



ANNUAL ASSURANCE STATEMENT

NOVEMBER 2020

The Management Committee of Kingsridge Cleddans Housing Association are pleased to provide our 2nd Annual Assurance Statement to the Scottish Housing Regulator, our tenants and other service users. The Annual Assurance Statement will be published on our website and newsletters.

Effective compliance with Regulatory Standards is a continual, ongoing process where performance requires to be assessed, reviewed and substantiated in order to provide continuous assurance to the Governing Body that demonstrates effective governance and delivers good outcomes and services for our tenants and service users.

The Covid-19 pandemic presented a major challenge to the Association and we could not have envisaged the sudden and significant impact that it had on the country, bringing unprecedented challenges for RSL's, service users and stakeholders when we were put into lockdown on 23rd March.

We had to quickly react to the situation and introduce new and effective ways of working in order to maintain and provide essential services and manage the challenges posed by the pandemic.

Our early focus was driven by the requirement to:

- Provide emergency repairs and other essential services.
- Undertake Covid-19 risk management assessments to facilitate delivery of services and plan for a future return to work
- Introduce appropriate arrangements to ensure effective governance, business continuity and planning to host remote committee meetings and AGM.

We are not able to provide full assurance with all Regulatory Standards but have identified areas of non-compliance directly due to the pandemic and subsequent lockdown in the Covid-19 non-compliance report included in our Annual Assurance Statement. We did not consider section 1.3 of Regulatory Standard (1) to be a material breach as our rules allow for a temporary amendment

to standing orders subject to 75% of management committee members approving a resolution to make the change. We decided to highlight this in the interest of openness, transparency and self-governance.

The Management Committee considered evidence at a meeting held on 29th September 2020 and confirmed that we have appropriate assurance that we can demonstrate compliance with:

- All Regulatory Standards set out in Chapter 3 of the Regulatory Framework, with the exception of those standards highlighted in the Covid-19 non-compliance report.
- All relevant standards and outcomes in the Scottish Social Housing Charter
- The standards of Governance and Financial Management
- All relevant legislative duties with exception of gas safety inspections

Our assessment process was considered proportionate for our business and our context. When considering our approach to providing appropriate assurance, we used a self- assessment template and considered internal audit reports, supporting evidence, performance reports and policies and procedures.

Our Assurance Statement was considered and approved by the Management Committee at the meeting held on 3rd November 2020.

There are a number of actions that we require to take to improve our performance and to give us further assurance.

- Develop proposals to comply with enhanced equalities requirements and implement impact assessments. SHR have advised they will start assessing landlord compliance with the requirement from 1st April 2021.
- Review and update our Governance framework action plan.
- New model rules to be approved at a SGM prior to financial year end subject to Covid-19 restrictions being lifted to enable physical meetings to be held. If this is not possible, we will approve and adopt the new model rules at a SGM to be held immediately after our AGM in August 2021.
- Incorporate Covid-19 impact assessments into our Risk Management Strategy and Business plan.
- Increase number of lets to homeless applicants to 80/90% until 31st March 2021 to assist the Ending Homelessness Together Action Plan.

COVID-19 NON-COMPLIANCE REPORT

REGULATORY STANDARD	EXTENT OF NON-COMPLIANCE AND ACTION TAKEN
<p>Regulatory Standard 1</p> <p>1.3 Decision making complies with the Association’s constitution (which adheres to Regulatory Standards and constitutional requirements) and its legal obligations.</p>	<p>We did not achieve full compliance with this standard in the early days of lockdown. A special resolution was passed by members of the Management Committee in April, giving delegated authority to the Chairperson and staff team to allow key decisions to be made and to ensure business continuity in the early weeks of the pandemic. Legal advice was obtained prior to doing this on a short- term basis. Arrangements were put in place to commence zoom meetings in June. During the period April/May we kept management committee members informed by distributing reports and recording decisions made. Members were issued with briefing notes, highlighting purpose of business reports and issues for consideration. Members were encouraged to contact staff if they required clarification on anything and were asked to formally approve all reports and decisions made at this time.</p>
<p>Legal and Regulatory Requirements</p> <p>Tenant Safety</p>	<p>Gas Safety Inspections: Gas Safety (Installation and use) Regulations. We carried out 15 inspections outwith the 12 month period required by law. In these cases we were unable to enter the tenants’ homes due to someone experiencing covid symptoms, someone in the household was shielding, someone having a serious illness and someone in hospital long term. The majority of these (14) occurred in Quarter 1 and these were subsequently completed. Average number of days for overdue service visits not completed on time was 8 days. All service visits have reverted back to a 10 month cycle and we have a positive expectancy of achieving full compliance in Quarter 3/Quarter 4.</p>

Signed: Elaine Shaw, Chairperson:

Date: 3rd November 2020