



Target Date	Lead Officer	Objective Measures of Success	Progress Update	Status	Action Complete
Board & Governance					
1 Objective: Maintain a diverse, strong and knowledgeable Board.					
1 Action: Annual Review of Board Skills.					
31/03/25	Chair CE	Deliver The Governance Training Plan to address: Training requirements identified in individual Member's Annual Appraisals. Reviewing Board Members' Contributions to Abertay's Governance - Reports by Linda Ewart October 2022 and September 2023.	August 2024 Q1	😊	
2 Action: Board Member Annual Performance Review (Annual Appraisal).					
31/08/24	Chair CE	Ensure Board Members have an Annual Appraisal in order to ensure compliance with the Association's Rules: Rule 37.6.	August 2024 Q1	😊	
3 Action: Board Member Recruitment.					
Ongoing	Chair CE	Maintain Board Membership at 10 Members.	August 2024 Q1	😊	
4 Action: Board Member Training and Conference Programme.					
Ongoing	Chair CE	Identify training and conference events, such as SFHA and SHARE, and consult Members on attendance.	August 2024 Q1	😊	
2 Objective: Ensure effective governance arrangements remain in place.					
5 Action: Ensure the principles of good governance remain fully embedded.					
31/10/24 & Ongoing	Chair CE	Annual Assurance Statement Evidence and Action Plan Framework. 2024 Annual Assurance Statement to be submitted to the SHR by 31 October 2024.	August 2024 Q1	😊	
Risk Management					
3 Objective: Ensure suitable and sufficient Risk Management principles remain in place.					
6 Action: Ensure efficient and effective risk management which identifies, monitors, manages and has control mechanisms and mitigation strategies in place to manage risks, in order to enable the Association to deliver its strategic and operational objectives.					
Ongoing	CE CSD	Risk Management Framework consists of: Risk Management Policy Risk Management Tables Risk Assurance Register Risk Management Policy approved by Management Committee on 26 May 2021. In accordance with the Board's decision at the Board Meeting on 25 May 2022 the full Risk Management Tables will be presented in August each year and the top 10 Serious and Significant Risks at all other Quarterly Board Meetings.	August 2024 Q1	😊	
Financial Management					
4 Objective: Ensure efficient and effective Internal Controls are in place.					
7 Action: Maintain an efficient and effective system of internal controls, supported by an active programme of Internal Audit.					
Ongoing	CE CSD	Internal Audit programme carried out as planned and all agreed Management Actions achieved within timescales. Risk Assurance Register. 2024/25 Internal Audit Programme: 1. Allocations (April '24) 2. Retirement Housing Scheme (June '24) 3. Payroll (July '24) 4. Complaints Management (July '24) 5. Business Planning (January '25) 6. Follow Up (January '25) 7. Planned Maintenance (February '25)	August 2024 Quarter 1	😊	
5 Objective: Ensure we effectively plan and budget the Association's strategic and operational objectives.					
8 Action: Robust business planning, budgeting and budgetary control processes are in place.					

	Target Date	Lead Officer	Objective Measures of Success	Progress Update	Status	Action Complete
	Ongoing	CSD	Business Plan: Internal Management Plan. 30 Year Financial Plan and 2023/24 Annual Budget. Management Accounts (Quarterly).	August 2024 Q1	😊	
6 Objective: Ensure our Financial Accounting meets statutory requirements.						
9 Action: Ensure our Financial Statements are of a high standard.						
	31/08/24	CSD FM	The Financial Statements for the year ended 31 March 2024 and the Management Letter are not qualified and clean respectively. <u>Previous Years</u> The Financial Statements for the years ended 31 March 2023, 31 March 2022, 31 March 2021, 31 March 2020 and 31 March 2019 and the Management Letters are not qualified and clean respectively.	August 2024 Q1	😊	
Loan - CAF Bank						
7 Objective: CAF Interest Rate Fix.						
10 Action: CE, CSD and Chair of the AF&RMC to discuss and agree an Interest Rate Fix with CAF Bank.						
	31/03/25	CE CSD	AF&RMC Report 24/02/15 provides: Recommend to the Board that the Corporate Services Director and Chief Executive are given authority to negotiate and agree an appropriate interest rate fix with CAF bank in discussion with the Chair of the AF&RMC. The Board approved the Recommendation at the Board Meeting on 28 February 2024.	August 2024 Q1	😊	
Internal Audit						
8 Objective: Internal Audit Plan.						
11 Action: Provide Internal Audit with the information and support they need to enable them to carry out robust internal audits.						
	31/03/25	CE CSD	2024/25 Internal Audit Programme: 1. Allocations (April '24) 2. Retirement Housing Scheme (June '24) 3. Payroll (July '24) 4. Complaints Management (July '24) 5. Business Planning (January '25) 6. Follow Up (January '25) 7. Planned Maintenance (February '25)	August 2024 Q1	😊	
Scottish Housing Regulator (SHR)						
9 Objective: Compliance with SHR's Regulatory Framework - Annual Assurance Statement.						
12 Action: Ensure we continue to meet all requirements of the SHR's Regulatory Framework.						
	31/10/24	CE CSD	Compliance with the new Regulatory Framework - 1 April 2024. Annual Assurance Statement 2024 to be submitted to the SHR by 31 October 2024. The Board are able to confirm compliance with SHR's Regulatory Framework by way of the Annual Assurance Statement - Annual Assurance Statement Evidence and Action Plan Framework. <u>Submission of Previous Years</u> 2023 AAS deadline 31 October 2023 - submitted 26 October 2023. 2022 AAS deadline 31 October 2022 - submitted 27 October 2022. 2021 AAS deadline 31 October 2021 - submitted 28 October 2021. 2020 AAS Covid-19 extended deadline 30 November 2020 - submitted 26 November 2020. 2019 AAS deadline 31 October 2019 - submitted 30 October 2019.	August 2024 Q1	😊	
10 Objective: Annual Return on the Charter (ARC).						
13 Action: Ensure we continue to meet all requirements of the SHR's guidance on the Social Housing Charter and submit the ARC in accordance with the timescale.						
	31/05/24	CSD	Annual Return on the Charter to be submitted to the SHR by 31 May 2024.	August 2024 Q1	😊	
11 Objective: Five Year Financial Projections.						
14 Action: Ensure we submit the Five Year Financial Projections to the SHR in accordance with the timescale.						

	Target Date	Lead Officer	Objective Measures of Success	Progress Update	Status	Action Complete
	31/05/24	CSD	Five Year Financial Projections to be submitted to the SHR by 31 May 2024.	August 2024 Q1	😊	
12 Objective: Loan Portfolio Return.						
15 Action: Ensure we submit the Loan Portfolio Return to the SHR in accordance with the timescale.						
	30/06/24	CSD	Loan Portfolio Return to be submitted to the SHR by 30 June 2024.	August 2024 Q1	😊	
13 Objective: Audited Financial Statements.						
16 Action: Ensure we submit the Audited Financial Statements to the SHR in accordance with the timescale.						
	30/09/24	CSD	Audited Financial Statements to be submitted to the SHR by 30 September 2024.	August 2024 Q1	😊	
Other Regulatory Annual Returns						
14 Objective: Financial Conduct Authority (FCA).						
17 Action: Ensure we submit the FCA Annual Return in accordance with the timescale.						
	30/09/24	CSD	Annual Return to be submitted to the FCA by 30 September 2024.	August 2024 Q1	😊	
15 Objective: Office of the Scottish Charity Regulator (OSCR).						
18 Action: Ensure we submit the OSCR Annual Return in accordance with the timescale.						
	31/12/24	CSD	Annual Return to be submitted to the OSCR by 31 December 2024.	August 2024 Q1	😊	
Lenders: Covenant Compliance Reports.						
16 Objective: RBS Covenant Compliance.						
19 Action: Ensure we submit the Covenant Compliance Report to RBS in accordance with the timescale.						
	Ongoing	CSD	The RBS Covenant Compliance Report has to be submitted to RBS within two months of the end of the pertinent Quarter.	August 2024 Q1	😊	
17 Objective: CAF Bank Covenant Compliance.						
20 Action: Ensure we submit the Covenant Compliance Report to CAF Bank in accordance with the timescale.						
	Ongoing	CSD	The CAF Bank Covenant Compliance Report has to be submitted to CAF Bank within forty five days of the end of the pertinent Quarter.	August 2024 Q1	😊	
General Data Protection Requirements (GDPR) & Freedom of Information Legislation.						
18 Objective: Continued compliance with GDPR & Freedom of Information Legislation.						
21 Action: Maintain the structures and procedures to ensure compliance with GDPR.						
	Ongoing	CSD	Ensure continued compliance with the GDPR.	August 2024 Q1	😊	
22 Action: Ensure compliance with Freedom of Information Legislation.						
	Ongoing	CSD	Ensure continued compliance with Freedom of Information Legislation.	August 2024 Q1	😊	
Policy Reviews.						
19 Objective: Policies to be reviewed and approved by Board or relevant Sub-Committee in a timely manner.						
23 Action: Ensure the review of Policies is implemented in accordance with the Policy Review Timetable.						
	30/09/24 & Ongoing	MT	Report on the number of Policies reviewed in each quarter. Carried Over from IMP 2023/24 The objective is to have all Policies which have passed their review date reviewed and approved by 30 September 2024 (end of Q2 2024/25), and hence this Objective and Action has been carried over to the IMP 2024/25.	August 2024 Q1	😊	
Human Resources						
20 Objective: Maintain a motivated and skilled staff team.						
24 Action: Employee Wellbeing Group to meet Quarterly.						
	Ongoing	CE CSD CSO	Employee Wellbeing & Events Group leads initiatives aimed at improving Abertay as a place to work. Staff participate and benefit from initiatives taken forward.	August 2024 Q1	😊	
21 Objective: Review Contracts of Employment.						
25 Action: Carry out a review of the Association's Contracts of Employment to ensure that they reflect up-to-date employment law.						

	Target Date	Lead Officer	Objective Measures of Success	Progress Update	Status	Action Complete
	30/09/24	CE CSD CSO	The Association's solicitors will be involved in the Review. Carried Over from IMP 2023/24 The aim will be to complete this Objective and Action by 30 September 2024 (end of Q2 2024/25), and hence it has been carried over to the IMP 2024/25.	August 2024 Q1	😊	
22 Objective: Review the Staff Handbook.						
26 Action: Carry out a review of the Association's Staff Handbook.						
	30/09/24	CE CSD CSO	The Association's solicitors will be involved in the Review. Carried Over from IMP 2023/24 The aim will be to complete this Objective and Action by 30 September 2024 (end of Q2 2024/25), and hence it has been carried over to the IMP 2024/25.	August 2024 Q1	😊	
23 Objective: Review the Recruitment Process.						
27 Action: Carry out a review of the Recruitment Process.						
	30/09/24	CE CSD CSO	The Association's solicitors will be involved in the Review. Carried Over from IMP 2023/24 The aim will be to complete this Objective and Action by 30 September 2024 (end of Q2 2024/25), and hence it has been carried over to the IMP 2024/25.	August 2024 Q1	😊	
Information Technology						
24 Objective: Ensure our IT is effective in supporting the Association's strategic and operational objectives.						
28 Action: Our ICT systems continue to function well with minimal disruption / downtime.						
	Ongoing	CSD F&ITO	Minimal interruption to services through ICT breakdowns or inefficiencies. In October 2020 the Internal Audit on IT received Full Assurance.	August 2024 Q1	😊	
25 Objective: Cyber Essentials Certificate of Assurance Accreditation Status.						
29 Action: To retain Cyber Essentials Certificate of Assurance Accreditation Status.						
	31/03/25	CSD F&ITO	Ensure the Association retains its Cyber Essentials Certificate of Assurance Accreditation Status. Cyber Essentials Accreditation was retained in January 2021, January 2022, February 2023 and March 2024.	August 2024 Q1	😊	
26 Objective: Board Members' SharePoint on the Association's IT Network.						
30 Action: Utilise SharePoint on the Association's IT Network to assist Board Members in their governing body role.						
	31/03/25	CSD F&ITO	The Board Members' SharePoint is complete and will be utilised throughout 2024/25.	August 2024 Q1	😊	
27 Objective: IT Security Groups.						
31 Action: Review IT Security Groups.						
	31/03/25	CSD F&ITO	Carry out a review of the IT Security Groups.	August 2024 Q1	😊	
28 Objective: SDM Review.						
32 Action: Carry out a comprehensive cross-departmental review of SDM, the Association's Housing Database.						
	31/03/25	MT	A comprehensive review will ensure that SDM is being used to its full potential and the Association is receiving value for money. Carried Over from IMP 2023/24 This Objective and Action has been carried over to the IMP 2024/25.	August 2024 Q1	😊	
Health & Safety						
29 Objective: Ensure effective Health and Safety management processes are in place.						
33 Action: Health and Safety Steering Group Meetings to monitor the Health and Safety related matters.						
	Ongoing	H&SSG	Health and Safety Steering Group (H&SSG) to meet six-monthly.	August 2024 Q1	😊	
34 Action: Health and Safety Report to be presented to Board quarterly.						

	Target Date	Lead Officer	Objective Measures of Success	Progress Update	Status	Action Complete
	Ongoing	CE PSM	Report to incorporate: Asbestos Electrical Gas Legionella Lifts	August 2024 Q1	😊	
35 Action: Fire Safety and Prevention Report to presented to Board six-monthly.						
	Ongoing	CE PSM	The report will encompass all fire safety and prevention work, specifically focusing on Dryburgh Gardens (the Association's four high rise buildings).	August 2024 Q1	😊	
36 Action: Fire Risk Assessments.						
	31/12/24	CE PSM	Fire Risk Assessments will be carried out on all pertinent schemes throughout July/August 2024. All recommendations to be completed by 31 December 2024.	August 2024 Q1	😊	
37 Action: Fire Safety and Prevention Inspections - Quarterly.						
	Ongoing	CE PSM	The schemes are: Dryburgh Gardens (4 high rise buildings) Arthurstone Terrace Cheviot Crescent Dunholm Mews Grampian Gardens Pitairlie Road Finavon Street	August 2024 Q1	😊	
Procurement						
30 Objective: Ensure our procurement is in line with the Legislation, Regulations and best practice.						
38 Action: Ensure procurement principles and practices are fully and consistently applied.						
	Ongoing	CE CSD	Maintain the principles and practices which resulted in Internal Audit reporting Full Assurance on Procurement. In November 2022 the Internal Audit on Procurement received Full Assurance. In June 2020 the Internal Audit on Procurement received Full Assurance.	August 2024 Q1	😊	
31 Objective: Procurement Improvement Programme.						
39 Action: Implement a Procurement Improvement Programme in order to meet Scottish Government Requirements.						
	Ongoing	CE CSD	Implement a Procurement Improvement Programme in order to be compliant with Scottish Government Requirements in respect of grant.	August 2024 Q1	😊	
32 Objective: Procure the Rewiring Contract.						
40 Action: Carry out a Regulated Procurement Exercise and award the Rewiring Contract.						
	31/03/25	PSM PO	Carry out a Regulated Procurement Exercise and award the Rewiring Contract. <u>Carried Over from IMP 2023/24</u> This Objective and Action has been carried over to the IMP 2024/25.	August 2024 Q1	😊	
33 Objective: Procure Bathroom Replacement Programme.						
41 Action: Carry out a procurement exercise pertinent to the Bathroom Replacement Programme.						
	31/03/25	PSM PO	Carry out a bathroom replacement procurement exercise.	August 2024 Q1	😊	
34 Objective: Procure Kitchen Replacement Programme.						
42 Action: Carry out a procurement exercise pertinent to the Kitchen Replacement Programme.						
	31/03/25	PSM PO	Carry out a kitchen replacement procurement exercise.	August 2024 Q1	😊	
Corporate Image and Public Relations						
35 Objective: Improve the Association's corporate image and public profile.						
43 Action: Build links with local schools.						

	Target Date	Lead Officer	Objective Measures of Success	Progress Update	Status	Action Complete
	Ongoing	TI&EG	Joint activities set up with at least one school.	August 2024 Q1	😊	
44 Action: Promote the Association's Objectives and activities throughout the business community.						
	Ongoing	TI&EG	Actively promote the Association's Objectives and activities throughout the business community.	August 2024 Q1	😊	
Tenant Involvement and Empowerment Strategy						
36 Objective: Tenant Involvement and Empowerment Strategy Group Meetings.						
45 Action: Continue with the Tenant Involvement and Empowerment Strategy Group Meetings.						
	31/03/25	TI&EG	The Tenant Involvement and Empowerment Strategy Group has made excellent progress and the monthly meetings will continue throughout 2024/25.	August 2024 Q1	😊	
37 Objective: Communication: to communicate effectively with our residents on matters of mutual interest.						
46 Action: Publish the Annual Report, incorporating tenant's report.						
	31/10/24	CSO TI&EG	Annual report provides all info on the ARC which the SHR requires. The 2023/24 Annual Report will be published by 31 October 2024.	August 2024 Q1	😊	
47 Action: Issue Tenant Newsletter (twice annually).						
	31/08/24 & 31/12/24	CSO TI&EG	Spring/Summer Newsletter will be published in June-August 2024. Autumn/Winter Newsletter will be published in December 2024.	August 2024 Q1	😊	
38 Objective: To involve residents in our decision making on matters which affect them.						
48 Action: Maintain a Register of Interested Residents with a view to consulting them on service delivery matters.						
	Ongoing	TI&EG	Promote and add to Register. The Internal Audit on Tenant Participation and Engagement, which received Reasonable Assurance, identified six recommendations which we will address. The Register of Interested Residents is one of the areas identified.	August 2024 Q1	😊	
39 Objective: Tenants' Portal - 'My Home'.						
49 Action: Proactively promote the use of 'My Home'.						
	31/03/25	MT	Following the successful introduction of the Tenants' Portal, 'My Home', on 1 October 2021, ensure the Portal is proactively promoted in order to maximise its capabilities and use by the tenants and the repairs tool is implemented. Adopting the Repairs Module of 'My Home' will be considered in 2024/25.	August 2024 Q1	😊	
Equality and Diversity Strategy						
40 Objective: Equality and Diversity Strategy Group Meetings.						
50 Action: Continue with the Equality and Diversity Strategy Group Meetings.						
	14/08/24	TI&EG	The Equality and Diversity Strategy Group (E&DSG) will meet monthly throughout 2023/24. The primary objective of the E&DSG is to address the Equality and Diversity Internal Audit Recommendations by the next AF&RMC Meeting: 14 August 2024.	August 2024 Q1	😊	
Income Management						
41 Objective: Efficient and effective arrears monitoring to maximise rental income and reduce former tenant arrears.						
51 Action: Ensure robust procedures are adhered to.						
	Ongoing	CE CSD HSM ITL	Refer to the Operational Performance Report: Key Performance Indicators. Income Report to be presented to AF&RMC quarterly. Rent Arrears Report to be presented to Board quarterly.	August 2024 Q1	😊	
Void Property Management (Relets).						

	Target Date	Lead Officer	Objective Measures of Success	Progress Update	Status	Action Complete
42	Objective: Operate an efficient and effective void property management service.					
52	Action: Ensure void properties are re-let within established performance targets.					
	Ongoing	HSM PSM	Void turnaround times within target. The Internal Audit on Allocations carried out in April 2024 gave Substantial Assurance. The Internal Audit on Void Management carried out in August 2019 gave Full Assurance.	August 2024 Q1	😊	
Void Property Standard.						
43	Objective: To ensure we maintain a suitable and sufficient and cost effective Void Property Standard.					
53	Action: Carry out a comprehensive review of the Void Property Standard.					
	30/09/24	CE PSM HSM	The comprehensive review will consider all aspects associated with the Void Property Standard. The Internal Audit on Void Management carried out in August 2019 gave Full Assurance. <u>Carried Over from IMP 2023/24</u> The aim will be to complete this Objective and Action by 30 September 2024 (end of Q2 2024/25), and hence it has been carried over to the IMP 2024/25.	August 2024 Q1	😊	
Tenancy Agreements						
44	Objective: Ensure Tenancy Agreements are compliant with legislation and case law.					
54	Action: Carry out a review of our Tenancy Agreements.					
	31/03/25	CE HSM CSTL	The Association's solicitors will be involved in the Review. <u>Carried Over from IMP 2023/24</u> This Objective and Action has been carried over to the IMP 2024/25.	August 2024 Q1	😊	
Retirement Housing						
45	Objective: Ensure Retirement Housing continues to provide safe and popular accommodation, with high levels of tenant satisfaction.					
55	Action: Continue to deliver a high quality retirement housing service, within budget.					
	Ongoing	CE HSM CSTL	Tenant feedback survey in 2023 indicates high levels of satisfaction. Staffing and other costs are maintained within budget.	August 2024 Q1	😊	
Estate Management						
46	Objective: Estate Management - ensure our estates and neighbourhoods are well maintained.					
56	Action: Continue Estate Walkabout programme, seeking ways to increase resident participation.					
	Ongoing	HSM PSM	Regular inspections continue to take place and any identified issues are actioned accordingly.	August 2024 Q1	😊	
47	Objective: Ensure our closes are well cleaned.					
57	Action: Carry out a comprehensive Review of Close Cleaning and the Close Cleaning Contract.					
	Ongoing	CE HSM PSM	Regular inspections continue to take place and any identified issues are actioned accordingly.	August 2024 Q1	😊	
Supported Housing Inspections						
48	Objective: Meetings with the Care Providers - Quarterly.					
58	Action: Quarterly Meetings with the Care Providers to ensure that any issues are identified and addressed accordingly.					
	Ongoing	HSM	The schemes are: Arthurstone Terrace Cheviot Crescent Dunholm Mews Grampian Gardens Pitairlie Road Finavon Street	August 2024 Q1	😊	
Tenant Support						
49	Objective: Ensure the adverse impact of Welfare Reform on the tenants is minimised.					
59	Action: Ensure we support tenants with their rental payments as effectively as possible.					

	Target Date	Lead Officer	Objective Measures of Success	Progress Update	Status	Action Complete
	Ongoing	Income Dept	Continue to engage with tenants with a view to assisting them.	August 2024 Q1	😊	
50 Objective: Fuel Poverty - provide cost effective services which help tenants minimise their fuel costs.						
60 Action: Provide energy efficiency advice services to residents.						
	Ongoing	TSO	Targets achieved for outcomes and tenants supported.	August 2024 Q1	😊	
Wider Community Activities						
51 Objective: Encourage community activities likely to benefit residents in our neighbourhood.						
61 Action: Work closely with One Parent Families Scotland (OPFS) to ensure the Families House delivers value to the local community.						
	Ongoing	HSM	Ensure the services of OPFS continues to be a benefit to the community in Fintry.	August 2024 Q1	😊	
52 Objective: Support wider community initiatives which conform with and embrace our Mission Statement.						
62 Action: Support local businesses and local charities that support our communities.						
	Ongoing	HSM	Assist businesses and charities whose aims reflect our Mission Statement: 'Abertay aims to enhance the quality of life in our communities.'	August 2024 Q1	😊	
Property Services Department						
53 Objective: Review the Property Services Department - Maintenance and Asset Management.						
63 Action: Carry out a comprehensive review of the Maintenance and Asset Management functions within Property Services.						
	31/08/24	CE	The Review to consider strategic and operational objectives. The Maintenance Manager was appointed Property Services Manager on 1 September 2023. Further meetings will take place with staff within the Property Services Department throughout 2024/25 concluding on 31 August 2024.	August 2024 Q1	😊	
Maintenance: Reactive Repairs						
54 Objective: Reactive Repairs - Provide a high quality and cost effective reactive repairs service.						
64 Action: Deliver the Reactive Repairs service within budget while meeting the set performance targets.						
	Ongoing	PSM	Performance targets met and costs contained within budget. Refer to the Operational Performance Report: Key Performance Indicators.	August 2024 Q1	😊	
Maintenance: Medical Adaptations						
55 Objective: Ensure tenants' needs for Medical Adaptations are met and funding for this is maximised.						
65 Action: Continue to monitor funding rules and availability for carrying out medical adaptations.						
	Ongoing	PSM	All adaptations continue to be fully funded by the Scottish Government.	August 2024 Q1	😊	
Asset Management						
56 Objective: Ensure we have accurate and good quality information on our housing stock to support the Asset Management Strategy.						
66 Action: Continue the programme of stock condition surveys, to ensure at least 20% of stock is surveyed in the year, including properties reporting no recent repairs.						
	Ongoing	CE	360 full surveys completed, including "high risk" properties.	August 2024 Q1	😊	
57 Objective: Ensure our programme of planned work for the year is delivered as planned and on budget.						
67 Action: Deliver the approved Planned Maintenance Programme for the year.						
	31/03/25	CE PSM	All work planned is completed within the agreed budget.	August 2024 Q1	😊	
58 Objective: Ensure all properties meet the Energy Efficiency Standard for Social Housing (ESSH).						
68 Action: All reasonable work to achieve ESSH is completed.						

	Target Date	Lead Officer	Objective Measures of Success	Progress Update	Status	Action Complete
	Ongoing	CE	Good EPC data (including cloning) confirms that all stock either meets EESSH, or all reasonable measures to improve energy efficiency have been carried out. Refer to the Operational Performance Report: Key Performance Indicators.	August 2024 Q1	😊	
Development						
59	Objective: Oak Gardens Development.					
69	Action: Completion of the Oak Gardens Development.					
	30/11/24	CE	Oak Gardens completion in November 2024.	August 2024 Q1	😊	
60	Objective: Angus Street Development.					
70	Action: Preparation for the Angus Street Development in 2025.					
	Ongoing	CE	Continue to provide AM&DC and Board with Reports on Angus Street.	August 2024 Q1	😊	
61	Objective: Clepington Road Development.					
71	Action: Preparation for the Clepington Road Development in 2025.					
	Ongoing	CE	Continue to provide AM&DC and Board with Reports on Clepington Road.	August 2024 Q1	😊	
62	Objective: Mossgiel Development.					
72	Action: Preparation for the Mossgiel Development in 2026.					
	Ongoing	CE	Board decision in 2025/26.	August 2024 Q1	😊	
63	Objective: Development Opportunities.					
73	Action: Identify and actively pursue development opportunities.					
	Ongoing	Board CE	Decisions by Board on development opportunities.	August 2024 Q1	😊	
Acquisitions and Disposals						
64	Objective: Acquire and Dispose of Properties.					
74	Action: Acquire and Dispose of properties in accordance with the Acquisitions and Disposals Policy.					
	Ongoing	CE CSD	Acquisitions and Disposals Report to Board. Proactively pursue acquisitions and disposals which assist us in ensuring we deliver our strategic and operational objectives. A total of fourteen properties were acquired throughout 2023/24.	August 2024 Q1	😊	
Value for Money						
65	Objective: Value for Money Reporting.					
75	Action: Present Board with a Value for Money Report.					
	31/08/24	CSD FM	Annual VfM Report to Board on 28 August 2024.	August 2024 Q1	😊	
Tenant Satisfaction Survey						
66	Objective: Tenant Satisfaction Survey - Comprehensive Satisfaction Survey.					
76	Action: Carry out a Tenant Satisfaction Survey.					
	31/03/25	TI&EG	Survey to achieve high response rates with positive feedback and high satisfaction levels from tenants.	August 2024 Q1		
Rent and Service Charges						
67	Objective: Review of Rents and Service Charges.					
77	Action: Appoint a Consultant to carry out a comprehensive review of rents and service charges.					
	31/03/25	CE CSD	Appoint a Consultant to carry out a comprehensive review of rents and service charges with a view to presenting the Board with a report in 2024/25.	August 2024 Q1	😊	
Housing Services Review						
68	Objective: Review Senior Positions in Housing Services.					
78	Action: Carry out a comprehensive review of the Senior Positions with Housing Services.					

	Target Date	Lead Officer	Objective Measures of Success	Progress Update	Status	Action Complete
	31/03/25	CE	Carry out a comprehensive review of the following positions: Housing Services Manager Senior Housing Officer Customer Services Team Leader	August 2024 Q1	😊	

CE = Chief Executive, CSD = Corporate Services Director,

FM = Finance Manager, HSM = Housing Services Manager, PSM = Property Services Manager

SHO = Senior Housing Officer, CSTL = Customer Services Team Leader, ITL = Income Team Leader, TIO = Tenant Involvement Officer, TSO = Tenancy Sustainment Officer, PO = Project Officer, CSO = Corporate Services Officer

MT = Management Team

DC = Development Consultant

TI&EG = Tenant Involvement and Empowerment Group

H&SSG = Health and Safety Steering Group