these areas need to be included in our strategy. These, combined, with the high number of positive responses to our other questions, suggest a strong support for the Strategic Plan.

The Barnet Group will deliver its aims and priorities through its Operating Plan of large priority projects and a departmental plan of smaller projects and pieces of work. These will focus on the areas that we have identified, and that the people we support have indicated their support for, in the Strategic Plan.

We have also taken survey feedback into account when finalising the measures for success that we will use to understand how we are doing in delivering our strategic priorities, particularly regarding the strategic aim on customers. We will provide updates on our progress through our website, our newsletter, and through our governance reporting.

Thank you again for responding to our survey; we value your feedback.