

Trust Housing Association Assurance Statement 2021/22

The Board of Trust Housing Association confirms that we have reviewed and assessed a comprehensive bank of evidence to support this statement that Trust is compliant with the Regulatory Standards of Governance and Financial Management and the requirements of Chapter Three of the Regulatory Framework.

In considering our compliance with our legal and regulatory requirements in 2021-22, we have taken account of the continued impact of the Covid-19 pandemic and the consequent business, economic and social disruption.

Also emerging in this year has been the global financial crisis which has seen a significant increase in the cost of living. This will have an impact on our tenants, employees and on Trust as a business. However, we are confident that the measures that we have put in place and our contingency planning will ensure that we are able to continue to meet our responsibilities to our tenants, service users, regulators and funders. We continue to monitor our business plan, budget and financial assumptions in the context of the ongoing emergency situation.

In reviewing our compliance with the Regulatory Framework, we are assured that we are implementing appropriate systems for the collection of equalities data across Trust. There are a small number of outstanding areas in the business where we have yet to gather this data but we are confident that this task will be completed by early 2023. We remain assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

In relation to Electrical Installation Condition Reports (EICR), we had a total of 1824 properties that required EICRs. We have attended 1442 properties to undertake EICRs and out of those properties we were able to access and complete 1219 EICRs. This leaves 605 properties that currently do not have a valid EICR. This is a direct result of the pandemic and understandable tenant concerns about potential transmission of Covid by inspecting contractors, who require access to every room in a property to carry out these inspections. The position has also been exacerbated due to supply chain and labour market problems. We have appointed a contractor and are working with the tenants concerned. All outstanding inspections are scheduled to be completed by the end of 2022.

To undertake the self-assessment exercise the Board established a governance working group made up of Board Members, which include tenant Members, and senior staff to develop and assess the evidence and our compliance. The wider Board team have also had oversight and input into the process.

Members of the Board have been actively involved in the assessment of evidence. The evidence bank contains a range of documents that form the core of the Board's ongoing scrutiny and oversight. It incorporates relevant documents, policies, strategies and information that contribute to our overall assurance and forms a comprehensive library for evidence regarding Trust's business and governance activities.

The evidence which supports this statement includes:

- Key performance reporting in areas including finance, asset management, development, risk, customer service, quality assurance and legal/regulatory compliance
- Internal and external audits reports
- Customer Panel scrutiny reports

- Benchmarking data
- Reports and advice from senior team and external advisors
- Strategy documentation and policies

In reviewing and assessing compliance, we have adopted an improvement focus and have identified a number of non-material improvement actions which we will progress during the course of the year. To support effective implementation, these actions form an Improvement Action Plan which is monitored by the Board at agreed intervals to ensure successful achievement.

Our approach to reviewing and assessing Trust's compliance has been informed by relevant good practice advice and sector guidance to provide us with assurance that our approach is effective and robust. We recognise that we are required to notify the SHR of any changes in our compliance during the course of the year and are assured that we have effective arrangements in place to enable us to do so. We confirm that this Assurance Statement is being published on our website on the same date that it is submitted to the SHR.

As Chair, I was authorised by the Board at a meeting held on 20 October 2022 to sign and submit this Assurance Statement to the Scottish Housing Regulator which confirms that the Board is satisfied that Trust Housing is compliant with the requirements of the Regulatory Framework.



(Dr Norval Bryson, Chair) 20 October 2022