



## **Assurance Statement (2020)**

Loreburn H A's Management Committee has been actively involved in the development of our 2020/21 Annual Assurance Statement. A comprehensive evidence bank has been collated and reviewed to support our assurance statement and regulatory and legal compliance will be monitored on a regular and ongoing basis.

After assessing the evidence, the Management Committee are confident that we are compliant with the: the regulatory requirements set out at section three of the Regulatory Framework; the relevant standards and outcomes of the Charter; all relevant statutory and legal requirements; and, the Regulatory Standards of Governance and Financial Management.

In collating and reviewing the evidence and assessing compliance, we have taken account of good practice advice. The evidence which supports our Assurance Statement includes:

- Reports about performance in key areas including finance, service delivery, asset management, health & safety, development and risk, governing body and senior officer appraisals
- Internal and External Audit reports;
- Strategies and Policies
- Advice from external and specialist advisers (including externally facilitated self-assessment);
- Benchmarking information from HouseMark
- Reports, advice and information from senior staff
- Reports and Minutes from Management Committee, Sub-Committees, Task and Finish Groups

In considering our compliance with our legal and regulatory requirements in 2020, we have taken account of the considerable impact of the Covid-19 pandemic and consequent business, economic and social disruption. We have continued to comply fully with the temporary changes to legislation and continue to follow national and local policy and requirements e.g. in respect of health and safety, physical distancing, travel, 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 to meet our responsibilities to our tenants, service users, regulators and funders. Where we have adopted revised standards of service delivery, we have communicated changes clearly to our tenants and are maintaining the necessary records to ensure a smooth resumption of normal service levels when possible. We are actively categorising outstanding repairs in terms of locality and trades required and are in the process of developing a plan on how to begin to address the outstanding works in a manner still keeping our customers and our staff safe under Covid conditions. We currently have 3 properties which do not have a valid gas safety certificate because the tenants will

not provide access because of fears about potential transmission of coronavirus to a vulnerable member of their household. We continue to work with the tenants concerned and are seeking to implement the necessary measures to reassure them that all necessary precautions are being taken. Further actions, including forcing access, will be instructed where required in line with ongoing risk assessment.

We have taken a comprehensive approach to tenant engagement throughout the COVID crisis which enabled early identification of those who may be most vulnerable and regular contact has been maintained with these customers. A tenant support fund was established to enable staff to support the health and well-being of our customers. The pandemic provided an opportunity to dedicate staff resources to key tasks identified in our 2019 assessment such as tenant engagement, tenant profiling and data cleansing.

We continue to monitor our business plan, budget and financial assumptions in the context of the ongoing emergency situation and associated business interruption. Our Business Plan, which was reviewed in September in line with the FYFP submission, reflects the regulatory guidance that was current at the time of its preparation and we will take account of updated regulatory advice as we monitor and review our Business Plan in the context of the changed situation.

The Management Committee and the Executive Team continue to adopt an improvement focus through the progression of our Assurance Improvement Plan which is ongoing. The Assurance Task and Finish Group will continue to monitor progress of the Improvement Plan throughout 2020/21.

The Management Committee are satisfied that the actions identified in the plan are intended to deliver effective improvement and that none are material to our current compliance with the Framework.

We recognise that we are required to notify the SHR of any changes in our compliance during the year and are assured that we have effective arrangements in place to enable us to do so.

This statement was considered and approved by the Management Committee at our meeting on 27<sup>th</sup> October 2020.

Russell Brown

Loreburn H A Convener on behalf of the Management Committee