

Assurance Statement 2026

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 confirms that we have reviewed and assessed a comprehensive bank of evidence and are assured that Osprey Housing is compliant with:

- All relevant regulatory requirements set out in Chapter Three of the Regulatory Framework;
- The Regulatory Standards of Governance and Financial Management;
- The relevant standards and outcomes of the Scottish Social Housing Charter; and
- All relevant legislative duties.

To the best of our knowledge, we have gained this assurance from our ongoing oversight and scrutiny of Osprey Housing's core activities throughout the year, supported by a comprehensive assurance framework and evidence base.

This Assurance Statement is provided on behalf of the Board of Osprey Housing. The sources and level of assurance in relation to compliance are 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 through the continued operation of the Assurance Working Group and the monitoring of a continuous improvement Governance 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 focused on opportunities to improve how we embed good practice 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 continuing uncertain economic and political environment faced by the sector. We are proactive in identifying and managing risks and their potential impacts, particularly on our financial resilience. This has enabled us to sustain our development programme while continuing to deliver improved services to existing tenants.

The Board is assured that we have identified and reviewed the range of new and emerging risks that may impact both the organisation and our tenants in the short, medium and longer term.

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

Our culture embeds high performance and positive outcomes for tenants. This includes identifying opportunities for continual improvement through tenant engagement, consultation and scrutiny activities and embracing tenant feedback to shape service delivery and meet tenant expectations.

In reviewing compliance, we have adopted an improvement focus and identified a number of improvement actions which will be progressed during the course of the year. These actions form part of a Governance Action Plan which is monitored by the Board. We are satisfied that all identified actions are intended to deliver effective improvement and that none are material to our current compliance with the Regulatory Framework.

Strategic Planning and Delivering our Vision

Our Strategic Plan was reviewed and approved by the Board in May 2025, reaffirming our commitment to our four strategic ambitions and building upon the progress already achieved as we look to the future. Our current activities and priorities include:

Financial Business Planning

Our business plan takes account of future requirements to meet net zero ambitions across our housing portfolio. While these plans will continue to be refined as guidance develops, stock investment and affordability remain key priorities. This work is supported by external financial consultants who engage directly with the Board.

Asset Management and Stock Information

The Board confirms that we have comprehensive and up-to-date information regarding the construction, components and condition of our homes. This data is recorded within our housing management system and reviewed using our Property Evaluation Tool to ensure we understand the performance of individual properties and the wider stock portfolio. This information is used to inform asset management planning, financial planning and to ensure the ongoing safety and quality of our tenants' homes. We are undertaking a review of the data we hold and approach to gathering stock condition survey data. This to ensure compliance but also to enhance the information we hold within our housing management system to better inform future decisions.

Tenant Engagement

Osprey Tenants and Residents Association (OTRA) completed a scrutiny exercise on lettable standards, with recommendations considered by the Senior Leadership Team and Board that were then incorporated within service improvement activities. During 2026 we also undertook a tenant satisfaction survey visiting over 50% of

tenants to better understand tenant experience and inform future service delivery priorities.

Cyber Security

We continue to maintain Cyber Essentials Plus accreditation and renewed certification during 2026. Staff and Board members continue to participate in comprehensive and ongoing cyber awareness and training programmes.

Digital

We continue to improve operational efficiency and innovation through investment in digital infrastructure and technology, reviewing our Digital Strategy with a clear view to maximising system capability to improve internal effectiveness and tenant service delivery.

Compliance

Tenant and resident safety remains a priority. We continue to enhance our approach to reporting and responding to tenant-facing issues, including damp and mould. **We remain compliant in relation to gas safety, electrical safety, water safety, asbestos management, lift safety and fire safety requirements.** An internal audit of tenant and resident safety was completed during 2024/25 to provide further assurance in this area with a further audit planned in the coming year.

Equalities and Human Rights

In reviewing our compliance with the Regulatory Framework, we are assured that we have appropriate systems for the collection of equalities data. We are using this information to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery through Equality Impact Assessments and wider service reviews. We have invested in developing our tenant portal to enhance our approach to collecting equalities data going forward.

Governance and Assurance

Continuing our established approach to assurance, we supplement our existing processes through the ongoing work of the Assurance Working Group. The Board has been actively involved in the development and assessment of the evidence bank against the Regulatory Standards and Guidance.

The evidence bank that has been developed combines ongoing reporting, policies, advice and information which the Board monitors and oversees throughout the year to provide continuous assurance that Osprey Housing remains compliant. Evidence sources include:

- Board reports aligned to strategic risks, objectives, financial implications, regulatory requirements and tenant impacts.
- Internal and external audit reports.
- Performance monitoring reports covering finance, asset management, housing services, health and safety, governance and tenant satisfaction.
- Reports and updates from the Chief Executive and Senior Leadership Team.

- Tenant consultation, engagement and scrutiny activities undertaken through OTRA and the wider tenant base.
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- Strategies, policies and associated Equality Impact Assessments.
- Reports and advice from auditors, specialist consultants and external advisers.
- Independent business plan and financial resilience assessments.
- Board appraisal, skills analysis, succession planning and training activities.
- In reviewing the evidence and assessing compliance we have taken account of good practice advice. Our level of compliance remains subject to continuous review and scrutiny with a focus on continuous improvement.

We are confident that, taking account of the current economic and social environment, we continue to meet our responsibilities to tenants, service users, regulators and funders.

As Chair, I was authorised by the Board at a meeting held on 23 September 2026 to sign and submit this Assurance Statement to the Scottish Housing Regulator. I confirm that it is being published on our website on the same date that it is submitted.

Brian Watson
Chair