

Shaping Our Future

Helping tenants to live independently



Corporate Plan 2026-27



Introduction



Empower Housing Association has been providing homes for adults with disabilities for over 20 years. We currently provide homes for around 300 adults enabling them to live within their community independently. We remain focused on providing quality services and safe homes and value the feedback provided by our tenants over the last 3 years. We have set a 1 year Corporate Plan which highlights our priorities for 2026/27 and enables us to be flexible as we continue to explore a potential merger with Progress Housing Group. Our plan focuses on what matters most to our tenants – providing good quality homes and services, effective communication and being there to support tenants. We are proud of our objectives and our key priorities and are always working to improve. We recognise that we can do more to listen to and involve our tenants, their advocates and their families and we would very much welcome any feedback you may have on our plan.

Our People are at the centre of all we do and we plan to continue being a great place to work. We remain strong financially with a focused plan which will enable us to deliver our services effectively and continue to grow.

No decision has been made about the merger and we remain focused on delivering our corporate plan whilst discussions continue. If the merger goes ahead our commitment to providing excellent services and supporting our tenants will continue.

Sara Sharrock
Chief Executive

Our Purpose



To provide specialised housing solutions that allow people to live independently enabling their ability to thrive.

Our Values

We are Caring

We care passionately about what we do and have the utmost respect for people and their abilities

We are Supportive

We work with our partners to find creative and innovative solutions to tenants' needs. We recognise the importance of our team and are committed to being an employer of choice

We are Inclusive

We are instinctively honest and open. Our team are committed to the work we do and put the individual needs of our people at the heart of all we do

Our Objectives and Priorities

1. High Quality Services

Providing a caring, high quality and efficient housing service

Priorities:

1. Ensure we listen to our tenants, understand their needs and involve our tenants to help shape services
2. Challenge the ways we work and strive to improve service quality and value for money
3. Delivering high performing services

2. Safe and Sustainable Homes

Providing a safe and secure home for our tenants that delivers for the environment

Priorities:

1. Complying with legal and Regulatory requirements and keeping our tenants informed
2. Investing in our homes to deliver a reduced carbon footprint
3. Developing new homes and ensuring we continue to provide homes for life

3. Healthy Business

A well run, financially robust and compliant organisation that is a great place to work

Priorities:

1. Financially resilient and well-governed to support future growth
2. Provide a great place for people to work
3. Be recognised as a leader in the provision of Supported Housing



1. High Quality Services

1. Ensure we listen and understand our tenants to help shape services

We are committed to improving the ways in which we receive feedback from tenants and their advocates. Listening and involving our tenants will enable us to gain a better understanding of their needs to help improve the way we deliver services based on tenants voice.

We will do this by:

- Involving our tenants in service delivery and policy
- Improving our tenant data and using this to understand and meet tenant needs

2. Challenge the ways we work and strive to improve service quality and value for money

We want to modernise the ways we work by making more use of technology where we can. We have modest ambitions to grow and we want to make internal processes as lean as possible to maximise the investment opportunities that we have.

We will do this by:

- Continue to review our systems and processes to deliver our plans in the most efficient and effective way

3. Delivering high performing services

We are proud of the quality of services that we provide to our tenants. It is important we continually evolve our services to reflect the changing expectations of tenants and stakeholders.

We will do this by:

- Reviewing our performance framework to ensure we report one version of the truth and publicise and benchmark our performance
- Working with tenants to review our performance and committing to learn and improve

2. Safe and Sustainable Homes

1. Complying with legal and Regulatory requirements as a minimum

Ensuring our properties are safe and secure for our tenants and are compliant with all legislation is at the top of our agenda along with informing our tenants about their homes and having a clear commitment to safety embedded within our culture.

We will do this by:

- Ensure up to date SCS on all properties
- Ensuring all properties meet required compliance standards
- Publishing performance and feeding back to tenants
- Further embedding our safety culture with a high degree of transparency with our tenants / advocates

2. Shape our investment strategy to deliver a reduced carbon footprint

We want to do our bit to contribute towards addressing the climate crisis. We will review our investment plans to ensure we are investing in 'green' alternatives wherever we can.

We will do this by:

- Ensuring all our homes exceed DHS and we deliver on our Asset Management commitments
- Developing a framework with landlords to achieve EPC C by 2030

3. Providing homes for life

We provide more than just a property; we provide a home to our tenants. Many of our tenants' needs change over time and we want to ensure we are in a position to adapt homes as these needs change, we will work with Local Authorities and Commissioners to ensure homes suit all needs.

We will do this by:

- Continuing to review tenants' needs at every housing visit and support tenants with adaptations
- Developing a property standard for all new/refurbished properties to future proof them
- Continue to grow and develop much needed SSH homes

3. Healthy Business

1. Financially resilient and well-governed to support future growth

Demand for specialised supported housing is extremely high. We want to respond to this need in a planned and structured way, adding value to the business and homes for those in most need.

We will do this by:

- Ensuring excellent standards of governance and maintaining statutory and regulatory requirements
- Ensuring financial strength and long-term financial viability to ensure growth and environmental sustainability

2. Provide a great place for people to work

Our people are at the centre of everything that we do. We understand we need to continually invest in training and development and ensure that our terms and conditions reflect the market that we operate in.

We will do this by:

- Investing in colleague training and continued development
- Recruiting skilled, experienced, and motivated people aligned to our values

3. Be recognised as a leader in the provision of supported housing

We are proud of what we do. We want to get better at telling the stories about our tenants and give them a voice that helps influence and shape policy.

We will do this by:

- Promoting the value of the work within SSH sector
- Developing existing and new partnerships to further strengthen our reputation

Get in touch

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