

A positive and successful future for ALMOs

A summary of the NFA business plan **2013-2015**



Introduction

The new NFA business plan for 2013-2015 will help the NFA to continue championing the **importance of good homes** and tackling the **issues that matter most** to ALMOs.

Developed in close consultation with our members and based on a number of key priorities, the plan will help us to strengthen the ALMO movement, promote the need for better social housing and ensure the ALMO voice is heard by decision-makers.

Over the next two years and beyond we will be addressing a number of national issues affecting ALMOs and the communities they serve, such as:

- Welfare reform
- The urgent need for more and improved housing
- Forthcoming spending reviews
- Preparation for the next General Election.

As part of this, we plan to:

- **Make the case for more and better housing by working with local authorities and other agencies**
- **Focus on existing resources for ALMOs e.g.** Decent Homes funding and the self-financing HRA business plan
- Understand how **ALMOs can protect customer service and satisfaction** in tough economic circumstances
- **Help ALMOs and councils seeking to deliver new or different services**
- **Improve the image of social housing.**

Read on to find out how we aim to achieve these goals...



Our priorities

Ongoing policy work on welfare reform and the need to build new homes will be vital in **protecting and improving social housing.**

To help us prepare for the forthcoming spending review, we will focus on resources for ALMOs such as Decent Homes backlog funding and opportunities for new build.

We will also:

Help to **strengthen the political links of ALMOs** at all levels

Explore how ALMOs and other housing providers can protect and **improve service delivery and customer satisfaction** with reduced resources

Help to **develop a more positive image of social housing** and council tenants

Highlight **the role ALMOs play in delivering energy efficiency.**



2. Partnership working

Partnership work has always been a valuable tool for the NFA. By allying with a range of organisations, we can make the case for more and improved housing.

We will also help local authorities and ALMOs to build relationships, making sure the ALMO continues to be an important member of the 'local authority family'.

3. Your NFA

You need to know your trade body is working well for you. We promise to **make it clear what you should expect** from us, **improve the way we communicate with you** and **constantly monitor our effectiveness** and value for money.

4. Research and development

Research is critical to the future of the NFA, our ability to influence housing policy and the role of the ALMO. Over the next three years our research will cover successful relationship building with local authorities, reputational work around council housing and much more.

5. Effective communications

All of these goals will inform our communications programme and the way we engage with the public, our partners and key decision-makers. We are also eager to make the best use of all the tools available to us, from social media to events.

Our next steps

We are developing an action plan which will be approved by the NFA Board in July 2013. All members will be kept fully informed of any developments.

Existing papers about the Business Plan, as discussed at the NFA Board meeting on 16 April 2013, can be found on the NFA website. Just visit <http://almos.org.uk/businessplan>

If you wish to speak to a representative of the NFA about the business plan and what it means for your ALMO, please contact:

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