

Hawthorn Housing Co-operative

October 2023

Assurance Framework Dashboard

Key

	Compliant
	Compliant (with non-material areas for improvement)
	Working towards compliance
	Not compliant

A Requirements for Registered Social Landlords

	AN1 – AN5: Assurance and notification
	4 Standards are compliant
	1 Standards compliant (with non-material areas of improvement)

	TS1-TS3: Tenant and Service User redress
	0 Standards are compliant
	3 Standards compliant (with non-material areas of improvement)

	EH1-EH2: Equality and Human Rights
	0 Standards are compliant
	2 Standards complaint (with non-material areas of improvement)

	OC1-OC3: Organisational duties and constitution
	3 Standards are compliant
	0 Standards complaint (with non-material areas of improvement)

	CH1- CH5: Scottish Housing Charter
	3 Standards are compliant
	2 Standards compliant (with non-material areas of improvement)

	WB1: Whistleblowing
	1 Standards are compliant
	0 Standards compliant (with non-material areas of improvement)

	SG1- SG6: Statutory Guidance
	3 Standards are compliant
	1 Standards complaint (with non-material areas of improvement)

B Regulatory Standards –

See Self -assessment document [SAd], Self-assessment evidence 2019 [SAe2019] and Action Plan [SAap] for further details

	Standard 1 – Leadership and direction <table border="1"><tr><td data-bbox="183 280 241 328">5</td><td data-bbox="241 280 990 328">statements are compliant</td></tr><tr><td data-bbox="183 328 241 416">1</td><td data-bbox="241 328 990 416">statements compliant (with non-material areas of improvement)</td></tr></table>	5	statements are compliant	1	statements compliant (with non-material areas of improvement)	Standard 2 – Openness and accountability to customers <table border="1"><tr><td data-bbox="1263 280 1321 328">3</td><td data-bbox="1321 280 2069 328">statements are compliant</td></tr><tr><td data-bbox="1263 328 1321 416">1</td><td data-bbox="1321 328 2069 416">statements compliant (with non-material areas of improvement)</td></tr></table>	3	statements are compliant	1	statements compliant (with non-material areas of improvement)
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	Standard 3 – Managing resources for affordable rents <table border="1"><tr><td data-bbox="183 533 241 580">6</td><td data-bbox="241 533 990 580">statements are compliant</td></tr><tr><td data-bbox="183 580 241 668">1</td><td data-bbox="241 580 990 668">statement compliant (with non-material areas of improvement)</td></tr></table>	6	statements are compliant	1	statement compliant (with non-material areas of improvement)	Standard 4 – Making decisions and managing risk <table border="1"><tr><td data-bbox="1263 533 1321 580">5</td><td data-bbox="1321 533 2069 580">statements are compliant</td></tr><tr><td data-bbox="1263 580 1321 668">1</td><td data-bbox="1321 580 2069 668">statement compliant (with non-material areas of improvement)</td></tr></table>	5	statements are compliant	1	statement compliant (with non-material areas of improvement)
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	Standard 5 – Honesty and integrity <table border="1"><tr><td data-bbox="183 785 241 833">7</td><td data-bbox="241 785 990 833">statements are compliant</td></tr><tr><td data-bbox="183 833 241 920">1</td><td data-bbox="241 833 990 920">statements compliant (with non-material areas of improvement)</td></tr></table>	7	statements are compliant	1	statements compliant (with non-material areas of improvement)	Standard 6 – Skills and knowledge <table border="1"><tr><td data-bbox="1263 785 1321 833">6</td><td data-bbox="1321 785 2069 833">statements are compliant</td></tr><tr><td data-bbox="1263 833 1321 920">1</td><td data-bbox="1321 833 2069 920">statement compliant (with non-material areas of improvement)</td></tr></table>	6	statements are compliant	1	statement compliant (with non-material areas of improvement)
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	Standard 7 – Organisational changes <table border="1"><tr><td data-bbox="183 1021 241 1069">9</td><td data-bbox="241 1021 990 1069">statements are compliant</td></tr><tr><td data-bbox="183 1069 241 1157">0</td><td data-bbox="241 1069 990 1157">statements compliant (with non-material areas of improvement)</td></tr></table>	9	statements are compliant	0	statements compliant (with non-material areas of improvement)					
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Comments and recommendation – no change

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Non Regulatory data

Environmental Protection

- All activities [eg weed spraying] comply with environmental regulations
- Environmental Impact Policy approved Sept 2021
- Biodiversity at Glasgow site [over 100 trees and pond]
- Projects to encourage active travel – particularly cycling.
- Fully funded plan agreed with Council for developing Bardowie Street park

Reason for assessment

- Poor performance by some tenants re waste disposal/recycling and lack of strategy to improve energy performance of our homes

Changes to be made to improve compliance

- Increase community buy-in to development of Glasgow site
- Improve treatment of waste [reduce bulk, improve recycling at flats]
- Continue to encourage bike use
- Develop policy re reduce energy use & carbon consumption in heating our homes
- Energy Audit being carried out on Finlas St flats

Comments and recommendation -keep as amber, due to lack of buy-in from many tenants and difficulty achieving net zero with our stock

Employment Law

- HR employment advice from Employers in Voluntary Housing (EVH) and external legal advisers.
- Model policies provided by EVH

Comments and recommendation – Keep green