

Priority for 2024/25	Key Tasks for 2024/25	Task Owner	Due Date	RAG	October 2024 Update
1. Monitor and improve income collection performance	Monitor and improve income collection performance	Housing Companies Operational Manager	Mar-25		Rent collection KPI monitored through monthly performance reports and remains challenging in this financial year, in part due to continued issues with benefit payments. A deep dive report on income will come to the December Board and changes to the delivery of the income service are being considered by the Head of Housing & Neighbourhoods
2. Monitor results of new tenant satisfaction measures	Monitor the result of new tenant satisfaction measures and provide regular reporting on tenant satisfaction every 6 months	Housing Companies Operational Manager	Mar-25		National TSM results and benchmarking shared with the Board following the report to Board on i4B and FWH satisfaction and the Council's wider plans for responding to the new measures and upcoming regulatory inspection. The Quality Assurance and Standards Manager will periodically report to the Board on progress - next report scheduled for March
	Report on new tenant satisfaction measures to Regulator of Social Housing	Housing Companies Operational Manager	Mar-25		No requests or requirements as yet
3. Monitor complaints using improved portal	Monitor complaints using new improved portal and implement regular reporting to the Board on complaints oversight	Housing Companies Operational Manager	Dec-24		First complaints report presented at October Board
4. Fully implement True Compliance	Fully implement True Compliance, including setting up reporting widgets to be incorporated into the housing management performance reports	Head of Housing Property Services & Strategic Support Officer	Jun-24		Compliance reporting has been successfully implemented into the scorecard as planned. Monthly monitoring of compliance performance will continue, with a six-monthly report from the FWH management team included in the forward plan
5. Fulfil the requirements of the Building Safety Act	Monitor and action any further requirements of the Act impacting FWH	Strategy & Delivery Manager	Apr-24		Quarterly surveys to the Regulator of Social Housing being carried out, and no further requirements at present
6. Continue to effectively monitor and manage disrepair cases	Continue to effectively monitor, manage and report on disrepair cases	Head of Housing Property Services & Strategic Support Officer	Ongoing		Reporting on disrepair has increased via the bi-monthly performance report, and the Boards continue to have a greater focus on disrepair. Regular reports on all live and recently closed cases are now being received from Legal, with this information to be brought into financial monitoring
7. Refine and implement asset management & decarbonisation strategy	Develop and implement asset management and decarbonisation strategy	Senior Finance Analyst & Head of Housing Property Services	Sep-24		To be presented to December Board meeting
	Develop and agree a stock rationalisation approach	Strategy & Delivery Manager & Senior Financial Analyst	Oct-24		To be presented to December Board meeting as part of strategy, informed by previously agreed Asset Disposal Policy
	Explore grant funding opportunities for energy efficiency	Strategy & Delivery Manager	Dec-24		No current opportunities identified, but grant horizon scanning forms part of regular contact with Climate team (e.g. Social Housing Decarbonisation Fund)
8. Monitor and carry out actions to improve voids performance	Review improvement actions on voids performance, monitor and carry out actions accordingly	Head of Housing Property Services & Strategic Support Officer	Mar-25		Performance continues to be monitored through monthly reports, and while some progress has been made, void times remain high. A deep dive session was held in September, with valuable discussions involving colleagues from each stage of the voids process. Key actions were identified and will be implemented and monitored to assess whether further improvements can be achieved.
	Implement actions arising from value for money review of void costs	Strategy & Delivery Manager	Jun-24		Wates have been contacted to confirm the agreed final outcome of this piece of work
9. Carry out mid-year review of the financial business plan	Present mid-year review of business plan, including stress testing, back to Board	Senior Financial Analyst	Oct-24		To be presented as part of the December Finance report
10. Implement actions arising from financial controls audit	Implement actions arising from financial controls audit	Senior Financial Analyst	Aug-24		Process improvements implemented and responses sent to Internal Audit team
11. Introduce regular tax planning exercises	Introduce regular tax planning exercises to improve forecasting and implement tax efficiencies where required	Senior Financial Analyst	Jun-24		To be picked up by the Senior Financial Analyst for the business plan stress test review in December
12. Remain available for acquisition opportunities	Explore and model the CHAP scheme as a potential future route for affordable acquisition of properties and understand its implications within the Council's Housing Strategy	Strategy & Delivery Manager & Senior Financial Analyst	May-24		FWH is exploring Fulton Road, which will be presented in more detail at a future Board meeting, and Greenhill Park, which has been approved by the Board and is being taken to Cabinet
13. Identify and appraise potential block acquisitions	Identify and appraise potential block acquisitions	Strategy & Delivery Manager & Senior Financial Analyst	Ongoing		Information on potential block acquisitions will be presented to the Board on an ad hoc basis, either via the regular opportunities report or via separate reports
14. Develop proposed lease arrangement for Fulton Road	Develop proposed lease agreement with the Council for Fulton Road	Strategy & Delivery Manager & Senior Financial Analyst	Oct-24		Detailed modelling planned for the December meeting

15. Engage Council on future of company	Engage Council on future of company beyond use of current loan funding	Strategy & Delivery Manager	Ongoing		Future acquisitions are likely to mainly go via i4B or the Council using the Local Authority Housing Fund (LAHF), but potential opportunities for FWH will continue to be monitored
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