

## INCLUSIVE BUSINESS AND GROWTH STRATEGY 2024 - 2029

'Future Proof'

### OUR AIMS

### CREATING A WORLD WHERE EVERYONE MATTERS

#### THRIVING WORKPLACE



We bring together a diverse workforce with a wealth of skills, knowledge, and decades of experience. We empower our employees to make decisions using their specialist knowledge of the communities they serve, always putting our values front and centre. We will build on our commitment to equality, diversity, and inclusion and to becoming more anti-racist.

#### INFLUENCING AND INSPIRING



We will drive innovation and influence and be a catalyst for change. We will share best practice with employees, trustees, partners, and local communities to develop high-quality services that reflect the increasingly varied and multiple needs of our clients and tenants.

#### INNOVATING



We know the way to excellence is through sharing expertise. We will create our services with the people who use them to get the best possible outcomes. Our clients and tenants are the leading voice in everything we do, as they are experts in what they need.

#### SUSTAINING



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### OUR ENABLERS

#### PEOPLE



Clients and tenants are at the centre of everything we do.

Ensuring that all our people can thrive and be their authentic selves.

Creating a workplace that is inspiring, diverse, innovative and fulfilling delivering meaningful outcomes for clients and tenants.

Attracting and retaining the best people by being a great place to work.

Providing induction and career support in order for our people to reach their full potential

#### FINANCE



Ensuring that the Inspire North Group is sustainable for the future.

Achieving financial stability for the Inspire North Group.

Making sound financial investments.

Applying the decent home standards to all of our properties.

We will invest in software and hardware that frees up people's time.

#### SYSTEMS AND PROCESSES



Ensuring our digital systems and software are future proof.

Effectively using our systems to improve efficiency and quality of service delivery.

Using technology to allow for an agile workforce and service delivery.

Training our workforce to ensure they can use our systems and technology to its greatest potential.

#### EFFECTIVE USE OF OUR DATA



Ensuring that the consistency and quality of our services is equitable whilst broadening our reach.

Using our data to secure new business, especially using case studies and coproduction.

Using our data to influence the commissioning landscape.

Using our data and client and tenant feedback to improve service delivery and its quality.