Continuous Improvement Plan 2022-23

Action	Expected Outcome	Timescale to implement	Regulatory Standard
Develop a People Strategy	To establish positive experience for staff, by developing an excellent workplace in which to work, to learn and succeed.	End of March 2023	RS01
Complete our EDI Strategy, and Action Plan	To meet the requirements of the Equality Act 2010, and best practices for Equality, diversity and Inclusion, and to meet our tenant and service users' diverse needs.	End of December 2022	RS01
Undertake a risk appetite process for the Grŵp Cynefin Board	To understand the Board's appetite to risk, so that budget and business planning decisions can be framed around it.	End of December 2022	RS02
[Redacted – Section 43 (2) Commercial Interests]	**[Redacted – Section 43 (2) Commercial Interests]**	End of November 2022	RS03, RS08 and RS09
Undertake a full customer satisfaction survey	To understand how satisfied our tenants are around current services, to shape continuous improvement	End of November 2022	RS03
Undertake a TESA review led by TPAS Cymru	To promote and increase tenant participation as to ensure our tenant's views are heard.	End of October 2022	RS04
Review the Complaints Policy during 2022/23 and strengthening the 'Lessons Learnt' element. Consideration will be given to establishing a 'Tenant Complaints Panel'	To ensure we have a transparent complaints policy which learns from complaints to continually improve services and tenant experience	End of March 2023	RS04

to monitor, and provide lessons learnt ideas moving forward			
Reviewing Service Charge Affordability for tenants	To ensure service charges remain affordable to tenants and provide value for money.	End of March 2023	RS05
Robust scrutiny of 2023-2024 Budget by Leadership Team; Finance and Growth Committee and Board	Ensure Savings and Efficiency Policy's savings targets are met	By end of March 2023	RS06
Treasury Advisors to review Treasury Management Policy	Independent assurance to Board that policy is 'fit for purpose' in current dynamic environment	December 2022	RS07
Undertake new Strategic Treasury and Funding Review	To ensure robust mid-term treasury planning so that strategic aims /objectives are met.	2023/2024	RS07
External scrutiny/review of Business Plan by Treasury Advisors	To give independent assurance to Board on e.g., key assumptions used & adequate stress testing and recovery planning	July 2023	RS07
Complete stock condition survey for all stock ensuring we have 100% survey <5 years old for each property	Ensuring that asset management records are maintained and updated within our management system and tenants are provided with information about our investment plans	End of March 2024	RS08 and RS09
Implement Impact Reporting software	To assess the social, economic and environmental impact of capital investment on training and education opportunities, job creation, support local supply chain etc	End of November 2022	RS08
Complete the review of all key compliance policies following risk awareness sessions with board of management	To provide strategic direction on key compliance areas	End of March 2023	RS09