

To: The Management Committee
From: Corporate Services and HR Manager
Subject: ARC 2024/25 – Pre-submission Audit

1. Introduction and Purpose

- 1.1 Committee is aware that each year we have an audit carried out on our ARC return, by a consultant, prior to its submission.
- 1.2 The 2024/2025 Return (which relates to our financial year ending 31st March 2025) was audited by Ross Morris from Scottish Housing Network, supported by Christine Dugan earlier this month.
- 1.3 For committee's information, Scottish Housing Network is taking over the pre-submission audits from Christine, who is retiring.
- 1.4 The purpose of this report is to present Ross's Audit Findings for Committee's consideration.

2. Pre-submission Audit

- 2.1 Attached is a copy of Ross's Audit Report.
- 2.2. As Committee will see in Ross's report, he found that:
"RHA staff continue to have a high level of knowledge of the Charter indicators, and there have been noticeable improvements when comparing the approach to that seen in previous years."
- 2.2 In total 35 indicators applicable to Rosehill were assessed along with the stock indicators.
- 2.3 29 indicators were fully validated, with 6 indicators requiring further work to align with technical guidance.
- 2.4 For future returns, the following areas have been highlighted as requiring some further work:

- **Indicator 3 & 4 – Complaints**
More detail required in system notes, particularly when the complaint is initially made, record complaints as soon as possible as opposed to retrospectively.
- **Indicators 9 and 10 – ‘Complex repairs’**
Review of appropriate policies required to ensure the definition of a complex repair is clearly set out to allow for internal and external scrutiny.
- **Indicator 30 – Average time to re-let properties.**
The evidencing of excluded days requires to be improved.
- **General:** Some reporting issues identified were down to staff not being confident using Pivot Tables.

2.5 The current action plan will be updated with Managers to address these matters going forward.

2.6 In addition to the main Word report, Ross provided a spreadsheet of the detail of his findings and the actions required by staff. Staff have worked through this spreadsheet to ensure all data is verified and ready for uploading to the online ARC along with any required commentary.

3. Submission of ARC 2024/25

3.1 The deadline for submitting the return is 31st May 2025. The final draft ARC is to be presented for approval, after this report, and with Committee’s authorisation, the Director will then formally submit the ARC return by the deadline.

4. Risk

4.1 When considering the compliance with the Charter/ARC, we have identified the main risks under the following risk categories and the measures we have taken to mitigate such risks.

Risk Category	Mitigating Measure
Fail to comply with The Charter/ARC	Annual external audit of ARC prior to submission to SHR;

5. Delivery of our Strategic Objectives

5.1

Area	Related Strategic Objective(s)
Compliance with The Scottish Housing Charter Reports to Committee.	<ol style="list-style-type: none"> 1. Provide high quality affordable homes 2. Engage effectively with our tenants and service users 3. Deliver value for money 4. Be innovative and risk aware 7. Achieve the highest standards in all that we do

6. Delivery of our Core Values

6.1

Area	Related Core Value(s)
Compliance with The Scottish Social Housing Charter Reports to Committee.	<ul style="list-style-type: none"> • Engaged and Responsive • Accountable and Compliant • Efficient and Responsible • Excellent and committed

7. Compliance and Assurance

7.1

Compliance Source	Details
The Scottish Social Housing Charter	<p>4 Assessing Social Landlords' Achievement of The Outcomes and Standards</p> <p>4.1 Social landlords are responsible for meeting the outcomes and standards set out in the Charter. They are accountable to their tenants and other customers for how well they do so. They should ensure that their performance management and reporting</p>

	systems show how well they are achieving the outcomes; identify any areas where they need to improve; and enable them to report to their tenants and other customers and the Scottish Housing Regulator.
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7.2 Evidence Bank

Evidence	Assurance Exercise Location
<ul style="list-style-type: none"> • Report for 21/05/25 meeting. • Pre-Submission Audit findings report. 	<p>Standard 1 The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>GS1.3 - The governing body ensures the RSL complies with its constitution and its legal obligations. Its constitution adheres to these Standards and the constitutional requirements set out below.</p>

7.3 Committee is reminded that our Assurance Exercises are available in the Committee Log-in Area of our website, which Committee can access at any time.

8. Summary

8.1 A pre-submission audit of our ARC return is carried out annually.

8.2 Attached is a copy of Ross Morris's audit report which is overall, positive.

8.3 Section 4 sets out the risks associated with noncompliance of the ARC.

8.4 Section 5 shows how we meet our strategic objectives.

8.5 Section 6 shows how we meet our Core Values.

8.6 Section 7 sets out how we comply with Regulatory requirements.

- 8.7 Committee is asked to consider Ross's findings and note that any issues highlighted, have been addressed to ensure the ARC Return is ready for Committee approval. After which it will be formally submitted by the deadline of 31st May 2025.



Rosehill Housing Association

Annual Return on the Charter 2024/25

Pre-submission Audit

Ross Morris and Christine Dugan
Scotland's Housing Network/CD Consultancy

Audit date: May 2024

1 PROJECT BRIEF

- 1.1 Carry out a pre-submission audit of Rosehill Housing Association (RHA)'s 2024/25 Annual Return on the Charter (ARC) to the Scottish Housing Regulator.
- 1.2 Work with RHA staff to address any issues raised during the audit to ensure the data is in line with the regulator's technical guidance and can be fully evidenced.
- 1.3 Production of summary report of findings.

2 APPROACH

- 2.1 We spent three days working remotely with staff auditing the return data and advising on amendments required. This involved assessing and viewing system produced reports/manual records.

3 FINDINGS

- 3.1 This year again we could see that RHA staff continue to have a high level of knowledge of the Charter indicators, and there have been noticeable improvements when comparing the approach to that seen in previous years.
- 3.2 Staff approached the review with positivity and patience, and we would again like to convey our thanks for this.
- 3.3 We would particularly like to highlight that for a number of indicators calculations had been very clearly set out, allowing for scrutiny as well as supporting an understanding of how figures have been established. This was very welcome and could be seen particularly in relation to the finance indicators (rent arrears, void rent loss, rent collected) and reporting on staffing.
- 3.4 Record keeping was for the most part of a high standard, and we were generally able to view any required evidence quickly and easily.
- 3.5 Reviewing last year's areas for improvement, it is clear that effort has been taken to improve record keeping, as well as the evidencing of staffing data having noticeably improved.
- 3.6 The main areas which required amendment related to the same indicators identified in 2023/24 were as follows:
 - Indicator 10 – Right First Time
 - Indicator 30 – Evidencing of excluded days requires improvement

Full details of all indicators that required review are given in Appendix 1.

- 3.7 In carrying out the validation, data for 6 indicators was identified as requiring re-working, to either evidence the performance being reported, correct errors or to align fully with the Regulator's technical guidance.

A number of the issues identified were addressed at the time of the validation, and performance re-calculated whilst others require further work by RHA to establish the final performance data for submission. Appendix 1 details the revisions required to each indicator.

3.8 The main issues identified which require addressing for future returns relate to the following indicators:

- **Indicator 3 & 4 – Complaints**
Provide more detail in system notes, particularly when the complaint is initially made and actions taken for internal and external verification. Record complaints as soon as possible – we saw evidence of some being added retrospectively.
- **Indicators 9 and 10 – ‘Complex repairs’**
A number of reactive repairs were being incorrectly excluded from Indicator 9 on the basis that they were ‘complex repairs’. These may be excluded at Indicator 10 for the purposes of RFT, but if they meet the definition of a reactive repair they should be included at 9. Your repairs and maintenance policy should clearly set out your definition of ‘complex repairs’ for internal and external scrutiny.
- **Indicator 30 – Average time to re-let properties**
The evidencing of excluded days requires to be improved.
- **General:** Some reporting issues identified were down to staff not being confident using Pivot Tables.

3.9 ***In summary:***

We reviewed 35 indicators applicable to RHA and also the stock indicators which are reported through the Regulator’s stock portal. The following being the outcome:

- 29 indicators (82.9%) were assessed as validated, a small number of which have comments on improvements that could be made for future reporting.
- 6 indicators (17.1%) required data to be reviewed or re-worked to align with technical guidance. The performance for some of these indicators was re-worked at the time of validation whilst others require further review by RHA. Once all work is completed these indicators should be on-line for validation, on the basis RHA submit the revised data when completing the ARC.
- We also validated stock return and average weekly rent data, as well as discussing the approach to SHQS reporting. While we did not have time to review this information in full, the approach to this has not changed and this had been assessed as validated in last year’s review.

Table 1 below presents the findings by indicator validated, with further details being given in Appendix 1.

Table 1: Findings by ARC indicators

Indicator Numbers	Validation status		
	status	Nos.	%
1, 2, 3, 4, 5, 7, 8, 11, 12, 13, 14, 15, 16, 17, 19, 20, 21, 22, 23, 25, 26, 28, 29, C2, C3, C4, C5, C6, C7	Validated	29	82.9
9, 10, 18, 27, 30, C1	On line for validation	6	17.1
C9	Discussed (previously validated and no change of approach)	1	
Stock by Type, Apt & Rent, Age	Stock Portal information validated	3	

4 RECOMMENDATIONS

4.1 In reporting on the ARC, I would recommend the following action by RHA.

4.2 2024/25 ARC

- Ensure the revised data as noted in Appendix 1 is used when submitting the ARC to the Regulator for the following indicators:
Indicators – 16, 20, 21, 23, 26, C2 and C7
- Ensure the following indicators are reviewed and any revised performance figures are reported when submitting the ARC:
Indicators – 9, 10, 18, 27, 30, C1

4.3 Future returns

Full consideration should be given to the points raised at paragraph 3.8 and also the future actions recorded in Appendix 1.

4.4 RHA should continue to encourage staff to take ownership of indicators in their own areas of responsibility and include other staff in the process to promote the Charter further within the organisation.

4.5 As recommended in previous years, we would strongly recommend RHA develop data dictionaries for key ARC indicators.

Ross Morris and Christine Dugan
Scotland's Housing Network/CD Consultancy
5th May 2025