

Business Planning

Committee Briefing Session – 20/08/25

by

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Good starting point...

What does business planning mean to you?



Why is a Business Plan important?

 **Centre of our decision making**

IMPORTANT

 **Required to be “Compliant” with**

IMPORTANT

 **Plan sets out**

IMPORTANT

 **What we intend to do**

IMPORTANT

 **How we will do it**

IMPORTANT

 **What’s important**

IMPORTANT

 **How success will be assessed/measured**

IMPORTANT



**Scottish Housing
Regulator**

Why is a Business Plan important?

 **IMPORTANT** Demonstrates that plan is deliverable

 **IMPORTANT** Risks identified and assessed

 **IMPORTANT** Costed and funded

 **IMPORTANT** Supported by tenants, staff, partners, funders

Business Planning

Vision, Plan, Priorities

Risks we need to manage

Business Plan 2026 – 2031

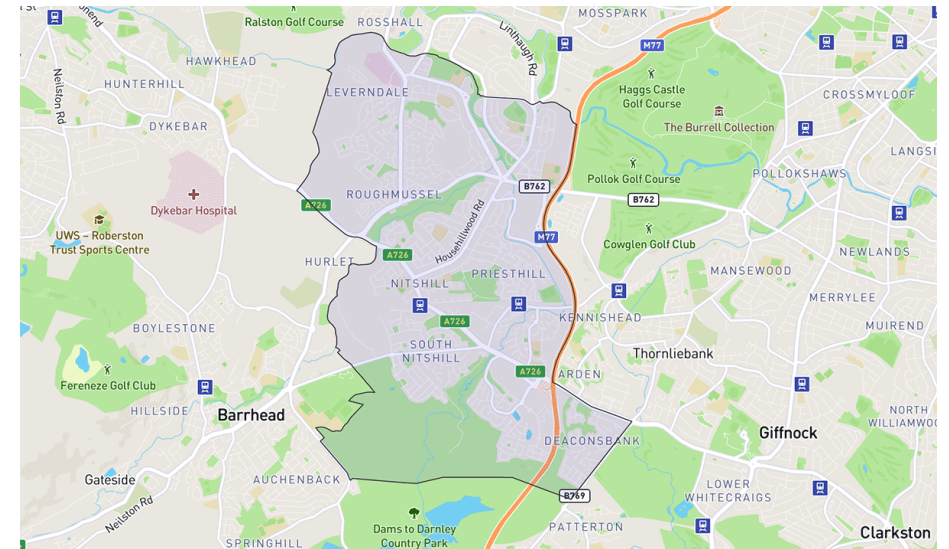
Operating Environment

Tenant, staff,
stakeholder
support

Financial plans –
how we will pay for our plans and
objectives

Business Planning

Operating environment...



Business Planning

Tools to consider how Rosehill is placed...



Business Planning – What is a Business Plan?



A statement of intent:



Vision, objectives, values and outcomes



Delivery Strategy:



Resources, plans



Performance Management Tool:



Targets, success measures

Business Planning – What is a Business Plan?



Prospectus:



Tenants, funders, partners



Financial Plan



Accompanied by Asset Management Plan



Realistic and achievable

Business Planning



Supports decision making



Strategy









Structure



Specify what's important

Business Planning – Putting it into practice

-  Annual Plan of Objectives/Priorities:
 -  Section Operational Plans (e.g. Housing Services, Technical Services)
 -  Work Plans (for individual staff)
-  Monitoring and oversight
-  Reporting
-  Review

Business Planning – Putting it into practice



Contingency planning



Adapting



Looking ahead/anticipating

Business Planning

Set out our vision (where we want to be in 5 years)

Current Vision:

"We will provide excellent quality affordable and efficient homes in neighbourhoods that are well managed and maintained; we will contribute to sustaining communities where people feel safe and want to live by providing housing and other services and working with our voluntary and statutory partners."

Business Planning

Set out our strategic objectives

Currently these are:

1. Provide high quality affordable homes
2. Engage effectively with our tenants and service users
3. Deliver value for money
4. Be innovative and risk aware
5. Build and contribute to effective partnerships
6. Use resources efficiently and effectively
7. Achieve the highest standards in all that we do

Priorities of tenants/stakeholders – Impact on decision making



- Surveys:
 - Satisfaction surveys – repairs services, 3 yearly TSS
 - Feedback surveys – views on policy changes, changes to services or potential new services
- Complaints:
 - Drive improvements

Priorities of tenants/stakeholders – Impact on decision making



- Customer/Stakeholder Engagement:
 - Business Plan priorities
 - New Services
- GCC Strategic Plans e.g. plans for new housing (type, size, net zero)
- Rosehill Tenants' Voice