

CONTINUOUS IMPROVEMENT PLAN 2024/5

| Regulatory Standard | Action | Progress | Status | Deadline | Lead person |
|----------------------------|--|--|---------------|-----------------|------------------------|
| 1A | Update Board on a regular basis on progress against new strategy | Just commenced | | 31/07/2025 | Chief Executive |
| 1B | Include an account of how the Board knows the organisation complies with each regulatory standard, including reference to key performance data and sources of assurance. | A blank page exercise will be undertaken with Board on developing the 2025 Self Evaluation Document which will explain the principal evidence which has been relied upon in conducting the evaluation to ensure its robustness | | 30/06/2025 | DCSH |
| 1B | Explain how the needs and views of tenants have been understood and considered as part of the self-evaluation. | This will be taken forward by the representative Tenant Advisory Group and feedback to Tenants Talk meetings for comprehensive engagement and feedback | | 30/06/2025 | DCSH |
| 1B | include a continuous improvement plan which identifies any gaps or areas for improvement and shows how these will be addressed (this replaces the Regulatory Assurance Plan). | This CIP document will identify areas for action arising from continuous improvement and regulatory opinion | | 30/06/2025 | DCSH |
| 1B | Board assess compliance with the Code of Governance that the organisation has adopted. | A blank page exercise will be undertaken with Board on developing the 2025 Self Evaluation Document and demonstration in how Board measure their compliance against the Code of Conduct | | 30/06/2025 | DCSH |
| 1C/D | Deeds not Words Action Plan to be fully implemented. | Good progress made , additional work commencing on Board recruitment and diversification via Pathway to Board .Actions from Year 2 underway | | Ongoing | DCSH |
| 1c/ D | QED award - Implement action plan and achieve accreditation | Completed QED Award , ongoing work to retain accreditation | | Ongoing | DCSH |
| 1D | Hold a Board discussion around its strategic ambitions on EDI, including the Board's own membership. FCHA to provide training in this area to provide a shared language and understanding. | The majority of members are now trained in EDI to have a clearer understanding of EDI and our strategy. There is further work to undertake on how our strategy links in with Board and our board composition - Strategy Discussion took place December 2023 and P&C Committee now have ownership of EDI | | 31/03/2025 | DCSH |
| 1E | Move to a more strategic role for the Board through revising the Board's terms of reference. New terms of reference should be developed for the Board including a clear account of matters reserved and reviewing Board agendas and papers and by providing opportunity for debate on how well the Board has performed | New Board structure in place with revised TOR for Board and a programme of assurance developed which was approved at August ARC . There is till further work to do on Board papers and how we can reflect on Board performance following meetings | | 31/03/2025 | DCSH |
| 1E | Enhance assesment of risks at Board level | FCHA have recently completed a blank page risk exercise at the Board Strategy Day - this was led by our Board and results are now being analysed and appropriate changes made to our risk map. This will be presented to the Board for approval in December 2024. Our Internal Auditors will be present for the session in December and are leading on enhanced risk training with the Board to compliment the new risk map. | | 31/12/2024 | Chief Executive |
| 1G | Complies with all relevant legislation, regulatory requirements and statutory guidance | Monitor ongoing EICR issues for any statutory impact. | | 31/03/2025 | Chief Executive |
| 2A | Strengthen Board's ownership of strategic risk by a) set a statement of risk appetite; b) Considering a review of the strategic risk register; and c) Continuing a regular report to Board (consider quarterly) | Strategic Risk Appetite session planned for Board in December 2024 in line with the risk map presentaion and enhanced risk training. The strategic risk register was reviewed at Board Strategy event in September 2024 as part of a blank page exercise. Reporting quarterly now to Board on strategic Risk & Assurance - commenced July 2023 (previously six monthly) | | 31/12/2024 | Chief Executive |
| 2C | Complete Internal Audit recommendations following the Audit of our Disaster Recovery Plan taking place in Autumn 2022 | Business continuity plan revised following audit , now responsibility of HRGO with audit by CSM .We will complete and report back on disaster recovery and business continuity testing scenarios. | | 31/12/2024 | DFIT / Chief Executive |
| 3D | Makes landlord performance information available to tenants | work with the Tenant Advisory group to ensure information is appropriate. | | 31/12/2024 | DCSH |
| 4A/B /C/D | Conitnue to review methods of Tenant involvement across FCHA and identify areas for improvement where required. | This will be completed periodically and informed by our satisfaction surveys and tenant feedback. We will continue the outworking of QED actions relating to Tenant Participation and equality and hold further strategic discussion with Board around tenant voice | | 31/03/2025 | DCSH |
| 9A | Complete a review of WHQS Compliance Policy once the final version of WHQS 2023 is completed. | Final version now received from WG policy to be completed by WG deadline March 2025 | | 31/03/2025 | DoO |