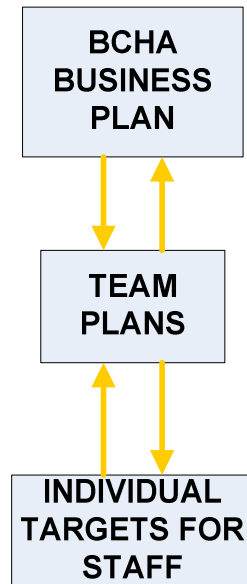


## Your Part

The Business Plan is a document covering BCHA. You have a part to play in achieving the Plan and ensuring the success of the Organisation. Whilst not every objective or target will affect you directly, some will and those of most relevance to your work will be incorporated into your departmental or team action plans as well as within your own supervisions and annual SDR.



## Reviewing Progress

The Plan will be reviewed by Directors and the Board every 6 months to ensure we are on track and to allow us to take action, where we are not.

## Further Information

If you have any questions about our Business Plan, please contact our Customer Service Team on 01202 410500.

Issued: October 2011

# Raising Aspirations: Our Five Year Business Plan

## What this Leaflet is about

This document provides a useful summary of our current Business Plan, BCHA's strategy to take the organisation forward to 2016.

## Our Environment

There have been two key impacts on us, affecting our business. Firstly, the change of government in 2010, generating a range of new national policies, for example, reforms to social housing and welfare benefits. Secondly, the programme of public spending cuts over the next few years will see a significant change to local authority contracting, which we have relied heavily upon. Both issues have influenced the objectives in our Business Plan.

### This document contains:

1. What this leaflet is about
2. Our Environment
3. Our Objectives for the next five years
4. Our targets for the Business
5. Your part
6. Reviewing progress
7. Further information



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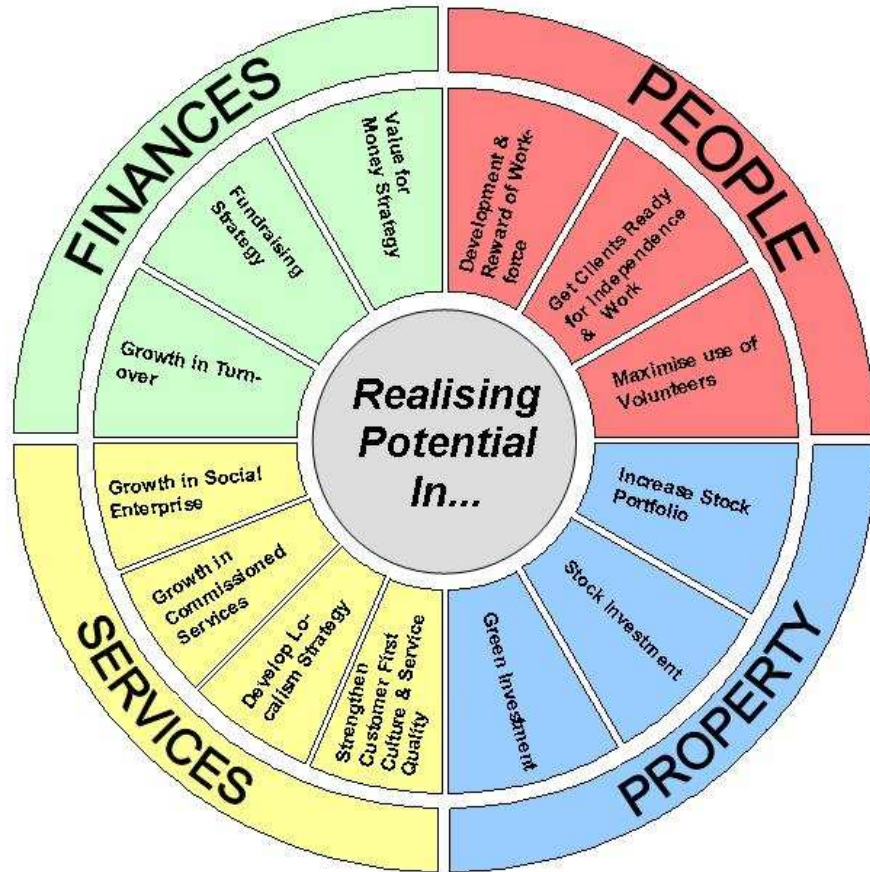
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## Our Objectives

We have grouped our objectives (what we plan to do) around the theme of “Raising Aspirations & Realising Potential: in people, property and providing services”. We also need to include objectives to keep us financially strong.



## Our Targets

Under each objective, we have set targets for the whole staff team to work towards. The main targets for the plan are included below.



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