

Assurance Statement 2025
Governance Improvement Plan 2025/26

Regulatory Requirement/Standard	Improvement Actions	Person Responsible	Timescales	RAG Status	Progress Update
Scottish Social Housing Charter Performance	Further development of Power BI for ARC reporting	Andy McVey	March 2026 – for completion of Power BI Priority Plan		We have Power BI Reporting in place for the ARC indicators but looking to develop for further analysis and forecasting to assist with ongoing performance management and reporting. We currently have a Power BI Priority Plan in place.
Tenants and Service Users Redress	Development of Complaints Video	Christine Irvine	March 2026		The complaints video is a further action to identified to make sure our complaints process is fully accessible
Equalities & Human Rights	Improvement of collection of equalities Data	Alistair Reid	April 2026		Progress has been made on this since we reported to the Board in March, we also now have an ongoing process and audit in place. Details of this are included in the Board report
	Implementation of website accessibility actions	Christine Irvine	March 2026		We commissioned an external accessibility review of our website. We have implemented some actions with more complex actions outstanding.
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	Included in our Internal Audit Plan 2025/26		This is included in our internal audit programme
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 the achievement of these priorities	Implementation of the review of website– more customer focused	Christine Irvine	June 2026		We have completed a review of our website and have a number of actions to implement to improve our website from a customer focus perspective
	Engagement with younger tenants	Alistair Reid	September 2026		We have had several attempts at engaging younger tenants which have not been successful. We have identified a different approach as part of our revised Customer Engagement Strategy
	Measure effectiveness of tenant engagement activities	Alistair Reid	October 2026		Measurements were agreed by the Board in June. We will report on this to the Board in June 2026
	New Repairs Communication Protocol to be implemented and measure impact	Karen Shaw	March 2026		A new repairs communication protocol has been developed and will be implemented this month. We will measure the impact of this through our Customer Satisfaction Surveys
	Expand Annual Stakeholder Report to include more detail on how we engage with all regulators and funders	Jennifer Cairns	August 2026		We engage regularly with our regulators and funders but we need to ensure that the Board have assurance of this. We can expand our Annual Stakeholder Report to provide more detail around this engagement.
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	New Development Strategy	Kare Shaw	March 2026		We have a development strategy in place until 2026. It is currently under review
	New Asset Management Strategy	Karen Shaw	March 2026		We have an Asset Management Strategy in place. This is being reviewed at the same time as our Development Strategy to ensure that the 2 strategies are aligned.
	External review of our Development Financial Appraisal model	Karen Shaw	November 2025		This is being reviewed by an external consultant as part of the review of our Development Strategy
	Review of Finance function and implementation of new structure	Valerie Wilson	April 2026		The structure has been approved and individual consultations are underway.
	Review Financial Board Reporting	Valerie Wilson	September 2026		This will be included in the review of finance processes and reporting following the restructure
	Implementation of Purchase to Pay	Valerie Wilson/Julie Gilmour	November 2025		Gradual implementation is underway with some staff using the system – this will be rolled out across the organisation in the next 2 months.
	Senior Staff Succession Planning	Simon Fitzpatrick	October 2025		Initial discussions took place at Staffing Sub Committee in August. This will come the Board in October for discussion.

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	Implementation of Core System Development Plan (Civica Financials)	Jennifer Cairns	September 2026		We have developed a Core Systems Development Plan following the Altair Review
Standard 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation’s purpose	Implementation of Power BI Reporting for Risk Management Reporting	Jennifer Cairns	February 2026		We are currently working with RSM to update our risk management system to enable Power BI Reporting.
Standard 5: The RSL conducts its affairs with honest and integrity	Review of People & Culture Strategy	Jennifer Cairns	January 2026		We have a People & Culture Strategy in place and have good results. It is due for review and update in January 2026. We are currently consulting with staff.
Standard 6: The governing body and senior officers have the skills and knowledge they need to be effective	Completion of Board E-learning Modules	Jennifer Cairns	April 2026		We still have a number of Board members with outstanding e-learning modules for completion.
	Recruitment and Retention of New Board Members	Jennifer Cairns	Recruitment – December 2025 Retention Actions – April 2026		Recruitment is underway and we hope to fill Ayrshire and Lanarkshire vacancies. Actions to improve Board retention were reported to the Board in August.
Tenant & Resident Safety					
Damp & Mould	Procurement of contract for one specialist preservation contractor	Stephen Murphy	Mar 26		We have been carrying out works required but the volume of works requires us to procure for this contract.
Gas Safety	Explore use of AI/Automation to communicate and implement gas safety checks	Barry Sheils	Mar 26		We are compliant – this is an improvement action to streamline processes
Employee Safety	H&S Committee Minutes to Board	Jennifer Cairns	November 2026		H&S Committee minutes will be reported to the Board from November onwards
Electrical Safety	Explore use of AI/Automation to communicate and implement electrical safety checks	Barry Sheils	Mar 26		We are compliant – this is an improvement action to streamline processes
Building (Construction) Safety	External Building Survey programme for former CXHA	Karen Shaw	Complete		A consultant has been appointed and this programme is underway
Safeguarding	Development of safeguarding case management on CX				We are compliant with our policy but currently recording on a spreadsheet and looking to move this to CX to improve record keeping and reporting
Asbestos	Implementation of Asbestos Module – Asset Pro	Barry Sheils	Complete		We currently hold this data in spreadsheet format and moving to Asset Pro to improve record keeping and reporting
	Implement procedures for carrying out and recording annual Asbestos checks to common areas	Barry Sheils	Oct 25		There were a number of improvement actions identified from the recent Asbestos incident to improve our processes.