

Strategic Objective	Operational Objective	Date
VFM <i>Ensure that our rents remain affordable, and we deliver effective and efficient services that provide value for money</i>	Complete a staff structure review	Q1
	Meet all objectives set out in the annual KPI's and SMART plans	Q4
	Achieve high levels of customer satisfaction (90%) with our Reactive, Cyclical and Environmental contracts	Q4
HOMES AND NEIGHBOURHOOD <i>Maintain the high quality of our housing stock and the wider estate ensuring the comfort of tenants and the protection of investment.</i>	Ensure that we deliver the objectives set in the Asset Management Plan & deliver our 2021/22 major repair improvement plans	Q4
	Complete an Action Plan to assess compliance against EESSH2	Q4
	Achieve all statutory requirements for fire and smoke detectors, legionella, asbestos, electrical and gas requirements	Q4
	Complete Stock conditions survey	Q1
	Continue to manage the Castlemilk Drive Development to ensure project meets budgetary and timescale milestones	Q4
	Pursue site acquisition and planning proposals for Homes by the Park site	Q4
COMMUNITY REGENERATION <i>Contribute to the wellbeing of the local community by working with tenants, residents, partners and funders to develop initiatives that promote the physical and social regeneration of Castlemilk and increase levels of Social and Financial inclusion.</i>	Deliver outcomes set out by existing funders and seek other funding and opportunities	Q4
	Progress with plans for the Social Enterprise and Wellbeing Centre including funding and development plans	Q4
GOVERNANCE AND COMPLIANCE <i>Ensure that the work of the Cassiltoun Group is supported by good governance, effective financial, management and regulatory compliance</i>	Assess performance against the SHR's Regulatory Framework and submit an Annual Assurance statement	Q3
	Develop and implement an action plan to ensure that we meet guidance on Equalities and Human Rights	Q2
	Complete Internal Audit programme of 3 areas.	Q4
	Ensure that Subsidiary Business plans and management agreements are reviewed and approved	Q1
	Maintain Cyber Essentials accreditation	Q3
	Review and update 30-year Financial Plan	Q2
	Support the development of a new scrutiny panel and deliver first report	Q4
OUR PEOPLE <i>Ensure we attract and retain highly skilled and knowledgeable staff and Board members. Continue to invest in, and support our staff, volunteers and Board members to ensure they maximise their potential.</i>	Board membership to remain at 11 as a minimum	Q4
	Ensure that the Board of Management complete their agreed training and learning plans	Q4
	Maintain Investors in People platinum standard	Q4