



NORTHAMPTONSHIRE  
PARTNERSHIP HOMES

# Corporate Plan

2025-2028







# 1. Introduction

This Corporate Plan sets out a clear role that we have in providing great homes, neighbourhoods and services with the people of West Northamptonshire.

This plan sets out a collaborative ambition for Council Housing within West Northamptonshire. We recognise that since 2015 the operating and regulatory environment has changed substantially with regulatory consumer standards now applying to Council Housing for the first time from 2024. In addition, we welcome the increased scrutiny on property safety and compliance especially following the Grenfell fire in 2017.

Over the past couple of years NPH has undertaken a complete review of its services and has led to an open and transparent culture within the organisation and a real drive for continuous improvement. This Corporate Plan builds on that momentum and sets a path to delivering great homes, neighbourhoods and services.

For the first time, we've developed this new Corporate Plan through a truly collaborative approach—bringing together voices from across Northampton. Through a series of summit events, we engaged with residents, staff, stakeholders, West Northamptonshire Council, and community groups to shape the future of NPH together.



These summits gave attendees the opportunity to identify key priorities and focus areas, helping us understand where we can build on our strengths and where we need to improve. It marks a significant shift in how we create our Corporate Plan—ensuring that everyone with a stake in NPH has a voice in our direction of travel.

As our Chief Executive, Steve Feast, put it: “The way NPH will get better is by talking more to those who use our services as well as stakeholders and staff.”



**Steve Feast**  
**Chief Executive**



**Aileen Evans**  
**Chair of the Board**







## 2. Our Purpose

We provide **great** homes, neighbourhoods and services with the **people** of West Northamptonshire

Northamptonshire Partnership Homes is a not-for-profit Arm's Length Management Organisation owned by West Northamptonshire Council. Our role is to deliver high quality housing services, ensuring safe, affordable, and well-maintained homes for over 25,000 customers across Northamptonshire. We also support residents to live in safe homes and vibrant communities where they can thrive.

## 3. Objectives

Our objectives reflect the collaborative work of the community summits and provide focus on what matters most. Central to these objectives is ensuring that we listen and act on our resident views. This provides the platform to ensure we work collaboratively to provide great neighbourhoods where residents are proud to live.

Providing great homes is a fundamental objective for all social housing providers and working with the Council we are investing in our resident's homes to ensure that they are safe, sustainable and high quality.

Finally, we must continue to be a great company that delivers value for money for our residents. We will ensure that our organisation is inclusive, successful and well run.



Work **collaboratively** to provide great neighbourhoods where residents are **proud** to live



**Listen and act on our residents** views to provide **great** services



Provide **great** homes that are **safe, sustainable** and **high quality**



Be a **great** company which is **inclusive, successful and well run**



## 4. Corporate Plan Priorities:

The following priorities set out our immediate focus during 2025–26

- **Deliver all legislative and regulatory standards** to ensure great quality homes and services to residents and neighbourhoods.
- Ensure the homes we manage are **safe, secure** and **energy efficient** through the implementation of our Asset Management Strategy
- Continue to strengthen the ways we **listen** and **learn** from what residents have to say, including through our governance structures
- Have a relentless focus on **service excellence**; helping residents thrive and feel part of connected, supportive communities
- Deliver our **Data Strategy** to improve how we collect and use data, ensuring decisions are based on good evidence and services are targeted where most need
- Deliver our **People and Culture Strategy**, investing in staff training, wellbeing, and development so residents continue to receive great services
- Manage our budgets carefully, plan ahead financially, and deliver services that give **great value for money** for every pound spent
- Support WNC to invest in **better systems** so services are delivered more efficiently, effectively and reliably for residents

## 5. Corporate Plan KPIs: Measuring success in 2025–2026

The Regulator of Social Housing introduced a new framework for measuring compliance with the Consumer Standards. These measures came from extensive engagement with residents across the country and so do reflect what matters most to customers. Our Corporate Plan KPIs therefore reflect many of those Tenant Satisfaction Measures as well as other measures agreed with WNC to monitor the success of the delivery of this corporate plan.

Work collaboratively to provide great neighbourhoods where residents are proud to live	Listen and act on our residents' views to provide great services	Provide great homes that are safe, sustainable and high quality
Resident satisfaction with our services (TSM) <b>(73%)</b>	We listen to resident's views and acts upon them (TSM) – <b>62%</b>	Resident Satisfaction with repairs (TSM) – <b>75%</b>
We keep Communal areas well maintained (TSM) – <b>68%</b>	We keep residents informed about things that matter to them (TSM) – <b>75%</b>	Satisfaction with time taken to complete most recent repair (TSM) – <b>67%</b>
Resident satisfaction with handling ASB (TSM) – <b>62%</b>	We treat residents fairly and with respect (TSM) – <b>78%</b>	Satisfaction that the home is well maintained (TSM) – <b>71%</b>
Resident satisfaction that the landlord makes a positive contribution to neighbourhoods (TSM) – <b>64%</b>	Satisfaction with the landlord's approach to handling complaints (TSM) – <b>36%</b>	Satisfaction that the home is safe (TSM) – <b>76%</b>
Average no of days to relet all void properties (key to key) – <b>30 days</b> (excluding TAs)	% of residents participating in decision-making – <b>2%</b>	Homes that meet the Decent Homes Standard (%) (TSM) – <b>93%</b>
Rent collection rate – <b>99%</b>	Stages 1 (60) & 2 (7) complaints relative to size of landlord (TSM)	Repairs completed within target timescale (non-emergency <b>(94%)</b> & emergency <b>(98%)</b> (TSM)
Current resident arrears as % of Annual rent debit – <b>3.1%</b>	Stage 1 & 2 requests response times (TSM) – <b>90%</b>	Building Safety Compliance (gas, FRA, Asbestos, Legionella) (TSM) – <b>100%</b>
ASB cases per 1000 properties (TSM) – <b>15</b>	Housing Ombudsman Maladministration Findings Rate in line with peer group	Awaab's Law compliance (NEW) – <b>100%</b>