

**Assurance Statement 2024**  
**Governance Improvement Plan**

**Progress Status Key**

		No of Actions
Overdue Not Started		
Overdue - Partially Complete		
Complete		
Not yet due for implementation		

Regulatory Requirement/Standard	Improvement Actions	Person Responsible	Timescales	Progress Status	Commentary
Assurances and Notifications	Board access to Board sharepoint site and evidence	Jennifer Cairns	December 2024		This has been progressed but there are still some Board members that need to bring in their devices to be set up
Scottish Social Housing Charter Performance	Directors to have sign-off on their relevant ARC indicators and stock data rather than Managers.	CEO	May 2025		
	Development of Power BI for ARC reporting	Jennifer Cairns	March 2025		
Tenants and Service Users Redress	Involve TAG/Scrutiny Panel in monitoring complaints	Alistair Reid	November 2024		
	Implement action plan from assessment of compliance with new SPSO Complaints Handling Framework	Jennifer Cairns	April 2025		
Equalities & Human Rights	Use of customer profiling to ensure effective communication to tenants - review of Communications Strategy	Christine Irvine	November 2024		
	Implementation of website accessibility actions	Christine Irvine	March 2025		Initial actions have been implemented. Further actions will require full review of website which will take place next year.
Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users	Internal Audit – Scheme of Delegation	Jennifer Cairns	Audit Programme 24/25		
Standard 2: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is achievement of these priorities	Review of Customer Engagement Strategy	Jennifer Cairns/Alistair Reid	March 2025		
	Present proposed performance targets to TAG for feedback/input before going to Board	Alistair Reid	March 2025		
	Review of website	Jennifer Cairns	March 2025		
	Develop and implement plan to increase engagement with younger tenants	Jennifer Cairns	June 2025		
	Measure effectiveness of tenant engagement activities – measurements will be included in new Customer Engagement Strategy	Jennifer Cairns/Alistair Reid	March 2025		

<b>Regulatory Requirement/Standard</b>	<b>Improvement Actions</b>	<b>Person Responsible</b>	<b>Timescales</b>	<b>Progress Status</b>	<b>Commentary</b>
Standard 3: The RSL manages its resources to ensure its financial wellbeing while maintaining rents at a level that tenants can afford to pay Review	Completion of SHN Value for Money Benchmarking Assessment	Valerie Wilson	September 2024		This has been completed and we are awaiting the analysis from SHN
	Full implementation of Civica Financials Project Plan	Jennifer Cairns	December 2024		Budget Module has been implemented. Next step is to implement Purchase to Pay.
	Review of Succession Planning (People & Culture Strategy)	Jennifer Cairns	October 2024		
Standard 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.	Review of Westscot Living SLA and Lease & Financial Management Structures – Update Leases and SLAs	Valerie Wilson	October 2024		We are currently working with TC Young to update the SLA and Lease and they will come to the relevant Boards in November for approval
	Development and approval of intra group agreements	Jennifer Cairns	October 2024		This is included on this agenda
Standard 5: The RSL conducts its affairs with honest and integrity	Customer Satisfaction Survey and Development of Action Plan	Jennifer Cairns	November 2024		
	Succession Planning to include Equalities & Human Rights considerations	Jennifer Cairns	November 2024		
Standard 6: The governing body and senior officers have the skills and knowledge they need to be effective	Board completion of e-learning modules	Jenifer Cairns	March 2025		