

## Our Assurance Statement

### Materially Compliant with the Regulatory Standards



The Management Committee of Elderpark Housing confirms that based upon the self-assurance process carried out throughout 2020 and the decisions taken by the Management Committee and Senior Management Team throughout the year we are 'assured' that we are **materially compliant** with the Regulatory Standards set out in Chapter 3 of the Regulatory Framework.

This exercise has identified some minor non-material enhancements, which we will seek to implement over the next 12 months and these are outlined below as we seek to continuously improve our services and the governance of the organisation.

Clearly, the advent of a global pandemic has meant that the association has experienced significant challenges in relation to areas such as gas servicing, provision of a full repairs service, implementing major and cyclical works and delivering an effective housing management service particularly in relation to allocations. We have ensured that each of these areas have been managed in line with the relevant Scottish Government Guidance at any given time and are satisfied that we have taken all reasonable steps to meet our service, legislative, regulatory and governance requirements and obligations.

There is a recognition that working during a crisis has had an impact on some areas including performance, staff management, tenant engagement and delivery of a full suite of services however, we are confident that any decisions taken on these by the Management Committee have been reflective of the needs of our tenants, our communities and the organisation as a whole.

In undertaking the self-assurance exercise Elderpark Housing has appropriate assurance that we:

- Comply with the regulatory requirements as set out in Chapter 3 of the Regulatory Framework
- 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 the relevant legislative duties
- Have taken appropriate account of the regulatory advice provided by the Scottish Housing Regulator and other regulatory bodies
- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management.

Evidence of these sources of assurance include:

- Management Committee reports on key business areas such as governance, finance, human resources, asset management, housing management, service delivery and development
- Detailed professional advice in the form of reports and updates from the Chief Executive, Senior Management Team and relevant staff members
- Internal audit reports, policy review process, peer review exercises, benchmarking services and partnership working
- Reports and analysis from external auditors, appointed advisers and specialist consultant advisers all of whom provide external independent evaluation, feedback and validation.

The enhancements we will seek to make include ensuring a more focused approach to performance management; a review of how the association engages with our tenants and service users; a revised business planning process, and an increased understanding and application of how equalities and human rights are considered within our work and each of these will be the focus of our work in the coming months to ensure full compliance with the standards.

The current sources of assurance together with our Assurance Action Plan will be reviewed by the Management Committee on a continuous basis in line with our assurance framework methodology. Additionally on an annual basis the Management Committee will undertake an exercise focusing on a fuller review of the self-assurance template, a review of the risk register and risk appetite, an update of the Business Plan including an environmental analysis and an assessment of our medium to longer term financial projections.

**Signed on behalf of Management Committee on the 24<sup>th</sup> November 2020:**

\_\_\_\_\_ Janet Evans, Chairperson