

# The year ahead

We want to be known for delivering operational excellence in all that we do. As we enter a new year, we have launched a new corporate plan initiative which focusses on four strategic priorities to achieve this.

## Our strategic priorities



**Our service**  
Efficient and reliable services



**Our homes**  
Quality homes and sustainable communities



**Our people**  
The right talent and right behaviours



**Our financial performance**  
Financial strength and sustainability

## Our focus for the year

### 1. Our people and culture

- Create agile workplaces and ways of working to help our people thrive and make us more efficient
- Introduce a new behavioural framework to help our people be the best they can be
- Introduce 'The Way we do L&Q' training to support reliable and consistent customer service

### 2. Building and asset information

- Pilot tools to shape our Building Information Management
- Begin to report our core building safety data through one digital platform

### 3. New finance systems and processes

- Upgrade our existing finance systems to the latest version to ensure they are supported and stable
- Complete the market tender to procure an implementation partner and new finance system to begin in 2021/2022

### 4. Maintenance transformation

- Improve the delivery and efficiency of our maintenance service
- Define and agree our long-term future maintenance offer and how we will deliver it

### 5. Online services

- Redesign the L&Q group website, enabling customers to increasingly self-serve
- Improve our website to enable better advertising of our sale and rental homes online
- Bring the full range of L&Q products and services under one brand

### 6. L&Q future shape

We are also using 2020-21 to work on our future shape:

- Develop our five year strategy, strategic objectives and our target operating model
- Use learnings and experiences from the pandemic crisis to improve the way we do things at L&Q

At the end of the next financial year we will launch a new **five-year strategy** to improve the way we do things at L&Q