

Governance Improvement Plan 2019/20

Action	Regulatory Standard Links	Priority	Person(s) Responsible	Timescales	Progress Update	Status
Inconsistency in borrowing requirements identified in various documents due to timing – commentary to be added to self assessment to explain this	1.1, 2.4, 5.1, 6.7	High	Colin MacCallum	End of August 2019	Commentary has been developed and has been included in the evidence folder	Complete
Review of Standing Orders as per external review report	1.2, 1.3	High	Jennifer Cairns	January Board Meeting		On Track
Review of cumulative CEO expenditure to be reported to Audit Committee	1.2,1.3,2.5,3.1,3.2,4.1,4.2,5.2	High	Colin MacCallum	From November Audit Committee – quarterly reporting		High
Board to consider how they consider rent affordability as part of financial planning and rent setting	3 – all aspects	High	Board/Colin MacCallum	August Board Meeting	The revised consultation process was agreed at the August Board and the revised rent policy is currently out for consultation	Complete
Review of Risk Register, Corporate Plan and Financial Plans in relation to consistency of approach re universal credit (bad debt provision)	1.1,3.1, 3.4	High	Colin MacCallum/Jennifer Cairns	12 th September 2019	Commentary has been developed and has been included in the evidence folder	Complete
Continue to work with SHR to ensure effective communication is in place	2.5	High	Board	Ongoing	CEO and Board members met with the SHR on 3 rd September 2019	On Track
Development of Settlement Policy based on EVH Model Policy	5.7, 5.8	High	Staffing Sub Committee/Jennifer Cairns	12 th September 2019	Approved at the Board in October 2019	Complete
Review WT Risk Policy to ensure that WT approach to risk is sufficiently robust	4.4	On Track	Audit Committee	November Audit Committee		High
Proposed reporting to Board in relation to Strategy KPIs	1.1, 4.2	Complete	Jennifer Cairns	Proposal to come to January Board meeting		High
Review and update Audit Committee Terms of Reference	1.2, 4.1, 4.3,4.5,4.6	On Track	Audit Committee	November Audit Committee		High
Review of Scheme of Delegation in line with Financial Regulations and Standing Orders	1.2,1.3,2.5,3.1,3.2,4.1,4.2,5.2	On Track	Jennifer Cairns	February Board Meeting		High
Review and update Schedule of Returns	2.5	On Track	Jennifer Cairns	End of December 2019		High
Review of Rent Setting Policy in terms of rent affordability	3.4	High	Stewart Gibb	End of October 2019	Policy was approved by the Board in October 2019	Complete
Review and Update Board Agenda Planner as per Corporate Plan Action Plan	4.1	High	Kari Archibald	End of November 2019		On Track
Include Board Member relevant training and CPD from employment as part of Board Training Records	5.2	High	Kari Archibald	End of October 2019	Plan is in place – dates currently being arranged.	On Track
Review Staffing Sub Committee remit to include	5.7, 5.8	High	Jennifer	Staffing Sub	Overall review of remit of Staffing Sub	High

regulatory requirements on Settlement Agreements			Cairns/Staffing Sub	Committee – December 2019	Committee required and will incorporate this point. Timetable will put in place for reporting to Staffing Sub Committee	
Review and update CEO Appraisal process to include outcome report to Board	1.2,1.5,4.2,5.5,6.7		Jennifer Cairns/Staffing Sub	December Staffing Sub Committee meeting		
Further development of annual review of the Corporate Plan and Action planning process	1.1		Brian Gannon/Jennifer Cairns	December 2019	Proposal was approved by the Board in October 2019	
Development of Corporate Plan Progress Report to Board	1.1		Jennifer Cairns	August Board	This is complete and was presented to the Board in August.	
Recruitment of Tenant Board members	1.2,6.1		Jennifer Cairns	September AGM	New Tenant Board members were elected at the AGM.	
Review of Shareholding Policy following change in Rules	1.2		Jennifer Cairns/Kari Archibald	October Board meeting	Policy has been revised and was approved by the Board in October	
Establish Board Coaching sessions	1.4,1.5,4.2		Ruth Simpson/Jennifer Cairns	End of September 2019	Pre meeting has been arranged for 14 th November 2019.	
Development of Phase 2 of the website	1.7		Jennifer Cairns	TBC		
Further development of performance reporting on our website and in our newsletter	1.7		Jennifer Cairns	September 2019	This has been completed in relation to Q1 performance results.	
Complaints Review	2.2		Jennifer Cairns	CMT November	We are currently awaiting the new SPSO guidance and the findings of the current tenant scrutiny exercise.	
Implementation of FOI Project Plan	2.3		Jennifer Cairns	End of October 2019	This is complete .	
Finalise and implement Openness Policy	2.3		Jennifer Cairns	End of October 2019	No longer required as FOI Policies supersede	
Development of Readers Panel	2.4		Jennifer Cairns	March 2020		
Development of Youth Committee	2.4		Jennifer Cairns	March 2020		
Ethical Investment policy to incorporated into Treasury Management Policy	3.1		Colin MacCallum	November Audit Committee meeting	Incorporated as part of review of TM Policy	
Further treasury management training for Board members	3.1		Colin MacCallum/JCRA	Incorporate into Board Training & Development Plan	Will be included in the Board Training and Development Plan	
Further development of performance reporting and cost	3.3		Jennifer Cairns	May 2020		
Review of Pension Scheme	3.6		Pension Sub Committee	November Board		
Review and streamline risk system	4.3		Jennifer Cairns	January 2020	This work is now underway.	
Re-tender of internal auditors	4.5,4.6		Chair of Audit Committee	Start process October 2019	Tender due to go to Audit Committee for approval in November	
Re-tender of external auditors	4.6		Chair of Audit	Start process		

			Committee	November 2019		
Implementation of Equalities Project Plan – including Equalities Impact Assessments	5.3		Stewart Gibb	August Board	Final Policy and Action Plan was approved by the Board in October. Action plan underway	
Induction Plan for CEO	5.5		Board	End of August 2019	Induction is underway	
Development of Board profile and succession plan following September AGM	6.2		Board/Jennifer Cairns	December 2019		
Induction of new Board members	5.5		Chair/Brian Gannon/Jennifer Cairns	From October onwards	Induction is underway	
Objectives set for new CEO	6.7		Chair and Vice Chair	As per Corporate Planning process		
Schedule Review of payment of Board Members	6.6		Board	February 2020		
Assurance Framework Actions						
Action	Regulatory Requirements	Priority	Person(s) Responsible	Timescales	Progress Update	Status
Assurance Statement to be sent to all tenants in November Westworld and available on website	Assurances and Notifications		Jennifer Cairns	November 2019	Board will sign off Assurance Statement on 30 th October	
Introduce standard Board paper on Regulatory Compliance to track compliance	Assurances and Notifications		Jennifer Cairns	November Board Meeting onwards		
Implementation of Review of H&S Reporting – compliance reporting to Board and Audit Committee	Assurances and Notifications		Jennifer Cairns	November Audit Committee onwards January Board meeting – Annual H&S Report	Review has been completed and approved by the Leadership Team – implementation of new process is underway	
Review and Update of Policies as per Policy Schedule	Assurances and Notifications		Leadership Team	December 2019		
Use map of legislation to detail actual relevant legislation in back page of Board papers to make this more robust	Assurances and Notifications		Leadership Team	November Board meeting onwards		
Implementation of new system to improve performance reporting	Scottish Social Housing Charter Performance		IT Project Team	Q3 Performance onwards	New system is due to go live in October 2019	
Inclusion of quarterly performance information in Westworld	Scottish Social Housing Charter Performance		Jennifer Cairns	Q2 Performance – Oct Westworld		
Review of Whistleblowing Policy in line with QEF Good Practice guidance	Whistleblowing		Jennifer Cairns	November 2019		
Establish process to collect equalities data in line with GDPR requirements – requires to be done retrospectively for existing tenants	Equalities and Human Rights		Stewart Gibb	October – process to established		
Incorporation of Notifiable Events guidance into relevant policies	Submissions to SHR		Jennifer Cairns	December 2019	Relevant policies have been identified – this will be completed as part of the overall policy project	
Review of Self Assessment process in line with external review recommendations	SHR Regulatory Standards		Board/Brian Gannon/Jennifer Cairns	January Board Meeting		

Colour Key

Priority Rating	Colour	Status	Colour
High	Red	Complete	Green
Medium	Yellow	Underway	Yellow
Low	Green	Not Started	Red