

building on what matters

our plan
to 2030

irwell
valley
homes





As we look ahead to 2030, we do so with confidence and optimism.

The world around us is continually changing, shaped by economic pressures, regulation, political shifts and evolving customer expectations, but we're rising to that challenge with determination and clarity.

While external factors like borrowing costs and the price of land and construction influence how quickly we can grow, we're in a strong position. Government support, including a long-term rent settlement and continued grant funding for new social homes, gives us a solid platform to build from.

Strengthened regulatory standards around customer experience, building safety and environmental performance set out a clear path for us to continue to raise the quality of our homes and services.

We also know the need for what we do has never been clearer. Local assessments continue to show growing demand for affordable homes, alongside increasing pressures linked to homelessness and changing demographics, calling for more personalised, supportive services.

Our plan for 2030 is grounded in what matters most. We're excited to deliver it, and to continue to make a positive difference for our customers, our communities and our colleagues.

our purpose

To provide safe, sustainable, good quality homes and services that help people live well.





our
priorities

Deliver quality homes and trusted services

- We look after customers' homes with care, making sure they are safe, well maintained and meet their needs.
- We are here for customers when they need us, providing reliable, friendly services they can trust.
- We build more affordable homes and invest in existing homes and neighbourhoods to create a positive local impact.

Provide good customer and colleague experience

- Customers' views directly shape our services and the decisions we make about how we work.
- Customers come first, and we act fairly, promote wellbeing and champion inclusion so we can deliver the best experience for both customers and colleagues.
- We foster a supportive culture that helps colleagues work effectively and use resources well, ensuring we deliver good value for customers.

Nurture strong sustainable communities

- We work with communities and partners to nurture safe, decent neighbourhoods.
- We make homes more energy efficient, build greener homes, and work with customers and colleagues to reduce our carbon footprint.
- We help communities thrive by supporting employment, using local services, and helping customers build skills, ambition and confidence.





our strengths

Caring and supported colleagues who we trust and empower to do their best for customers.

Strong, resilient organisation with the resources and partnerships in place to deliver more for customers.

Good data and insight to improve our services - listening, learning, and continuously improving.



our impact

We are ambitious for our customers and colleagues – we will know we are making a difference when:

- At least 85% of customers are satisfied with our overall service.
- We have increased the number of homes we have by 5% through our new build programme.
- At least 95% of colleagues feel proud to work for Irwell Valley Homes.





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