

OPERATIONAL PERFORMANCE REPORT

1 April 2008 – 31 March 2009



Other Targets For The Year

Target	Dept / Function	Achieved Q1	Achieved Q2	Achieved Q3	Achieved Q4
Review the Care Commission National Standards Every 6 Months.	Victoria House	Y	Y		
Appoint the External Auditor	Finance	Y	N/A		
Annual Accounts to Share Members and the Scottish Government.	Finance	Y	N/A		
Reply to External Auditor's Audit Letter.	Finance	Y	N/A		
Submit Annual Accounts to Financial Services Authority (FSA) and OSCR (Office of the Scottish Charity Regulator).	Finance	Y	N/A		
Achieve Investors in People Re-Accreditation.		Q2	Y		
Review of the Two Ticks Disability Accreditation.		Q2	Y		
Ensure the Management Committee complies with the Regulatory Code of Governance.	Corporate Services	ONGOING	ONGOING		
Ensure compliance with the Requirements of OSCR (Office of the Scottish Charity Regulator).	Corporate Services	ONGOING	ONGOING		
Four newsletters to tenants each year.	Corporate Services	ONGOING	ONGOING		
Four performance newsletters to tenants each year.	Corporate Services	ONGOING	ONGOING		
Two newsletters to Share Members each year.	Corporate Services	ONGOING	ONGOING		