



HOUSING ASSOCIATION LIMITED

Making You Feel At Home

Chief Executive: Ian McLean Dip. HS, F.C.I.H.

Secretary: Mrs H Stirling

Date: 25/11/2020

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Scottish Housing Regulator
Buchanan House
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Dear Sirs

SECOND ANNUAL ASSURANCE STATEMENT 2020 ON BEHALF OF THE BOARD OF BRIDGEWATER HOUSING ASSOCIATION LTD

As a result of robust, timely and regular evidence based reporting to the Board and its Sub Committees, along with ongoing self-assessment and internal audit, we can confirm that we are assured of compliance with:

- The regulatory requirements set out in section 3 of the Regulatory Framework.
- The relevant standards and outcomes in the Scottish Social Housing Charter
- The relevant legislative duties
- The SHR's Standards of Governance and Financial Management

This Assurance Statement should be read in conjunction with the various COVID-19 Up-date reports approved by Bridgewater's Board and published to the SHR Portal and it should be noted that the Board took legal advice on the text of the statement

The Scottish Housing Regulator is aware that since March 2020 our ability to comply with all of our regulatory and statutory requirements was challenging. The COVID-19 pandemic and the consequential restrictions placed on society by the Scottish Government, affected both our service delivery and our governance arrangements. Our Chief Executive has provided the Board with detailed reports on the impact of Covid-19, including on our service, governance, regulatory, legislative and safety responsibilities. We have shared these reports with the SHR and kept the SHR fully aware of developments through various "Notifiable Events" and we have kept our customers fully updated with developments and temporary changes to services through letters from the Chief Executive and notices on our Web Site and Face Book page.

Core Values of
Bridgewater Housing
Association Ltd

Doing what
matters most
with and for our
customers



Putting
customers first



Getting it right
first time



If you are dissatisfied with any of the services provided by the Association, please ask to see a copy of our Complaints Leaflet



Notwithstanding these challenges, we believe that, whilst there is additional work to do which will contribute positively to our compliance with Regulatory and Statutory requirements, there are, nevertheless, no areas of material or significant non-compliance that require to be disclosed in this statement.

SHR is also aware, from our first Assurance Statement, that through our self-assessment mapping, and independent audit of our governance arrangements and of our evidence base, we identified areas where we felt improvements could be achieved and an action plan was prepared and approved to address these. Progress was made in completing actions within the plan until March 2020.

On 28 October 2020, our Scrutiny Sub Committee noted that progress since March 2020 has been slower because of the organisation's refocus in delivering services within the scope of new and changing government guidance. Consequently some actions have been rolled forward and additional actions have been identified which will be progressed through the next 12 months. The revised plan was approved at our Board Meeting on 25 November 2020 as part of our discussion about the Assurance Statement and the Schedule of Assurance Evidence was also considered. Each item contained within the schedule was available individually to Board Members.

We undertake to notify the SHR should there be any supplementary information or changes to the assurances reported in this statement and will make this statement available to our tenants and other stakeholders by publishing it on our Web Site and providing a copy to our Strategic Partners.

We approved this Annual Assurance Statement at our Board Meeting on 25 November 2020 and the Board have authorised me as chair to sign the statement on their behalf.

Yours faithfully



Alastair Morris
Chair