

## Introduction

As a Registered Social Landlord (RSL), Craigdale Housing Association is required to submit its annual Assurance Statement to the Scottish Housing Regulator (SHR) before the 31<sup>st</sup> October 2021.

In considering our compliance with our legal and regulatory requirements in 2021, we have taken full account of the impact of COVID 19 on our services. We have complied with the temporary changes to legislation and continue to follow national and local policy requirements. This includes health and safety, social distancing, office opening, use of PPE, application of Test and Protect requirements and 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 meet our responsibilities to our tenants, regulators, and funders. Where we have adapted revised standards of service delivery, we have communicated changes clearly to our tenants.

Our Assurance Statement was approved by the Board at its meeting on 20<sup>th</sup> September 2021.

## Format of our Assurance Statement

The SHR has not been prescriptive about how the Assurance Statement should look, therefore we have been able to develop a Statement that we feel works for us and our customers, whilst meeting the SHR's expectations as contained within their document '*Regulation of Social Housing in Scotland: Our Framework, February 2019*'.

## Assurance

Our Assurance Statement takes account of sector guidance, with the Board evaluating the Association's compliance with our Regulatory requirements, the Standards of Governance & Financial Management and our legislative duties (now referred to as the Regulatory requirements), which are contained within the SHR's Framework, Chapter 3 Regulatory Requirements.

The table below summarises our compliance with the Regulatory requirements:

Regulatory Requirements	Compliant?
Assurance & Notification	Yes
Scottish Social Housing Charter (SSHC)	Yes
Tenant & Service User Redress	Yes
Whistleblowing	Yes
Equality & Human Rights	Yes

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Statutory Guidance	Yes
Organisational Details & Constitution	Yes
Regulatory Standards of Governance & Financial Management (RSGFM)	Yes
Legislative Duties	Yes

In determining our compliance with the Regulatory requirements our evaluation process considered:

- ❖ Whether we, as a Board, are sufficiently assured through self-assessment, ongoing oversight and scrutiny that we comply with the Regulatory requirements and are sufficiently confident that we can pass that assurance on to our stakeholders.
- ❖ Any areas of material non-compliance with the Regulatory requirements.
- ❖ Any areas for improvement.
- ❖ Impact of COVID 19

The Association can report that to the best of our knowledge we **have no areas of material non-compliance** with the Regulatory requirements.

During 2021 we made 2 Notifiable Events to the SHR relating to:

- ❖ Changes within our Board
- ❖ The resignation of our Senior Officer

We do not consider either of these issues to constitute non-compliance with Regulatory Standards and subsequent actions have closed both of these events.

### Supporting evidence and additional information

We used the updated toolkit issued by the Scottish Federation of Housing Associations in 2020 as the basis for our self-assessment against the Regulatory requirements. We can evidence our compliance with supporting documentation, including independent reviews that we commissioned in terms of our compliance with the SSHC and RSGFM. Our other self-assurance activities include for example, internal audit, independent surveys, in-house assessments and other internal organisational controls and checks. The outcome of our self-assessment, ongoing oversight and scrutiny demonstrates our compliance with the Regulatory requirements.

Stakeholders can be assured that the Board challenges information that it is provided with from Staff and consultants to ensure that the information received is robust and accurate.

## Equalities

We can also confirm that we have appropriate plans to implement an effective approach to the collection of equalities information from April 2022 and that we have started to consider how we can adopt a human rights approach in our work.

## Human Rights

We hope that the way we deliver services and develop policies would generally be consistent with a human rights approach. We know, though, that this is an emerging agenda and that so far there is little in the way of housing-specific guidance. We are 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, and any other relevant guidance that is produced in the future, to inform our work to review our own approach and consider whether any changes might be needed to our services or policies.

## Next Steps

We will keep our Assurance Statement under review and will notify the SHR and our customers if we become materially non-compliant with the Regulatory requirements prior to issuing our next annual Assurance Statement in October 2022.

We are in the process of implementing a small number of areas for improvement, which we have identified from an external review of Governance against the SHR regulatory standards of Governance and Financial Management. No areas of material non compliance were identified through this review, which took place in May/June 2021.

Our Assurance Statement is publicly available on our Website and is displayed in our office. Finally, I can confirm as Chair of Craigdale Housing Association, I was authorised by the Board at a meeting held on 20 September 2021 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

*John Kilpatrick*

John Kilpatrick  
Chairperson

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