



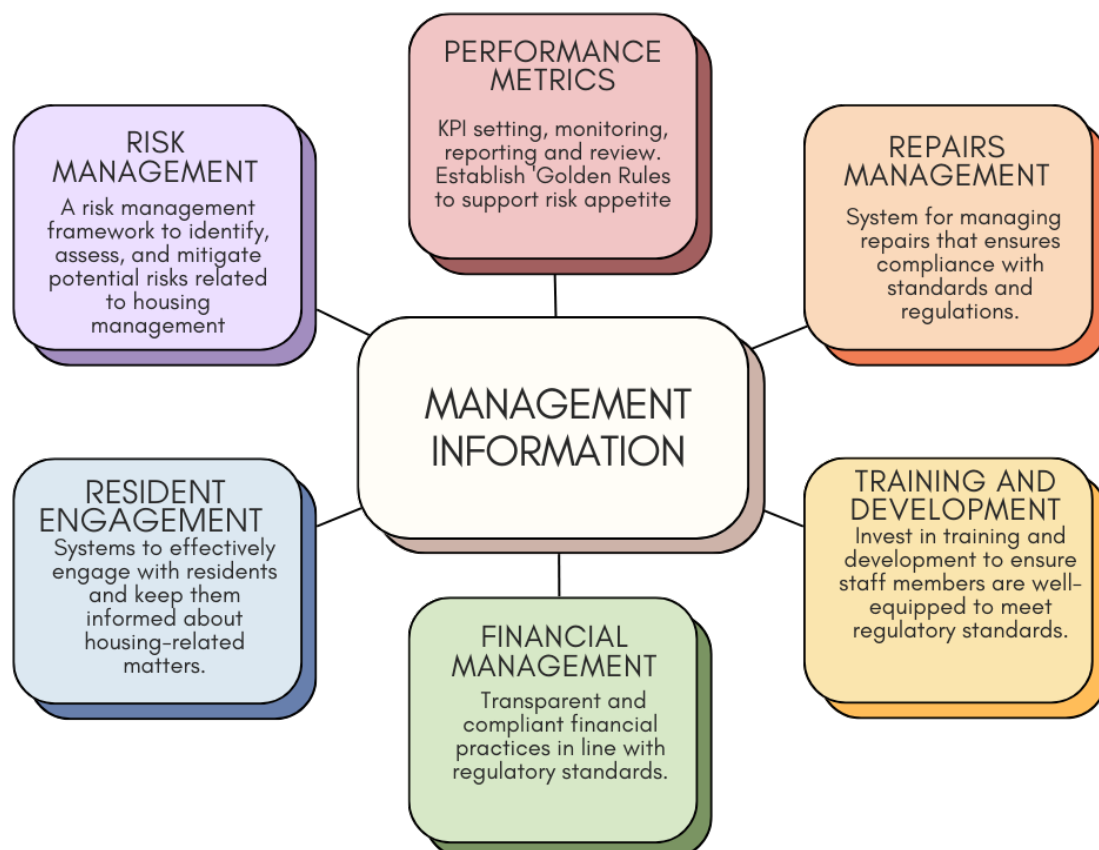
Management Information Framework

**Regulating the Standards
October 2024**

Contents

1	Performance Metrics	3
2	Maintenance and Repairs Management	3
3	Risk Management	3
4	Resident Engagement and Communication	3
5	Financial Management	4
6	Training and Development	4

Management Information Framework



This Management Information Framework sets out the management arrangements in place at SGH that support the effective delivery of our social purpose and strategic objectives set out in our business plan. This document should be read in conjunction with the Internal Control Framework and Management Arrangements Framework.

1 Performance Metrics

SGH has developed a dashboard that tracks key performance indicators (KPIs) relevant to regulatory standards. This will include metrics such as.

1. The Percentage of vacant properties filled within a specified time frame.
2. Average response time for addressing repairs requests.
3. Tenant satisfaction survey results.
4. Compliance rate with health and safety regulations.
5. Income collection rates
6. Complaint management targets

2 Maintenance and Repairs Management

SGH has implemented a system for managing maintenance and repairs that ensures compliance with statutory and regulatory standards. This system will include:

1. Maintenance Request and Repairs Tracking: Maintain a database to track maintenance requests, prioritise them, and monitor completion times.
2. Asset Management: Keep an updated inventory of property assets, including their condition and scheduled maintenance.
3. Compliance Audits: Conduct regular audits to ensure repairs are performed in compliance with relevant regulations and in accordance with SGH's policies and procedures.

3 Risk Management

SGH has established a risk management framework to identify, assess, and mitigate potential risks related to housing and tenancy management. We have developed this framework to include the following:

1. Risk Register: Maintain a centralised risk register that outline identified risks, their potential impact, and mitigation strategies.
2. Incident Reporting: Develop a process for reporting and investigating incidents, such as safety violations or accidents.
3. Compliance Checks: Regularly review processes to ensure they align with regulatory requirements and mitigate potential risks.
4. Managing agent risk triggers: early warning signals that enable SGH to be proactive in managing third party risks.

4 Resident Engagement and Communication

SGH has implemented processes to effectively engage with residents and keep them informed about housing-related matters. The systems include:

1. Communication Channels: a range of multiple communication channels, such as a resident portal via our website, newsletters, what's app and community meetings.

2. Complaint Management: Complaints are managed in-house, and we have in place a clear mechanism for residents to report complaints or concerns and track their resolution.
3. Feedback Collection: We conduct periodic surveys to gather feedback on housing services and standards from our residents.
4. Residents have direct access to mobile phone numbers of key staff at SGH.
5. Published information about complaints management and identified improvements.

5 Financial Management

Maintain transparent and compliant financial practices in line with regulatory standards. We will regularly implement the following:

1. Budget Monitoring: Implement a budget tracking system that monitors expenditures against approved budgets.
2. Rent Collection: Use automated systems for rent collection, ensuring accuracy and timely processing.
3. Financial Reporting: Generate regular financial reports that provide transparency into the organization's financial health and compliance.

6 Training and Development

SGH will invest in training and development to ensure staff and Board members are well-equipped to deliver services and manage the association to meet regulatory standards.

4. SGH are members of the National Housing Federation and benefit from training and resources for staff and the Board.
5. Training Programs: Offer regular training sessions on relevant regulations, health and safety protocols, and key legislative updates.
6. Performance Assessments: Conduct performance assessments that include evaluation of staff and service delivery partners adherence to regulatory standards.
7. Conduct Board effectiveness and skill evaluation surveys to identify gaps and make improvement on the overall board management.

Above we have outlined some specific examples of the management information framework components within SGH that support us in meeting the regulatory standards set by the Regulator of Social Housing. Our goal is to continue to implement and develop a comprehensive framework that encompasses various aspects of housing management and aligns with the standards set by the regulator of social housing.

Responsible officer: Director of Operations

Policy Author: Director of Governance

Policy version: Version 2

Date of SLT Approval: June 2024

Date of Board Approval: October 2024

Date the next review is due: October 2026