

Building homes,  
independence  
and aspirations



## Annual Assurance Statement 2021

We are able to confirm compliance with:

All the relevant requirements set out in Chapter 3 of the SHR's Framework.

We confirm that we have seen and considered evidence to support the level of assurance we have. Our focus has been and continues to be the impact of C-19 pandemic on our customers, colleagues and our business and how we recover from this pandemic. We have monitored the impact alongside our senior team and have a clear understanding of its impact and we continue to learn from this to ensure we are even more prepared for any future events.

We have developed a plan to ensure we are delivering services in accordance with Human Rights and implement a data collection process from 2022.

We will publish this Annual Assurance Statement and share this with our customers and other stakeholders.

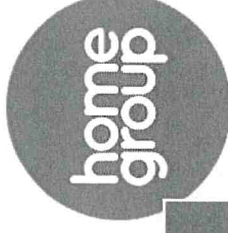
We will inform the Scottish Housing Regulator of anything which materially changes our level of assurance.

Our Annual Assurance Statement for 2021 was approved by our Board on 24th August 2021

Signed: *Myra Madder* Chair

Date: *August 24<sup>th</sup>, 2021*

# AAS 2021 improvement actions



Improvements identified	Outcome
Board meeting programme of business review	Complete: new reports (Maintenance, Asset Management and Regulatory Compliance introduced 21/22).
Annual appraisal process enhanced	Complete: training plan requested by Board has been developed and is being delivered
Recruitment of third customer board member	A suitable customer candidate has been identified and recruitment process is underway
Preparing for new data collection & review of policy framework and service delivery in relation to human rights	Plan developed to identify action and owners to enable collection and review of service delivery.
Development of reporting outcomes from Tenancy Sustainment Framework	Reporting due to start in Q3 of 21/22
Improve reporting on procurement - 5 year plan to be shared with BMT and board.	Report due to BMT September and HS board November 21