

RUTHERGLEN AND CAMBUSLANG HOUSING ASSOCIATION

Annual Assurance Statement 2019

History;	
Approved by Management Committee	8 th October 2019



The Management Committee of RCHA has based this statement on a number of sources, as follows;

- ✚ Reports about performance in key areas including finance, service delivery, asset management, development and risk
- ✚ Internal and External Audit reports
- ✚ Advice from external and specialist advisers
- ✚ Data analysis about our tenants and customers
- ✚ Benchmarking
- ✚ Reports, advice and information from senior staff

Specifically, we have had an independent Internal Audit function in place for the last 10 years, its focus is to provide independent assurance to the management committee on every aspect of our business. We receive recommendations for improvement throughout this process and act accordingly where appropriate. These are continuously monitored by the management committee.

We have focused our business over the last 6 months reviewing and assessing a comprehensive bank of evidence to assess whether RCHA is compliant with:

- ✚ All relevant regulatory requirements as set out in Section Three of the Regulatory Framework
- ✚ The Regulatory Standards of Governance and Financial Management
- ✚ The relevant standards and outcomes of the Scottish Social Housing Charter
- ✚ Our statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights

As a result of the processes outlined above, we are assured that RCHA is compliant with the Regulatory Standards and Regulatory Framework requirements, with the following exceptions:

- ✚ Involving tenants in the preparation and scrutiny of performance information.
- ✚ Agreeing on our approach with tenants on providing performance information.
- ✚ Opportunities for feedback from tenants on our approach.
- ✚ The lack of a new committee member induction policy and procedure

We have identified specific actions to address this non-compliance in a Compliance Action Plan which is attached. We are confident that these actions will be completed by February 2020 and that full compliance will, consequently, be achieved.

As Chair, I was authorised by the Board at a meeting held on the 8th October 2019 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Robert McLeary
Chairperson

Compliance Action Plan

Tenant Involvement in the Way we Provide Performance Information (Regulatory Requirement)

Three of the exceptions identified relate primarily to the way we prepare, disseminate and obtain feedback on performance information. The Association does issue quarterly benchmarked performance information to tenants and also our landlord report with additional benchmarking figures for our peer group. We do not, however have a mechanism whereby tenants can have an input into this process and provide feedback.

We plan to address this through our comprehensive tenant survey which is scheduled to take place in November/December 2019. This will have a specific section focused on tenants views on the format of the information we provide and actively encouraging tenants to become involved in focus groups/scrutiny panels. Recent improvements to our website enable the Association to issue specific feedback surveys to tenants and this will make the process simpler for tenants and hopefully reach a larger sample.

We intend to be compliant by February 2020.

The Lack of a New Committee Member Induction Policy and Procedure (Standard 6.5)

The Association has been actively seeking new members through its succession plan and therefore it is important that we have such a policy and procedure to ensure that new members are effective and will become established. Two recent new members have RSL experience, but this is unlikely to be the case for every addition to the management committee. A draft will therefore be prepared for consideration by the committee at the earliest opportunity.

We intend to be compliant by December 2019.