

DECISION

Committee:

**Board of Management of Sanctuary
Scotland Housing Association Limited**



Date:

05/09/2023

Agenda Item:

10

Report from:

Director - Sanctuary Scotland

Title: Annual Assurance Statement

Executive Summary: To allow the Board of Management to consider the approach to the annual assurance statement for 2023.

1. Introduction

1.1 This report presents self-assessment work in relation to Tenant and service users redress and compliance with the standards and outcomes of the Scottish Social Housing Charter to give Board members the assurance that Sanctuary Scotland Housing Association Limited (Sanctuary Scotland Housing Association) is compliant with Chapter Three of the Regulatory Framework in these areas. This will then allow the signing and submitting of the Annual Assurance Statement to the Scottish Housing Regulator (SHR) by the deadline of 31 October 2023.

2. Background

2.1 Following the review of their regulatory framework, the SHR introduced the requirement for all Scottish Landlords to submit an Annual Assurance Statement providing assurance that their organisation complies with the relevant requirements of Chapter Three.

2.2 Chapter Three of the framework primarily covers:

- Assurance and Notification;
- Scottish Social Housing Charter Performance;
- Tenants and Service Users Redress;
- Whistleblowing;
- Equality and Human Rights;
- Compliance with and information submission in accordance with key guidance - notifiable events, group structures, consulting tenants where tenant consent is required, financial viability of registered social landlords, determination of accounting requirements, preparation of financial statements;
- The standards of Governance and Financial Management; and
- Constitutional requirements.

3. Assessment of the standards of tenant and service user redress and compliance with the Scottish Social Housing Charter.

- 3.1 The assessment exercises carried out on the topics above are attached at **Appendix 1 and Appendix 2**. These were also discussed by the senior management team at their monthly meetings in July 2023 and August 2023.
- 3.2 Given the level of evidence available against each of the headings it is recommended that the Board of Management consider Sanctuary Scotland Housing Association to be compliant in both areas, with no items of materiality requiring to be highlighted to the SHR.

4. The 2023 Annual Assurance Statement for Sanctuary Scotland Housing Association

- 4.1 The proposed annual assurance statement for 2023 is contained at **Appendix 3** for consideration and approval.
- 4.2 The wording of the statement continues to include reference to the collection of data for equalities and human rights. A new requirement relating to tenant and resident safety was introduced this year and has therefore been included. Guidance also specifically states that if Electrical Installation Condition Reports (EICR's) are required and not all completed, this should be noted in the statement and a timescale for completion indicated. The SHR guidance and frequently asked questions and the updated Scottish Federation of Housing Associations Assurance Statement toolkit/clauses guidance have been considered prior to updating the statement.

5. Appraisal

- 5.1 Risk management

- 5.1.1 RM 4 Governance; Sanctuary Scotland Housing Association must comply with the Regulatory Framework and the assessment process mitigates the risk of meeting requirements in respect of the Annual Assurance Statement.
- 5.1.2 RM 8 Legislative / Regulatory/political; Signing and submission of the Annual Assurance Statement following completion of a comprehensive self-assessment process mitigates the risk of non-compliance with SHR framework requirements.
- 5.2 Value for Money
 - 5.2.1 The self-assessment exercises will evidence compliance with SHR regulation framework in relation to financial viability where relevant.
- 5.3 Corporate Strategy
 - 5.3.1 Ensuring compliance with legislative and regulatory requirements supports the effective delivery of all three strategic priorities - Putting our Customers First, Investing in our Assets and Growing our Services.
- 5.4 Customer and/or Employee considerations
 - 5.4.1 The requirements of the Scottish Social Housing Charter will form part of the mapping process to ensure compliance. Any relevant employee considerations are noted in the report.

6. Recommendations

- 6.1 The Board of Management is recommended to consider the self-assessment exercises provided at **Appendix 1** and **Appendix 2** and approve that the evidence highlighted confirms that Sanctuary Scotland Housing Association can be considered to be compliant with regulatory requirements.
- 6.2 The Board of Management is recommended to approve the proposed Annual Assurance Statement for 2023 contained at **Appendix 3** for signature by the Chairperson and for submission to the SHR by 31 October 2023.