



## **Assurance Statement**

**October 2023**

We comply with the majority of the regulatory requirements set out in Chapter 3 of the Regulatory Framework. This includes:

- All relevant standards and outcomes in the Scottish Social Housing Charter;
- All relevant legislative duties; and
- The Standards of Governance and Financial Management

### **Supporting Evidence**

We confirm that we have reviewed evidence that supports our assessment of compliance. This is based on a range of reports, policies, advice and information that we monitor on an ongoing basis. This includes:

- Regular reports about key performance information
- Internal Audit reports;
- External audit report;
- Outcomes of tenant consultation exercises;
- Benchmarking; and
- Reports, advice and information from senior staff.

### **Other Information**

Since publication of our 2022 Assurance Statement, we have:

- Conducted a detailed review of Regulatory Standards 3;
- Accessed information regarding all other Standards through our Board Portal. We are confident that this is updated regularly, including cross-reference to all matters considered by the full Board and the Audit Committee on an ongoing basis;
- Considered progress on the actions identified for all standards from the 2022 assessment;
- Conducted a detailed review of our approach to Tenant and Resident Safety.

### **Areas for Improvement**

Through review of our approach to dealing with Tenant and Resident Safety, we have identified a number of issues that require further development. We have in place an action plan to address these matters, this will be monitored on a bi-annual basis

We believe that this issue is material as it relates to tenant safety, however we are confident that the issues will be addressed during 2023/24.

In reviewing compliance, we have identified other areas for improvement that we do not consider to be significant. An action plan outlining proposals to address these was considered by the Board in August 2023, with progress being monitored bi-annually thereafter.

### **Equality Data Collection and Approach to Human Rights**

We collected equalities data when carrying out our last Tenant Satisfaction Survey (December 2022). We continue to collect information regarding equalities on an ongoing basis (as part of household reviews). This is done anonymously unless customers give us specific consent to hold the information against their tenancy record. We recognise that we need to do further work on analysis of the data collected. This is included in the Action Plan considered and approved by the Board at our meeting on 30 August 2023.

Equality Impact Assessments are conducted in respect of all policy reviews.

Reference to any matters that have implications in respect of human rights issues are included in all relevant reports.

### **Publication**

We confirm that this Assurance Statement is being published on our website on the same date that it is submitted to the Scottish Housing Regulator.

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We acknowledge that we are required to notify the Scottish Housing Regulator of any changes in our compliance during the year and are assured that we have effective arrangements in place to enable us to do so.

As Chair, I was authorised by the Board at a meeting held on **30 August 2023** to sign and submit this Assurance Statement to the Scottish Housing Regulator.

NAME OF SIGNATORY Rachel Hutton

SIGNATURE

POSITION Chair

DATE