

Hawthorn Housing Co-operative - Assurance Framework Dashboard

October 2025

A Requirements for Registered Social Landlords

Key

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

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

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

	LR1 - LR4: Listening & Responding to tenants
4	Standards are compliant
0	Standards compliant (with non-material areas of improvement)

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

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

	SG1 - SG6: Statutory Guidance
4	Standards are compliant
0	Standards compliant (with non-material areas of improvement)

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

	GF1: Regulatory Standard of Governance & Financial Management
1	Standards are compliant
0	Standards compliant (with non-material areas of improvement)

B Regulatory Standards –

Standard 1 – Leadership and direction

6	Standards are compliant
1	Standards compliant (with non-material areas of improvement)

Standard 2 – Openness and accountability to customers

5	Standards are compliant
0	Standards compliant (with non-material areas of improvement)

Standard 3 – Managing resources for affordable rents

6	Standards are compliant
1	Standards compliant (with non-material areas of improvement)

Standard 4 – Making decisions and managing risk

5	Standards are compliant
1	Standards compliant (with non-material areas of improvement)

Standard 5 – Honesty and integrity

7	Standards are compliant
1	Standards compliant (with non-material areas of improvement)

Standard 6 – Skills and knowledge

6	Standards are compliant
0	Standards compliant (with non-material areas of improvement)

Standard 7 – Organisational changes

9	Standards are compliant
0	Standards compliant (with non-material areas of improvement)

Environmental Protection

- All activities [e.g. weed spraying] comply with environmental regulations
- Environmental Impact Policy approved Sept 2021, reviewed November 2024
- Biodiversity at Glasgrow site [over 100 trees and pond]
- Projects to encourage active travel – particularly cycling.
- Fully funded plan agreed with Council for developing Bardowie Street Park & for safe active travel in the area - construction of Bardowie St Play Park and fitness area underway (August 2025)
- Campaigning for bus service to be rerouted closer to the community
- Energy Audit carried out on Finlas St flats & drawings to improve thermal performance of Phase IV flats
- Costed proposals for ground source district heating with renewable energy to achieve net zero
- Changes to bulk uplift arrangements should reduce volume of items going to landfill
- New strategy to deal with bulk waste and fly tipping, developed in consultation with GCC (September 2025)
- Applied for a grant to improve the thermal efficiency of some of our properties but was unsuccessful (September 2025)

Reason for assessment

- Poor performance by some tenants re waste disposal/recycling difficulty developing and
- Unsuccessful application for funding to improve energy performance of our homes
- Unable to achieve community buy-in to develop the Glasgrow site

Changes to be made to improve compliance

- Improve treatment of waste [reduce bulk, improve recycling at flats]
- Continue to encourage bike use, improve bus service and safe active travel options.
- Develop realistic, funded proposal to reduce energy use & carbon consumption in heating our homes

Comments and recommendation - Keep as amber, due to lack of buy-in from many tenants and difficulty achieving net zero with our stock and broader social aims that require other organisations to work effectively in partnership with us.

Employment Law

- HR employment advice from Employers in Voluntary Housing (EVH) and external legal advisers.
- Model policies provided by EVH
- Aware of Employment Bill
- Following staffing policies approved by MC between November 2024 and September 2025: settlement agreement, staff recruitment, whistle-blowing, alcohol & drugs, Code of conduct for staff, flexi time policy, Equality and diversity and human rights strategy, T&Cs of employment, lone working, adverse weather, personal relationships at work, staff expenses, protocol for the management of Director, grievance, sabbatical and disciplinary.

Comments and recommendation – Keep green