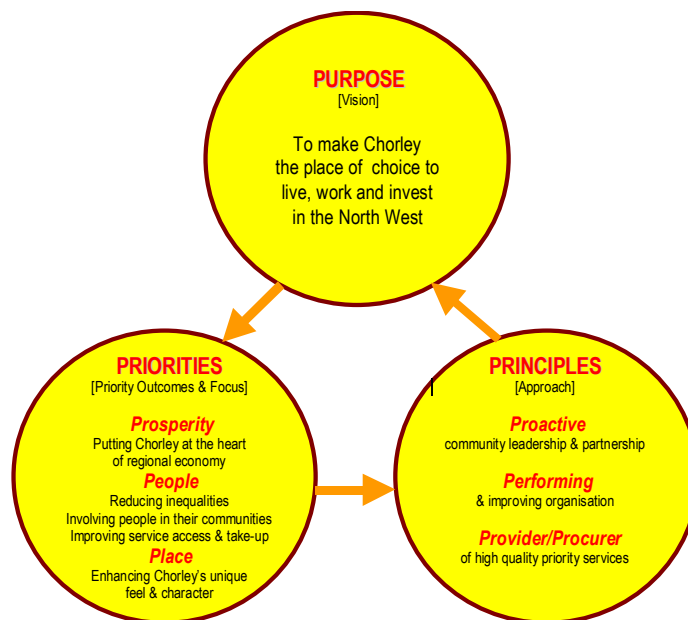


VISION, VALUES AND ASPIRATIONS

Our quest is to find a dynamic and innovative RSL partner that shares our vision, values and aspirations, and above all has the experience, capability, resources and determination to make a real difference to the quality of life of tenants and those in the borough whose housing needs are currently unmet.

1.0 Vision

Our community vision is to make Chorley the place of choice to live, work and invest in the North West. The Borough Council's '3Ps' below summarise its approach to achieving this:



2.0 Values

We will look for evidence that our RSL partner shares the following key values:

- Openness
- Honesty
- Transparency
- Fairness and equality of opportunity
- Responsiveness
- Accountability
- A commitment to high quality customer and employee care
- The pursuit of excellence, social inclusion and sustainable development.
- Creativity

3.0 Aspirations

We have key aspirations in the areas indicated below. We will invite potential RSL partners to set out their proposals for meeting these and to provide appropriate evidence to demonstrate their related track record and commitment.

The culture of our partner is paramount, and they must demonstrate a commitment to support the new Chorley RSL in meeting the aspirations of the Council, tenants and staff. They should be pro-active, have a willingness to take risks, and encourage the development of new ways of working.

3.1 Pre-Ballot Involvement and Support

3.1.1 Tangible and effective support for delivering a 'yes' vote (both financial and non financial).

3.1.2 Full underwriting of the at risk costs in the event of a no vote.

3.2 Investment and Development

3.2.1 *Investment*

- to meet the Chorley Homes Standard;
- estate improvements;
- to provide new affordable housing to meet local housing needs and a willingness to utilise innovative low cost housing;

3.2.2 *Local re-investment of capital receipts*

- Right to Buy/Right to Acquire receipts;
- existing and future shared ownership staircasing receipts;

3.2.3 *VAT shelter*

- to provide for pensions and environmental warranties as a first call;
- sharing arrangement for any residue.

3.3 Partnerships and Community Involvement

3.3.1 Commitment to participating in and supporting local strategic partnerships e.g. Chorley Partnership and Community Safety Partnership.

3.3.2 Commitment to contributing to neighbourhood initiatives, corporate priorities (3 'P's), and to building and maintaining sustainable communities.

3.3.3 Commitment to neighbourhood management

3.4 Management

3.4.1 Retention of a clear local identity and a high degree of local autonomy on investment & management plus local presence.

3.4.2 Representation on parent board.

3.4.3 A willingness to expand existing, and develop new services.

3.4.4 Experience of, and commitment to, developing Choice Based Lettings;

3.4.5 A commitment to high quality customer and employee care:

- a) One Stop Shop presence and ICT communication links to provide a choice of convenient customer access options;
- b) retention and management of temporary accommodation facility;
- c) using direct labour workforce to provide a responsive and cost effective repairs and maintenance service;
- d) excellent employee relations;
- e) prioritise training and development of staff, including the use of modern apprenticeships;
- f) investment in tenant participation, empowerment and decision making.

3.5 Provision of Agency Services

- Willingness to manage agency services if required
e.g. homelessness service, unified housing register.

3.6 Additional Benefits

- Additional specific benefits that would flow from the RSL if selected as the preferred partner for the LSVT.

Joint Selection Panel
Chorley Borough Council
July 2005