



## **Annual Assurance Statement (No 3)**

**October 2021**

### **Introduction**

On behalf of the Board of Management for Ardenglen Housing Association we are pleased to provide our third Annual Assurance Statement to the Scottish Housing Regulator, our tenants and other customers.

The Board of Management has taken steps to ensure we fully understand our duties, obligations and responsibilities as a Registered Social Landlord and feel we have sound knowledge of this.

### **Compliance Opinion**

Following a robust self-assessment process the Board **unanimously** reached the following opinion:

Ardenglen Housing Association Ltd:

- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management;
- Comply with the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services;
- Comply with all Regulatory Requirements as set out in Chapter 3 of the Regulatory Framework including all relevant legislative duties.

In reviewing our compliance with the Regulatory Framework, we are assured that we are working towards having appropriate systems in place for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

In considering our compliance with our legal and regulatory requirements in 2021, we have taken account of the ongoing impact of the Covid-19 pandemic and consequent business, economic and social disruption. We have complied fully with the temporary changes to legislation and continue to follow national and local policy and requirements e.g. in respect of health and safety, physical distancing, travel, office opening, use of PPE, application of Test and Protect requirements and indoor gatherings.

We are confident that the measures that we have put in place and the contingency planning that we have implemented have ensured we are able to continue to meet our responsibilities to our tenants, service users, regulators and funders. Where we have adopted revised standards of service delivery, we have communicated changes clearly to our tenants and are maintaining the necessary records to ensure a smooth resumption of normal service levels when possible.

## **Evidence**

We applied an approach that was evidence based and improvement focussed, including but not exclusively: Governance Action Plan and Asset & Compliance Improvement Plan.

The Board has reviewed a comprehensive bank of evidence that includes policies, reports, action plans and key performance indicators to support the view that Ardenglen is compliant with the Regulatory Requirements. We are also able to gain further assurance from the continuous improvement made following our Independent Governance Review in 2017 and our Operations Health check in 2020. These Independent audits have allowed us to focus on continued improvement and compliance against a number of actions as we strive for excellence.

In addition to the work of the Senior Leadership Team and our Board, our approach to self-assurance has been independently validated by an external consultant confirming the validity of our process and evidence bank.

## **Improvements**

As an organisation aiming for excellence and continuous improvement, we have looked at priority areas for Ardenglen Housing Association to ensure ongoing assurance and improvement of Governance. These actions are captured in our Governance Action Plan and Asset and Compliance Improvement Plan and will be subject to our ongoing scrutiny. We are satisfied that none of these actions represent a material area of non-compliance.

Our compliance opinion was reached at a Board meeting on 28 September 2021 and the Assurance Statement subsequently approved by the Board on 26 October 2021.

**Elizabeth McKenzie**  
**Chairperson Ardenglen Housing Association**