

Lochfield Park Housing Association Ltd

Annual Assurance Statement 2020

Lochfield Park Housing Association's Management Committee confirms compliance with all relevant requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework.

The assurance relates to the standards detailed below:

- Assurance and Notification
- Scottish Social Housing Charter Performance
- Tenant and Service User Redress
- Whistleblowing
- Equality and Human Rights
- Statutory Guidance
- Organisational Details and Constitution
- Regulatory Standards of Governance and Financial Management

The Covid-19 pandemic has significantly impacted the way the Association conducts its business and has required its Management Committee and staff to adapt to a digital format. We are confident that the measures we have put in place and the contingency planning that we have implemented have ensured that we are able to continue to meet our responsibility to our tenants, service users, regulators and funders.

We continue to monitor our Business Plan, budget and financial assumptions in the context of the ongoing emergency situation and associated business interruption. Our Business Plan reflects the regulatory guidance that was current at the time of its preparation and we will take account of updated regulatory advice.

The Management Committee has actively scrutinised and assessed all of the evidence and data required to ensure that the Association meets all regulatory requirements and standards.

The Management Committee used both the Scottish Federation of Housing Associations and the Scottish Housing Network toolkits as a way of evaluating the available evidence base.

The Management Committee are now sufficiently assured that we comply with the regulatory framework and can confidently assure our stakeholders that there are no areas of material non-compliance.

Last year our Assurance Statement identified a number of areas where we wanted to improve or enhance our governance and processes. However, the impact of the Covid-19 pandemic delayed some of these being completed. None of the areas identified are considered material or significant and the Association aims to finalise these improvements over the coming year:

- Review committee and staff appraisal processes
- Enhance equalities and human rights policy
- Review committee and staff training processes

The Covid-19 pandemic highlighted the importance of being able to communicate and engage with our service users. As a result, the Association will be developing a digital inclusion strategy for the next 12 months to ensure that all members of our community are able to access services and assistance.

We will publish this Annual Assurance Statement and share this with our service users and other stakeholders. We will inform the Scottish Housing Regulator of any material changes in our level of assurance.

This annual assurance statement was approved by the Management Committee of Lochfield Park Housing Association at their Meeting on 27th November 2020.

I sign this statement on behalf of the Management Committee.

Signature:

Date: 27th November 2020

This statement will be available from the Association's website, and is available in other formats i.e. tape, braille or another language.