

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	Boost the membership of our tenant scrutiny panel	Strengthened Tenant Scrutiny Panel	Undertake a recruitment campaign Recruit further 5 members Agree annual priorities for Scrutiny Panel Implementation of scrutiny programme and subsequent action plans agreed by Mgt committee Produce information video on our website	Q1 - Q2 Q1- Q2 Q1 Q1 Q2 - Q3
	Support our Tenant Scrutiny Panel to drive improvements to our service provision	Effective input from Tenant Scrutiny Panel Improved service provision	Commission specialist support	Q1 - Q2
	Develop more interactive consultation methods	Greater choice and convenience for tenants; Increased tenant satisfaction	Work with Scrutiny Panel to develop suitable interactive consultation methods	Q1 - Q4
	Ensure our staff continue to be out in the neighbourhood on a regular basis	Increased visibility in area Improved customer/staff relationships	Monthly full estate walkabouts with escalations to appropriate agencies/partnerships	Q1 - Q4
	Continue to provide social activities (annual fun day, pantomime, etc)	Reduce social isolation	Organise Community Fun Day Organise Christmas Pantomime Organise Over 60s Christmas Lunch	Q2 Q3 Q3
	Continue our membership of the Scottish Tenant Engagement Network (STEN)	Increase our understanding of engagement methods	Attend member events	Q1 - Q4
	Research suitable Tenant Engagement software to support effective engagement with our tenants	Knowledge of available products	Research suitable software products	Q1 - Q4
	Implement "Happy to Translate" platform	Increased effective tenant engagement	Implement "Happy to Translate" platform within the organisation	Q1
(3) Deliver Value for Money	As a minimum continue to cap rent increases to inflation only	Rents remain affordable; Rents remain lower compared to neighbouring RSLs; Rents remain amongst the lowest in Scotland	Tenant Consultation	Q3 - Q4
	Provide tenants with assistance to access low cost devices such as tablets and broadband services Provide use of devices and access to internet on a drop-in basis at our office	Improved access to digital devices/tools by tenants Reduce digital exclusion	Continuous development of Digital Strategy	Q1 - Q4
(4) Be innovative and risk aware	Review and implement our Digital Strategy – ensuring no one is left behind	Improved access to digital devices/tools by tenants Reduce digital exclusion	Continue to develop Digital Strategy	Q1 - Q4
	Explore funding and support opportunities to develop or enhance digital skills amongst our tenants	Reduce digital exclusion	Explore funding options available Explore support options with local agencies to enhance digital skills	Q1 - Q4
	Continue to develop our digital platform	Improved access to digital devices/tools by tenants Reduce digital exclusion	Roll out TenantsHub App to tenants Continue to work with TenantsHub providers to improve/develop platform	Q4 Q1 - Q4
	Launch 'Near Me' platform to support virtual contact with tenants	Improved access to digital devices/tools by tenants Reduce digital exclusion	Implement use of 'Near Me' App	Q3 -Q4
	Develop dedicated tenant portal within Tenants Hub app	Increased Tenant Satisfaction	Work with providers to develop tenant portal	Q1 - Q4

(5) Build and contribute to effective partnerships	Continue to seek out new partnerships for the benefit of our tenants	Improved service delivery; Enhanced support to tenants; Achieved value for money; Increased Tenant Satisfaction	Review current services and identify those that might benefit from partnership arrangements; Identify and establish links with local organisations/partners to provide a range of support to Rosehill tenants	Q1 - Q4 Q1 - Q4
	Continue to work with organisations to tackle fuel poverty	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	Q1 - Q4
	Identify and access support for tenants struggling financially with high fuel costs	Reduce number of tenants experiencing fuel poverty Improved Partnership working with various agencies/organisations to the benefit of our customers	Explore funding options available to alleviate fuel poverty Utilise Welfare Rights Service to maximise tenants income Raise tenants awareness of support available	Q1 - Q4
(6) Use resources efficiently and effectively	Continue to promote the Handyperson Service and encourage take-up of service amongst our tenants who qualify for such assistance	Raised awareness of services available to vulnerable customers	Ensure all staff have adequate knowledge of handyperson service Promote this service on our website and social media platform Publish articles regularly in our newsletter	Q1 - Q4 Q1 - Q4 Q1 - Q4
(7) Achieve the highest standards in all that we do	Annual Review of 5 Year Business Plan 2021-26	Our Annual Plan reflects current challenges and priorities. Identified resources required for delivery of objectives and priorities	Produce results of Housing Services Section Operational Plan Co-ordinate production of Work Plans 2024/25 for HS Team Participate in Committee/Mgt Team BP Sessions Provide required contributions to Annual Plan	Q1 - Q4 Q1 Q1 - Q4 Q4
	Production and Submission of ARC	Accurate submission; Approved by Management Committee; Met statutory deadline	Monitor closely progress with achieving ARC and other internal targets set for Housing Services; Identify and implement any remedial action required	Q1 - Q4
	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
	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	Contribute to the updating of strategic & operational risk registers	Q1 - Q4

Other Key Tasks

Strategic Objective	Area	Task	Timescale/Deadline/Target
(7) Achieve the highest standards in all that we do	Governance	Participate and provide any required information for Governance Review as required	Q1 - Q4