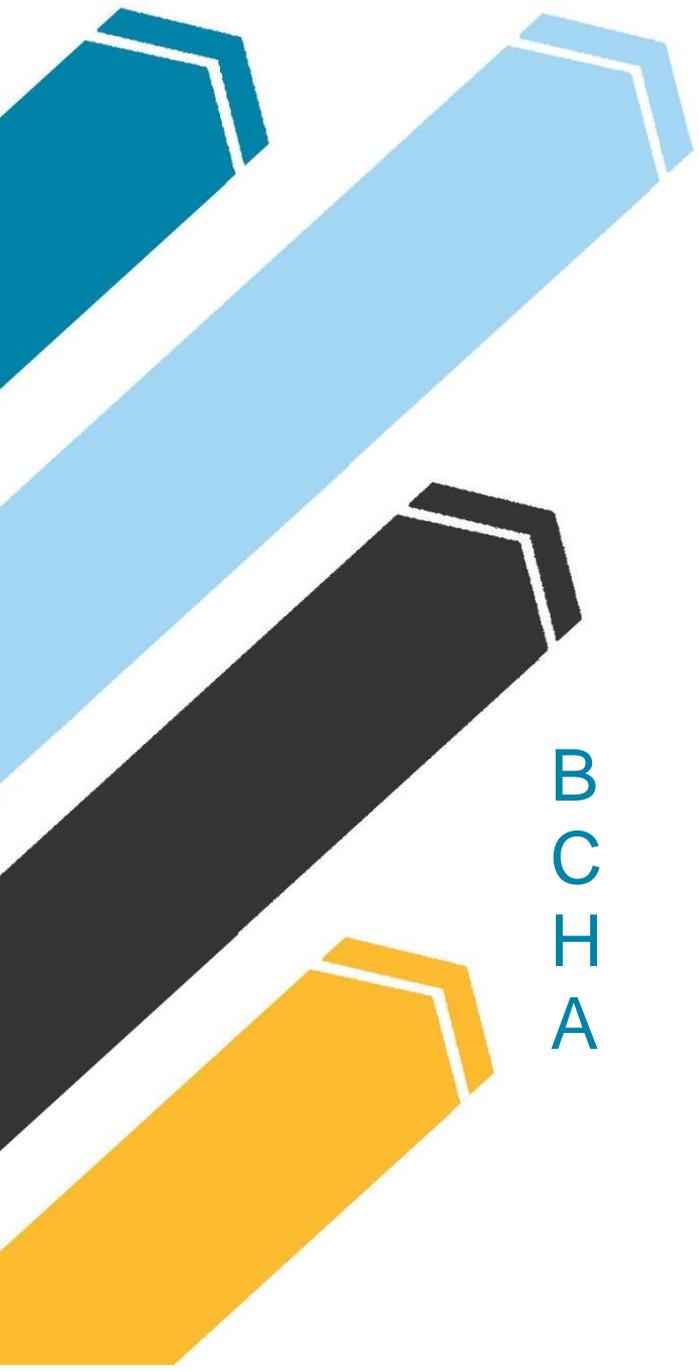




Business Plan 2017-2022



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About BCHA

For nearly 50 years, BCHA has been supporting vulnerable people with a range of needs to find stability, safety and independence, whether through housing, learning opportunities or advice. Today, we support around 10,000 people a year, manage around 1,800 homes for social rent and supported living across the South West and offer a range of learning services to members of the community.

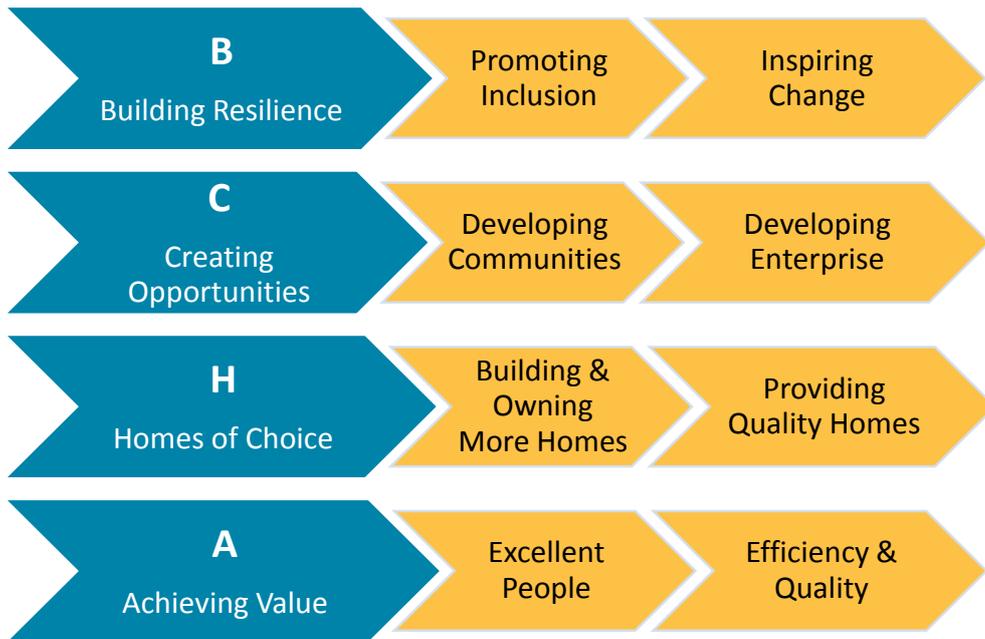
BCHA’s vision is: “Working together: Building better lives, better homes and better communities.”

The Business Plan

Challenges and opportunities for the future are centred around:

- Impacts of Welfare Reform, benefit changes and significant funding cuts
- Financial and digital inclusion for customers
- Learning and employment opportunities for customers
- Exploring markets like health, probation and commercial opportunities
- Improving rental income and reducing void turnaround
- Innovating existing and new services

BCHA will be working on the following 12 main priorities over the next five years:



Building Resilience

Equipping our customers with the skills, confidence and opportunities they need to maximise their chances of finding and sustaining a home and work and become fully included and accepted in society.

1. Financial Wellbeing

We will develop a range of early intervention support to assist our customers with maintaining financial wellbeing and sustaining their tenancies.

2. Digital Service

We will develop our on-line presence so that customers can access our housing or support services wherever they want, whenever they want.

3. Better Outcomes

We will seek to improve customer outcomes in our support services through application of the Psychologically Informed Environments (“Inspiring Change”) approach.

4. Employability and Skills

We will build on the Employability and Skills services we currently provide and develop an offer for general needs customers and those in supported housing.

Creating Opportunities

Seeking to grow the range of services we provide across our geography to fulfil or support our mission.

5. Strong Services

We will implement the new Care and Support Strategy which will focus on protecting existing contract income.

6. New Pathways

We will seek to work in partnership with the Health and Social Care sectors to provide services for unmet needs.

7. Developing Enterprise

We will seek to reinvigorate the Factory as a profitable social enterprise hub.

Homes of Choice

Expanding the number of homes we own, and ensuring that all of the stock we manage is of a high quality.

8. Building & Owning

We will increase the number of homes in ownership by 500 units over the lifetime of the Plan.

9. Managing our assets

We will deliver our investment programme of **£5m** over 5 years to keep our homes tenable, safe and fit for purpose.

10. Repairs and Property Care

We will seek to ensure that we deliver effective and efficient services to customers.

Achieving Value

Ensuring we have the people and financial resources to deliver the Business Plan efficiently and effectively.

11. Excellent people

We will deploy and develop our People to deliver the Business Plan and work towards being an Employer of Choice.

12. Efficiency and Quality

We will produce annual statements for each service area so all staff are engaged with effective cost-control and service quality improvement for customers (internal and external).