

## Glen Oaks Housing Association - Assurance Statement 2021

The Board confirms that we have reviewed and assessed a comprehensive bank of evidence to support this Statement that Glen Oaks Housing Association is, to the best of our knowledge, compliant with:

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

The evidence bank combines reports, policies, advice and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that Glen Oaks Housing Association is compliant. The evidence which supports this Statement includes:

- 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
- Tenant Scrutiny reports and the outcomes from specific consultation
- Data analysis about our tenants and customers
- Benchmarking
- Reports, advice and information from senior staff

In reviewing the evidence and assessing compliance, we have undertaken a self-assessment process as detailed in the SFHA self-assurance toolkit. We have obtained external support from our Internal Auditors to provide us with additional assurance that our self-assessment approach and the evidence provided to the Board is effective and robust.

In assessing the evidence, we have adopted an improvement focus which has resulted in the creation of an Action Plan which we have begun to implement and will continue to progress during the course of the year. We have reviewed the identified actions in the improvement action plan and are satisfied that all are intended to deliver effective improvement and that none are material to our current compliance with the Framework. This includes the requirement to meet Equality and Human Rights requirements, where we are continuing to work towards compliance. We have work planned within our Internal Audit programme in connection with Equality and Human Rights requirements and this will provide further reassurance to the Board. The Board will monitor progress with the Action Plan throughout the year.

2021 has again been dominated by the worldwide Coronavirus Covid-19 pandemic. The Association reacted quickly to the pandemic and as far as our governance is concerned, we have ensured that the Board are fully informed and in control. We already used online software for Board papers and our Board have met via online video conference meetings. The Association has followed government advice and taken all relevant steps to keep our tenants, staff and board members safe. Our office has been closed to the public since March 2020 and our staff are all working from home, with a limited number of staff attending at the office to progress essential items primarily relating to repairs and lettings and meeting tenants on an appointment basis. Our tenants have been kept up to date with the changes to our service via text message, our Facebook page, our website and our newsletter. The Board continues to monitor the Impact of Covid-19 on the Association's Business and Financial plans, both for the current year and future years. Our future financial projections have been updated to reflect the changing circumstances and continue to show a strong financial position. The Covid-19 pandemic has presented challenges regarding gas servicing.

The Association will be undertaking an Incident Management & Business Continuity Exercise to provide further assurance that we are proactive in preparing for any eventuality.

We are assured that Glen Oaks Housing Association has the necessary arrangements in place to identify any risks to compliance in the course of the conduct of our business and governance arrangements and in the event that there are any changes to our compliance the SHR would be notified. The Board has been actively involved in the development and assessment of the evidence bank and monitors regulatory and legal compliance on a regular and ongoing basis.

As Chair, I was authorised by the Board at a meeting held on Wednesday 27 October 2021 to sign and submit this Assurance Statement to the Scottish Housing Regulator. We confirm that this Assurance Statement is being published on our website on the same date that it is submitted to the SHR.

**27 October 2021**