

Project Update Summary & Progress against plan		RAG	Project Status	
Project	Summary Update	% complete	Resource	Schedule
11. Enhancing stock condition for resident wellbeing – stock condition surveys (dwellings and blocks)	Good commitment from internal resources across multiple teams to deliver block data preparation. Utilizing SQL resource to speed up block data preparation work. Block form survey development started. Sampling target of 20% by January 2025 at risk. Programme currently running at 5% delivery across dwellings.	92% 5% delivery 9% overall		
12. Healthier & Safer homes	Piloting new Fire Risk Assessment Action QL process in December with 2 FRAs. Business bought in and training delivered. Process due to go live January 2025. Awaiting strategic direction on reporting requirements. Developing operational reports.  Mobilizing of Asbestos contract taking place. Resourcing this project from a technical & investment perspective is currently being explored by leadership team. Resources allocated for system and data requirements.	15%		
1. Awareness, training and governance to achieve ongoing compliance	Initial scoping of this project has commenced with good conversations taking place between the programme team and the comms team. Communications plan and training to follow in the new year.	6%		
2. Data governance to achieve ongoing compliance	Internal auditors undertaking Data Maturity Assessment. Data Governance strategy drafted and will be reviewed and aligned to assessment report	10%		
4. Create open and transparent services	Live with ASB and Complaints satisfaction text surveys. Data coming back into the system. Reporting in place.	18%		
10. Create more opportunities for customer engagement	Customer Engagement strategy is at final draft stage. Due to be shared with Cllr Flo Clucas and an independent review will be commissioned. This will take place in time for the strategy to commence delivery in April 2025 for a 5-year delivery period.	38%		
17. Safety of shared spaces	Data being shared from larger RPs with stock in Cheltenham. Further work to do to explore data from smaller RPs.	21%		
5. Effective tenancy management	Tenancy audit policy draft complete with positive feedback from residents which is due to be incorporate into the policy. Plan to take policy to Housing Committee in February 2025. Decant, mutual exchange and succession policies and procedures all being developed with good progress being made.	19%		
18. Health and Safety policies	Good progress being made with review and alignment of health and safety policies. Consultation and approval on policies and audits to follow	44%		