

Trust Housing Association
Assurance Statement 2019/20

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 2020, we have taken account of the considerable impact of the Covid-19 pandemic and consequent business, economic and social disruption. We continue to comply fully with the temporary changes to legislation and continue to follow national and local policy and requirements.

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 continue to monitor our business plan, budget and financial assumptions in the context of the ongoing emergency situation and associated business interruption in accordance with regulatory guidance and advice.

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

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 our compliance, we have adopted an improvement focus and last year we identified a number of non-material improvement actions. The majority of those improvement actions have been implemented to further strengthen good governance and financial management practices. These actions were monitored by the Board to ensure oversight and implementation. A small number of actions have been carried forward due to delays caused by the Covid-19 pandemic. We aim to complete all outstanding improvement actions by the end of 2021.

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 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 29 October 2020 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.

A handwritten signature in black ink, appearing to be "John Burke".

(John Burke, Chair) 29 October 2020