

Improvement Plan 2024/25			
Recommendation	By who	By when	Update
Standard 1: The organisation has effective strategic leadership and governance arrangements which enables it to achieve its purpose and objectives			
Standard 1.b: Complies with its own governing documents and meets the requirements of an appropriate code of governance			
Subject to Blaenau Gwent Council feedback, the proposed Rule change about the recruitment of new tenant and councillor board members, will be presented to the Annual General Meeting in September	Company Secretary	October 2024 (subject to FCA timings)	
Standard 1.c: Sets and delivers measurable, evidence-based commitments across all areas of its business in relation to equality, diversity, and inclusion (including anti racism and tackling hate crime) reflecting the diversity of the community it works in and with.			
Gaps in customer EDI data is being resolved through a customer survey that started in the year.	Director of Homes & Communities	September 2024	
To further our understanding of customers' needs by surveying 2,000 of our tenants to provide a statistically accurate analysis of the tenant population at Tai Calon to then apply Psychographic Segmentation tool. This work will be completed by April 2024.	Director of Homes & Communities	May 2024	
Building on the progress to date, continue to develop performance measures that show quantitative and qualitative progress with equality, diversity, and inclusion.	Resources Director	June 2024	
Standard 1.f: Enables and supports tenants to influence strategic decision making			

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Widen our network of organisations and customers who can support and influence service design through consultation, with a specific focus on underrepresented groups.	Director of Homes & Communities	June 2024	
Standard 1.g: Complies with all relevant legislation, regulatory requirements and statutory guidance and communicates in a timely manner with the regulator, including on material issues that relates to actual or potential non-compliance			
To resolve any governance, legal, and/or financial issues as a result of non-compliance with the Renting Homes (Wales) Act	Chief Executive	June 2024	
Standard 2: Robust risk management and assurance arrangements are in place.			
Standard 2.c: Maintains accessible and up-to-date business continuity, contingency, and disaster recovery plans			
War game business continuity	Chief Executive	May 2024	
Standard 3: High quality services are delivered to tenants			
Standard 3.a: Keeps tenants safe in their homes and promptly identifies and corrects any under-performance or non-compliance on landlord health and safety matters			
A Board refresh on the scope of the health and safety risks across the business	Governance Manager	June 2024	
Standard 3b: Delivers services which meet diverse needs of tenants			
Start to develop new or adapt existing services in Tai Calon that meet diverse needs of tenants as shown as needed through the updated EDI and protected characteristics data, and findings of the psychographic segmentation project.	Director of Homes & Communities	September 2024	

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Developed our understanding further at a socio-economic level (economic indicators, use of Welsh Language)	Director of Homes & Communities	September 2024	
Standard 3.d: Makes landlord performance information available to tenants			
The new Measures, used to inform tenants of performance, via website and other media	Director of Resources	July 2024	
Standard 4: Tenants are empowered and supported to influence the design and delivery of services			
Standard 4.a: Creates a culture which values and promotes tenant involvement			
To raise the Board's profile further around tenant involvement with increased estate visits, holding meetings in the estates (rather than at the head office), and inviting tenants to come and discuss local issues during those visits.	Governance Manager	June 2024	
Standard 4.c: Provides opportunities for tenants to be involved, can demonstrate that tenants are satisfied with them and can demonstrate the difference involvement is making			
Learning from our community conversations, we will develop further local events through the Spring and Summer of 2024 in our communities to highlight, discuss and find solutions for localised issues.	Director of Communities and Housing	30th September 2024	
We will continue to develop the range and depth of our engagement opportunities to see an improvement to 75% satisfaction by 31st October 2024 that we listen to views and act on them	Director of Communities and Housing	31 st October 2024	

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and that tenants can take part in decision making.			
Standard 4.d: Can demonstrate diverse tenant views and expectations inform the development and review of housing and related services, and the response to any under-performance			
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Standard 6.a: Determines its strategic approach to value for money, ensuring the approach relates to its social purpose, and makes strategic and operational decisions in line with it			
Complete the value for money review of void costs	Director of Assets & Property	June 24	
The role of the Audit & Risk Committee to be enhanced to extend the deep dive work into value for money in selected areas of the business.	Director of Resources	June 24	
To broaden benchmarking to organisations outside Wales	Director of Resources	June 24	
Standard 6.b: Can demonstrate to stakeholders, including tenants, that it achieves value for money in delivering its strategy and services			
Review our approach to communicating VFM to tenants and other stakeholders, in addition to the Annual Report	Director of People and Culture	June 24	
Standard 7: Financial planning and management are robust and effective			
Standard 7.d: Identifies and effectively manages risks to the delivery of financial plans including appropriate stress testing, scenario planning and use of internal thresholds			

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Disaster Recovery test in 2024	Director of Resources	Q3 2024/25	
Standard 8: Assets and Liabilities are well managed			
Standard 8.a: Has an accurate and up to date understanding of its assets and liabilities			
Complete comprehensive stock condition survey and assess impact on the business plan	Director of Assets and Property	August 2024	
Standard 8.c: Uses accurate information about assets and liabilities to inform strategic and financial decisions			
Commence affordable warmth and decarbonisation plan (i.e. the Target Energy Pathway)	Director of Assets and Property	September 2024	
Standard 9: The organisation provides high quality accommodation			
Standard 9.a: Ensures publicly funded homes meet all applicable standards, rules and statutory guidance issued in connection with quality of accommodation, including the current Welsh Housing Quality Standard			
Continue to investigate the possible funding opportunities with Tallarna, and with other Welsh housing associations.	Chief Executive	Q3 2024/25	