

Section Operational Plan 2024/25: Housing Services

Strategic Objective	Key Activity/Target	Outcome(s)	Specific Activities for Year 1	Deadline
(2) Engage effectively with our tenants and service users	Further support and work in partnership with Rosehill Tenants Voice to undertake scrutiny exercises and promote the work of the group to the wider tenant base.	Effective input from Tenant Scrutiny Panel Improved service provision	Recruit minimum additional 5 members to RTV Promote work of Scrutiny panel regularly on our website and within our newsletters.	Q1-Q2 Q2-Q4
	Refresh information on tenants' communication preferences	Improved communication with tenants Increased tenant satisfaction	Carry out tenant survey to include tenants preferred method of communication	Q2
	Make better use of digital tools to communicate and consult with our tenants and other service users, whilst ensuring that no-one is left behind. So we will engage in ways tenants and other customers want and need us to.	Greater choice and convenience for tenants Increased tenant satisfaction	Carry out tenant survey to include tenants preferred method of communication	Q2
	Support tenants with little or no digital skills who wish to develop such skills e.g. access to training, use of tablets or other devices	Reduce digital exclusion	Explore funding options available Explore support options with SWAMP and any other local agencies to enhance digital skills	Q1-Q4
	Continue to implement our Tenant Engagement and Participation Strategies, ensuring these are adequately resourced	Improved communication with tenants Increased tenant satisfaction Increase our understanding of Engagement Tools	Review current Tenant Participation Strategy Look to develop methods of engagement with customers	Q1-Q4
(3) Deliver Value for Money	Keep rents affordable	Rents remain affordable; Rents pass moderate income assessment (less than 30%) Rents remain lower compared to neighbouring RSLs; Rents remain amongst the lowest in Scotland	Tenant Consultation	Q3
	Work in partnership with local and national organisations to minimise fuel poverty. Look to access initiatives to support any tenant experiencing difficulty with their energy bills.	Improved partnership working with various agencies/organisations to the benefit of our customers Increased Tenant Satisfaction Assist vulnerable tenants who are experiencing fuel poverty	Explore funding options available to alleviate fuel poverty. Utilise Welfare Rights Service to maximise tenants income Raise tenants awareness of support available	Q1-Q4 Q1-Q4 Q1-Q4
	Research and, where possible, access relevant funding sources available to charitable registered organisations	Reduce social isolation	Explore funding options available for wider role activities Access any funding available to charitable registered organisations	Q1-Q4 Q1-Q4
	Assist our tenants with accessing low cost devices such as tablets and broadband services; and provide use of devices and access to internet on a drop-in basis at our office;	Improved access to digital tools/devices by tenants Reduce digital exclusion	Continuous development of digital strategy	Q1-Q4
(4) Be innovative and risk aware	Apply for appropriate funding when it is accessible to us, to support community initiatives.	Reduce social isolation Improve staff/customer relations	Access any funding available to support community initiatives	Q1-Q4
	Continue to deliver and further develop our Digital Inclusion Strategy.	Improved access to digital tools/devices by tenants Reduce digital exclusion	Review Digital Inclusion Strategy Continue to develop Digital Strategy	Q2 Q2-Q4
	Identify, participate in and promote initiatives, projects that will enhance the local environment and improve the lives of our tenants e.g. recycling initiatives, healthy eating/living projects; safer neighbourhood projects; using outdoor/green spaces such as Pollok Country Park.	Improved service delivery Enhanced support to tenants Achieve value for money Increased tenant satisfaction	Explore and promote local initiatives Participate in local initiative to improve local environment	Q1-Q4 Q1-Q4
	Strengthen existing links and look for new partnerships with organisations, community groups and projects that can provide required support for our tenants.	Improved service delivery Enhanced support to tenants Achieve value for money Increased tenant satisfaction	Continue to attend Environmental & Community Safety meetings Build on existing partnerships Identify and establish links with local organisations/partners to provide a range of support to Rosehill tenants	Q1-Q4 Q1-Q4 Q1-Q4
(5) Build and contribute to effective partnerships	Continue to work in partnership with Glasgow City Council to tackle local environmental issues.	Improved service delivery Increased tenant satisfaction	Liaise with GCC contacts to tackle environmental issues Continue to develop working relationship with GCC Work with GCC to tackle issue of flytipping in area	Q1-Q4 Q1-Q4 Q1-Q4
	Work with all relevant third sector organisations whose work supports the needs of local residents. Ensure that we are aware of all initiatives in the area and promote these to tenants through the website and newsletters.	Improved service delivery Enhanced support to tenants Achieve value for money Increased tenant satisfaction	Develop awareness of local initiatives in the area Promote these initiatives through our website and newsletters	Q1-Q4 Q1-Q4

	Look for opportunities to create links and establish partnerships with other organisations, projects, etc to provide various services to our tenants e.g. support for older tenants, alternative bulk uplift service, gardening service.	Improved service delivery Enhanced support to tenants Achieve value for money Increased tenant satisfaction	Explore alternative to bulk uplift service Explore options/activities/support for older tenants to reduce social isolation	Q2-Q3 Q1-Q4
	Establish partnership working with SWAMP to tackle digital exclusion	Partnership established; Rosehill tenants have access to digital support;	Liaison meetings with SWAMP; Establish arrangements for Partnership; Implement arrangement	Q1-Q4
(6) Use resources efficiently and effectively	Provide support to local community groups which assist with our aims and support our Vision and Values.	Reduce social isolation Improve staff/customer relations	Create partnership working with local community groups	Q1-Q4
	Identify and make use of local resources which support the needs of our tenants and communities.	Improved staff/customer relations	Explore local resources available which support the needs of our tenants	Q1-Q4
	Review the effectiveness and efficiency of our service delivery to ensure our services are accessible, flexible, responsive and meet the demands and expectations of our tenants, where possible; embracing digital technology to do so whilst still offering more traditional delivery methods where demand exists.	Improved service delivery Increased tenant satisfaction	Continue to explore improved communication/consultation methods i.e. CX-Feedback	Q1-Q4
	Develop wider action budget and wider role within community	Increase community activities Reduce social isolation	Explore further community activities to be introduced Continue to provide social activities (annual fun day/Christmas panto/over 60s christmas lunch	Q1-Q4 Q2-Q3
	Continue to promote and provide use of our Committee Room to community groups and projects.	Build on existing partnership working	Promote use of Committee Room at every opportunity	Q1-Q4
(7) Achieve the highest standards in all that we do	New 5 Year Business Plan 2026-31	Our Business Plan will: clearly set out what we intend to do and how we will do it; show how we will measure success; demonstrate our plans are deliverable, having considered risk and how they will be costed and funded	Feed into the Production of Business Plan 2026-31	Q3-Q4
	Production and Submission of ARC	Accurate submission; Approved by Management Committee; Met statutory deadline	Preparation of ARC for Housing Services Participate in ARC pre submission audit	Q1 Q1
	Compliance and Assurance	Tenants have access to clear information on how we are performing, complied with Regulatory Standards; Committee assured that Rosehill continues to be compliant with all Regulatory and Legal requirements; Assurance provided to SHR and tenants	Contribute to the updating of assurance exercises	Q1-Q4
	Enable and support our Tenants' Group (Rosehill Tenants' Voice) to act as a scrutiny panel to examine areas of our work and make recommendations for improvement.	Effective input from Tenant Scrutiny Panel Improved service provision	Finalise service agreement for specialist support Recruit minimum 5 additional members Agree annual priorities for Scrutiny Panel Implementation of scrutiny programme	Q1 Q1-Q2 Q1 Q1-Q2
	Ensure our policies and practices meet legal and regulatory requirements.	Policies are up-to-date and comply with legal/regulatory requirements	Carry out Housing Services Policy Reviews as per the annual timetable	Q1-Q4
	Ensure we continue to identify, manage and monitor strategic risks to Rosehill	Be aware of the strategic risks and have mitigating measures in place where possible	Ongoing monitoring and updating of Strategic and Operational Risk Registers	Q1-Q4