

Homes and Services that make life better.



Our Business Plan sets out the strategic ambitions for the two Associations in the Caledonia Group – Caledonia and Cordale. Our key priorities for the coming year will focus on helping to achieve our business vision – Homes and Services *that make life better*.

The key initiatives to be taken forward over 2021-22 are summarised below.

These centre on our 'ABCD' strategic objectives:

Achieving Excellence

Building Success

Creating Innovation

Developing People

01



BUSINESS IMPROVEMENT

Modernising and improving the way we deliver services; making better use of new technology and customer information, and looking to build back better after the Covid-19 pandemic.

Achieving Excellence



02



PROVIDING 1000 NEW HOMES

Continuing our programme to build 1000 new affordable homes for people in housing need, delivering more new high quality homes over the course of this year.

Building Success



03



INVESTING IN HOMES

Investing in our existing homes to ensure their quality and sustainability and high levels of customer satisfaction; and progressing our ambitious Bellsmyre regeneration plans.

Building Success



04



FOCUSING ON CLIMATE CHANGE

Strengthening our focus on climate change issues; developing this as a key driver of change and improvement as we work to achieve a net zero carbon position for the Group.

Building Success



05



RENT POLICY & STRUCTURE REVIEW

Reviewing our existing rent arrangements to identify options for a new rent structure that would be fair, open, transparent and easy to understand; and consulting with our governing body members and customers on these options.

Building Success



06



TREASURY MANAGEMENT

Reviewing the Group's Treasury Management Strategy to ensure our funding plans support the delivery of our key strategic aims over the next 5 years.

Building Success



07



GROUP GOVERNANCE ARRANGEMENTS

Investigating, through a comprehensive review, how we can modernise and strengthen governance by simplifying practice, improving decision making and removing overlapping responsibilities, whilst also ensuring accountability to our customers and members.

Creating Innovation



08



ICT STRATEGY

Focussing our strategy on how we can best use information and communications technology to achieve our business transformation aims and also improve our services and working arrangements.

Creating Innovation



09



OUR PEOPLE STRATEGY

Developing our people to ensure that they have the skills, capabilities and mind-set needed to deliver our strategic priorities, manage change, drive business improvement and help us build back better from our Covid-19 experiences.

Developing People



GROUP BUSINESS PLAN SUMMARY 2021-2026

www.caledoniaha.co.uk

www.cordalehousing.org.uk



HAPPY TO TRANSLATE