

## Grampian Housing Association: Annual Assurance Statement 2019

The Association, having conducted an internal assessment in regard to compliance against those requirements as set out within Section 3 of the Regulatory Framework, has concluded that it achieves all but the following standards and outcomes.

In light of these issues, it considers that it is 'working towards compliance' in terms of an overall assessment. Whilst some of the issues may not necessarily be 'material', the Association believes that it is relevant to identify them and to take action to address them.

Standard/Outcome	How We Plan to Improve	Timescale
2.2 The governing body recognises it is accountable to its tenants, and has a wider public accountability to the taxpayer as a recipient of public funds, and actively manages its accountability.	<ol style="list-style-type: none"> <li>1. Compare publications against model framework.</li> <li>2. Improve what we do with feedback from complaints and ensure we have a 'you said we did' facility to share with customers.</li> <li>3. Consider annual report to Board to summarise this and to ensure it sees feedback and learning.</li> <li>4. Improve action to inform change identified in feedback.</li> </ol>	<p>31st October 2019</p> <p>1<sup>st</sup> April 2020</p> <p>May 2020 Board</p> <p>Immediate</p>
2.4 The RSL seeks out the needs, priorities, views and aspirations of tenants, service users and stakeholders. The governing body takes account of this information in its dealings with users and stakeholders. The governing body takes account of this information in its strategies, plans and decisions.	<ol style="list-style-type: none"> <li>1. Greater clarity that decisions do better reflect tenant perspective.</li> <li>2. Tenant perspective on strategic plans and direction needs to be better considered and secured.</li> <li>3. Rent consultations to provide options/choices.</li> <li>4. Board reports to have clear customer impact/input stated.</li> </ol>	<p>Immediate</p> <p>Immediate</p> <p>February 2020</p> <p>Immediate</p>
4.2 The governing body challenges and holds the senior officers to account for their performance in achieving the RSL's purpose and objectives.	<ol style="list-style-type: none"> <li>1. Quality of scrutiny and challenge to be considered</li> <li>2. Skills Audit and sense check of contextual knowledge and understanding on part of the Board to be completed.</li> <li>3. Formal review and discussion around effectiveness of relationship between Board and SMT.</li> <li>4. Dialogue required around targets.</li> <li>5. Better use of benchmarking.</li> <li>6. Develop a better balanced score scorecard.</li> </ol>	<p>February 2020 as part of planned governance review</p> <p>Completed September 2019</p> <p>Away Day January 2020</p> <p>Away Day January 2020</p> <p>End 2019</p>

Standard/Outcome	How We Plan to Improve	Timescale
4.3 The governing body identifies risks that might prevent it from achieving the RSL's purpose and has effective strategies and systems for risk management and mitigation, internal control and audit.	<ol style="list-style-type: none"> <li>1. Risk Map required.</li> <li>2. Risk Appetite as part of that to be agreed.</li> <li>3. Board to better inform Audit Needs Assessment.</li> <li>4. Business Continuity Plan to be tested more regularly.</li> </ol>	<p>Quarter 1 2020 Quarter 1 2020</p> <p>September 2020</p> <p>End of 2019</p>
5.3 The RSL pays due regard to the need to eliminate discrimination, advance equality and human rights, and foster good relations across the range of protected characteristics in all areas of its work, including its governance arrangements.	<ol style="list-style-type: none"> <li>1. Develop Equalities Impact Assessment.</li> <li>2. Revisit policy in this area and draw up action plan.</li> <li>3. Deliver on new requirement within revised framework.</li> <li>4. Review diversity in current Board in respect to gender and other protected characteristics</li> </ol>	<p>Commence April 2020</p> <p>June 2020</p> <p>1<sup>st</sup> April 2020</p> <p>Immediate</p>
6.7 The governing body is satisfied that the senior officer has the necessary skills and knowledge to do his/her job. The governing body sets the senior officer's objectives, oversees performance, ensures annual performance appraisal, and requires continuous professional development.	<ol style="list-style-type: none"> <li>1. Address low level of Board participation.</li> <li>2. Board to set objectives as part of process.</li> <li>3. Board to support Chair in ongoing performance review.</li> <li>4. Board to consider how it provides positive feedback and encouragement of CEO.</li> <li>5. Extend 360 degree appraisal to full Leadership Team.</li> </ol>	<p>Immediate</p> <p>Immediate</p> <p>Immediate</p> <p>Immediate</p> <p>Immediate</p>

In reaching the above assessment the Board has seen and considered appropriate evidence to support this.

This was considered at and this statement agreed at a meeting of the Association's Board held on Tuesday 24 September 2019.

Chairperson  
Grampian Housing Association