



Assurance Statement: 2025

Introduction

In accordance with the requirements of the Scottish Housing Regulator (SHR), I the undersigned provide the following statement in respect of assurance and compliance for Osprey Housing Limited.

The Board of Directors of Osprey Housing confirm that based on review and assessment of a comprehensive assurance framework, evidence available to us and scrutinised throughout the year we are assured Osprey Housing complies with all relevant standards and outcomes in the Charter; all relevant legislative duties; and the Standards of Governance and Financial Management.

This Assurance Statement is provided on behalf of the Board of Osprey Housing. The sources and level of assurance in relation to compliance is clear to the Board and, members are directly involved in the ongoing development, monitoring and scrutiny of the evidence base. This process has been further enhanced this year by the introduction of an ongoing working group and continual improvement action plan.

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

Continual Improvement Culture

In living our core values and delivering our organisational vision we remain focussed on opportunities to improve how we embed good practise to remain adaptable, flexible, compassionate and responsive as we look forward and plan ahead.

Osprey Housing remains a robust and consistently performing organisation despite the challenges of the uncertain economic and political environment faced by the sector. We are proactive in identifying and dealing with risks and their potential impacts particularly on our financial resilience. This has enabled our ability to sustain a Development Programme whilst continuing to deliver improved services to our existing tenants.

The Board are assured we have identified and reviewed the range of new risks that have/will impact short and longer term for both the organisation and our tenants/customers.

We value our people, both staff and Board, and their ongoing wellbeing and development remains a priority to ensure our team are equipped with the knowledge, skills and motivation they need to deliver good outcomes for our tenants, both strategically and operationally.

Our culture embeds high performance and outcomes for our tenants. This process includes identifying continual improvement through tenant engagement and scrutiny in our activities embracing tenant feedback to shape our service delivery to meet tenant expectations. We remain satisfied that all planned enhancements are designed to deliver effective improvement and that they complement our current compliance with the Framework.

Strategic Planning and delivering our Vision

Our Strategic Plan was reviewed and approved by the Board in May 2025 where we re-committed to our existing four Strategic ambitions, building upon the success to date on our ambitions. We complete an annual Strategic SWOT review, ensuring we remain aware and vigilant around our internal strengths and weaknesses alongside the changing external environment we operate within.



Our current deliverable activities and actions throughout the year;

- **Financial Business Planning** – Our business plan takes into account the requirements to meet net zero targets in the future for our stock portfolio. This will be further refined on publication of the Guidance however stock investment remains a priority alongside affordability. This is supported by an external financial consultants who meet directly with the Board.
- **Tenant Engagement** – Osprey Tenants and Residents Association (OTRA) have completed a scrutiny project on lettable standards with recommendations taken through the SLT and Board. These recommendations being embraced as part of our culture to continual improvement. A full tenant satisfaction survey is planned for 2025 and is currently underway.
- **Cyber Security** – We continue to be accredited to Cyber Essentials Plus, renewing our certification status in 2025. We continue to provide an extensive staff and board training portal and awareness programme in relation to cyber security and good data management practice.
- **Rent Harmonisation** – During 2024-25 we completed a rent harmonisation project, this entailed restructuring our rents to deliver a structure that was fair and transparent. The tenant consultation process was thorough with our tenant communications being led by our Tenants Association which ensured we met the needs of tenants throughout the consultation and implementation from 1 April 2025.
- **Digital** – We continue to drive operational efficiency and innovation through continual focus on our digital infrastructure with a proactive culture to ensure we maximise the capabilities of our systems enhancing internal efficiency and effectiveness to improve tenant service delivery and accessibility.
- **Compliance** – Tenant and resident safety remains a priority, we continue to improve how we report and respond to relevant tenant facing issues including damp and mould. We are compliant in our framework for gas safety, electrical safety, water safety, asbestos, lift and fire safety legislation. We completed an internal audit on tenant and resident safety during our 2024-25 audit year to further strengthen our assurance on this subject.
- **Equalities and Human Rights** – We have appropriate systems in place for the anonymous collection of equalities data. Data collection has been conducted with staff, board members and tenants' information has been collected. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery through the introduction of Equality Impact Assessments in our policies and decision making processes.

Governance and Assurance

Continuing our embedded overall approach to assurance, we continue to supplement our existing process with the ongoing meeting of an Assurance Working Group, who were supported by an external consultant during 2024 gaining positive feedback on our approach to assurance and ongoing improvement.

Our evidence sources have been mapped against regulatory requirements and standards. Our approach and framework was reviewed against the SFHA Self-Assessment Guidance and toolkit and the updated Regulatory Standards. Evidence of those sources of assurance include:

- Informed decision making process through Board report template cross referencing strategic risk, strategic ambition, financial impact, regulatory and legislative



requirements, tenant and equality direct impacts for each decision and report presented through the governance cycle.

- External and Internal audit frameworks and reporting process. In the last year we have completed internal audits on Procurement, Complaints Handling and Corporate Governance which directly feed into the assurance process.
- Performance monitoring reports aligned with updated Charter outcomes across the key business areas such as finance, asset management, housing management, health and safety, governance, tenant satisfaction and service delivery including sector relevant benchmarking.
- Detailed reports and updates from the Chief Executive and Senior Leadership Team.
- Comprehensive strategy and policy framework. This now includes Equality Impact Assessments being included during reviews to ensure equality is embedded.
- Reports and analysis from external auditors, appointed advisers and specialist consultant advisers all of whom provide external independent evaluation, feedback and validation. The Board have direct access to our external consultants.
- Independent resilience evaluation of the Osprey Financial Business Plan including scenario stress testing supported by external consultant.
- Comprehensive Board Appraisal process with subsequent skills matrix, training plan outcomes and succession planning. Training subjects have been shaped by the Assurance working group recommendations and will include risk management and health and safety for the current year.
- Consultation and engagement with Osprey Tenants and Residents Association (OTRA) and wider tenant base on relevant subjects and engagement projects undertaken. OTRA have had refreshed scrutiny training to ensure they are fully informed and equipped to undertake these activities.

In reviewing evidence and assessing compliance we have taken account of good practice advice. Our level of compliance remains subject to constant review and scrutiny with a focus on continuous improvement.

As Chair, I was authorised by the Board at a meeting held on 24 September 2025 to sign and submit this Assurance Statement to the Scottish Housing Regulator and, I confirm that it is being published on our website on the same date that it is submitted.

Brian Watson
Chair