

CHA Improvement Action Plan – Self-assurance Process 2019

Updated 23.10.2020

| Standard/Section | Improvement | Who | Target Date | Completed Yes/No | Date Actioned/ Completed/ Further Info | Material (Yes/No) |
|--|---|----------|-------------|------------------|---|-------------------|
| AN- Assurance and Notification | | | | | | |
| SHR requirements relating to Annual Assurance Statements and Legal Obligations | | | | | | |
| AN4.6 | Health and Safety Registers to be completed in full and in a user friendly format | AMacf/JD | 10-Dec | Partial | Dec-19 (Asbestos register completed). Water management register o/s – scheduled for end May-20, re-scheduled for end of July 2020, work plan in place to achieve this. Sept 2020 update – this was not achieved. This is currently being worked on and is on target to be completed by the end of October 2020 at the latest. Although progressing well and expected to be completed before the submission of the next Annual Assurance Statement, it may require to be carried over to the new improvement plan for 2020/21. | No |
| CH - Each landlord must involve tenants, and where relevant, other service users, in the preparation and scrutiny of performance information. | | | | | | |
| CH1.4 | To create separate benchmarking reports | SF/SS | 28-Feb | Partial | In progress –commenced from Apr-20. Complaints report to MC May-20. BP Performance/targets to be discussed at upcoming BP Tenant consultation. BP approved 13.10.2020. Table to be expanded to show benchmarking against peer groups. May carry forward to 2020 improvement plan. | No |
| SG1 - Comply with, and submit information to us (SHR) in accordance with, our guidance on Notifiable events (NE) | | | | | | |

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| SG2.9 | CHA's procurement practices to be rolled out to our subsidiary in the upcoming year – Improvement | LL | 28-Feb-20 | Partial | Ongoing – scheduled for Jun-20 Delayed. Procurement practices aligned to CHA Procurement Policy. Procurement of small works contractors underway. May be required to be carried onto next improvement plan as delays in procurement process. | No |
| TS1 - Each landlord must make information on reporting significant performance failures, including SHR leaflet, available to its tenants. | | | | | | |
| TS3.4 and 3.5 | Tenant Panel has not yet scrutinised complaints handling procedures/performance – future topic and/or standard agenda item | SF | 30-Apr-20 | No | Scheduled 15-Apr and will be done in line with new SPSO guidance issued in Feb-20 – postponed due to lockdown although intend to hold October TP meeting through “Zoom” –scheduled for 28.10.20 | No |
| Regulatory Standard 1 The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users 1.1 The governing body sets the RSL's strategic direction. It agrees and oversees the organisation's business plan to achieve its purpose and intended outcomes for its tenants and other service users. | | | | | | |
| 1.1.7 | Improvement to be discussed in regards to how tenants are involved in and consulted about the organisation's strategy and plans for the future | SF/SS | Feb-20 - May20 | Partial | We are endeavouring to arrange a presentation via Zoom to the Tenant Panel and Resident's Groups before the end of November 2020. This may have to be carried over to the 202 improvement plan if not achieved. We have included Business Plan consultation on our website. | No |
| Regulatory Standard 3 | | | | | | |

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| The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay. 3.1 The RSL has effective financial and treasury management controls and procedures, to achieve the right balance between costs and outcomes. The RSL ensures security of assets, the proper use of public and private funds, and access to sufficient liquidity at all times. | | | | | | |
| 3.1.7 | Add VFM question on Rent Policy Review consultation leaflet which goes out to all tenants | JF | 02-Dec | No | Direct question omitted in error–full info on VFM included in consultation leaflet/ residents' assoc. consultation and tenant conference as well as TSS. Will be included in rent affordability study programmed for Jun-20. TSS survey delayed until lockdown lifted to ensure responses offer fair reflection of rents without any negative influence as a result of the pandemic lockdown and associated financial hardships. Question to be included in rent policy consultation due Nov/Dec 2020. | No |
| 3.2 The governing body fully understands the implications of the treasury management strategy it adopts, ensures this is in the best interests of the RSL and that it understands the associated risks. | | | | | | |
| 3.2.5 | Reference to maximum borrowing per Model Rules to be included in Loan Portfolio Return/Report to MC | LL | Jun-20 | No | Ongoing. Omitted in error in report June 2020. An IYR is scheduled to be completed when the portal opens so this will be mentioned in the MC update report. IYR on SHR Portal not yet re-opened due to extension of deadline for Loan Portfolio Return. Will be required to be carried into next improvement plan | No |

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| 3.6 The governing body ensures that employee salaries, benefits and its pension offerings are at a level that is sufficient to ensure the appropriate quality of staff to run the organisation successfully, but which is affordable and not more than is necessary for this purpose. | | | | | | |
| 3.6.2 | Benchmarking staff costs in year ahead through SHN/SHR/Other Peer Groups | LL | Jan-20 | Partial | SHR benchmarking through Budget complete. Others in progress LL looking at benchmarking options – Additional benchmarking information included in Management accounts end June (FCSSC Sept 2020) To be carried forward as more benchmarking could be done | No |
| Regulatory Standard 4 The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose. | | | | | | |
| 4.1 The governing body ensures it receives good quality information and advice from staff and, where necessary, expert independent advisers, that is timely and appropriate to its strategic role and decisions. The governing body is able to evidence any of its decisions. | | | | | | |
| 4.2 The governing body challenges and holds the senior officer to account for their performance in achieving the RSL's purpose and objectives | | | | | | |
| 4.2.3 | Comparisons with Scottish Average and local HA's made via reports to MC and tenants – more benchmarking required via Scottish Housing Network – what is our overall position (upper, mid, lower quartile?) | SS | Feb-20 | Partial | Ongoing – local and peer group results gathered. BP performance table to 31-Mar 2021 will include benchmarking comparisons. MC approved targets 13.10.20. Housing Services reports have full ARC and SHR comparisons within reports from September 2020. SHN Performance analysis visit arranged for early November 2020 | No |
| 4.3 The governing body identifies risks that might prevent it from achieving the RSL's purpose and has effective strategies and systems for risk management and mitigation, internal control and audit. | | | | | | |
| 4.3.2 | Annual training session on these SHR reports (thematic studies, intervention reports etc.) to | SK | Mar-20 (changed to May) | Partial | Scheduled for May-20 MC Meeting. SHR information distributed to MC for reference – May 2020. Will | No |

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| | increase GB and staff awareness and improve mitigation strategies | | | | require to be carried forward to 2020 Improvement Plan | |
| Regulatory Standard 6The governing body and senior officers have the skills and knowledge they need to be effective. | | | | | | |
| 6.7 The governing body is satisfied that the senior officer has the necessary skills and knowledge to do his/her job. The governing body sets the senior officer's objectives, oversees performance, ensures annual performance appraisal, and requires continuous professional development. | | | | | | |
| 6.7.4 | Details of Senior officer's training and development to be added to senior officer's appraisal report from Chairperson | SK/KT | Aug-20 | Partial | Appraisal form completed and sent to Chairperson. Interview date to be confirmed | No |