

## **Assurance Statement (2021)**

Loreburn H A's Management Committee has been actively involved in the development of our 2021/22 Annual Assurance Statement. A comprehensive evidence bank has been collated to support our assurance statement and regulatory and legal compliance which is monitored on a regular and ongoing basis.

After assessing the evidence, the Management Committee are confident that we are compliant with the regulatory requirements set out at section three of the Regulatory Framework; the relevant standards and outcomes of the Charter; all relevant statutory and legal requirements; and, the Regulatory Standards of Governance and Financial Management.

In collating and reviewing the evidence and assessing compliance, we have taken account of good practice advice. The evidence which supports our Assurance Statement includes:

- Reports about performance in key areas including finance, service delivery, asset management, health & safety, development and risk, governing body and senior officer appraisals
- Internal and External Audit reports;
- Strategies and Policies
- Advice from external and specialist advisers (including externally facilitated self-assessment and associated improvement action plan);
- Benchmarking information from the Scottish Housing regulator and HouseMark
- Reports, advice and information from senior staff
- Reports and Minutes from Management Committee, Sub-Committees, Task and Finish Groups

In considering our compliance with our legal and regulatory requirements in 2021, we have again taken account of the considerable impact of the Covid-19 pandemic and consequent business, economic and social disruption. We have continued to comply fully with the temporary changes to legislation and continue to follow national and local policy and requirements e.g. in respect of health and safety, physical distancing, travel, agile working arrangements, use of PPE, application of Test and Protect requirements and ongoing changes regarding local level restrictions and guidance relating to indoor gatherings.

We are confident that the measures that we have put in place, and the contingency planning that we have implemented, have ensured that we are able to continue to meet our responsibilities to our tenants, service users, regulators and funders. Where we required to adopt revised standards of service delivery, we have communicated changes clearly to our tenants and maintained the necessary records to ensure a smooth resumption of normal service levels as and when possible in particular in relation to reactive repairs and component replacements. We currently have 100% of properties with a gas supply holding a valid gas certificate

We have taken a comprehensive approach to tenant engagement throughout the COVID crisis which enabled early identification of those who may be most vulnerable and regular contact has been maintained with these customers. A tenant support fund was established in 2020 to enable staff to support the health and well-being of our customers.

The pandemic provided an opportunity to dedicate staff resources to key tasks identified in our previous assessment and extensive work has been carried out on data cleansing while introducing a new and comprehensive housing, finance and asset data management system. This will enhance data driven decision making going forward.

In 2021/22, a key focus of our Improvement Action Plan is equality, diversity and human rights. This will include establishing an effective equality strategy, comprehensive equality data collection and subsequently utilising this data to scrutinise and enhance our service offer. Our overarching goal is that consideration of equality data and human rights will filter through our processes in a way that will directly impact our day to day decision making across all levels of our organisation.

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, which was reviewed in line with the FYFP submission, reflects the regulatory guidance that was current at the time of its preparation and we will take account of updated regulatory advice as we monitor and review our Business Plan in the context of the changing situation.

The Management Committee and the Executive Team continue to adopt an improvement focus through the progression of our Assurance Improvement Plan which is ongoing in 2021/22 with a sustained focus on training as well as equality and human rights. The Management Committee will continue to monitor progress of the Improvement Plan throughout 2021/22.

The Management Committee are satisfied that the actions identified in the plan are intended to deliver effective improvement and that none are material to our current compliance with the Framework.

We recognise that we are required to notify the SHR 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.

This statement was considered and approved by the Management Committee at our meeting on 2<sup>nd</sup> November 2021.

Russell Brown  
Loreburn H A Convener on behalf of the Management Committee