

ANNUAL ASSURANCE STATEMENT RETURN TO THE SCOTTISH HOUSING REGULATOR - OCTOBER 2021

New Gorbals Housing Association complies with the Scottish Housing Regulator's regulatory requirements as specified in section 4 of the Regulator's Annual Assurance Statement Statutory Guidance:

1. All relevant regulatory requirements set out in Chapter 3 of the SHR Regulatory Framework
2. All relevant standards and outcomes in the Scottish Social Housing Charter
3. All relevant legislative duties
4. Standards of Governance and Financial Management

NGHA Management Committee is conscious that the Covid pandemic has had an impact on our service provision, with level of services restricted, and temporary closure of our office to the public. Throughout the pandemic, NGHA has focussed efforts on maintaining essential services - ensuring 100% compliance for annual gas safety checks, undertaking urgent repairs, and delivering welfare support - and on communication with tenants and service users. We have progressively extended our range of service provision as Government restrictions have eased.

The Committee is of the view that, notwithstanding some unavoidable limitations on delivery of front line services, NGHA has met all regulatory requirements. The Committee has seen and considered evidence to support our level of assurance, and has taken account of SHR advisory guidance related to the Covid pandemic.

In relation to SHR's request for confirmation that we have appropriate plans to implement an effective approach to collection of equalities information, and have started to consider how we can adopt a human rights approach in our work, NGHA will consider the recently issued advisory guide on equalities data collection, with a view to implementation from April 2022. NGHA is aware that SHR, CIH Scotland the Scottish Human Rights Commission are due to produce guidance on some aspects of the human rights approach to housing. We look forward to using this to inform our work to review our approach and consider whether changes may be required to our services or policies.

Date of Committee meeting at which the Statement was approved: **25 October 2021**