



**SHETTLESTON
HOUSING
ASSOCIATION**



**EAST END HOUSING
DEVELOPMENT CO**
the new direction in house building
Registered Office

Group Risk Management Policy

Approved: January 2023
V.06 (Code: Gen 15)

Shettleston Housing Group

Shettleston Housing Group (SHG) comprises:

Parent

Shettleston Housing Association Limited (SHA)

- Registered Scottish Charity, No. SC036687
- Registered with the Scottish Housing Regulator under the Housing (Scotland) Act 2010, No. 183
- Registered under the Co-operative and Community Benefits Act 2014, Registered No. SP1884RS
- Property Factor Registered No. PF000226
- Authorised by the Financial Conduct Authority, No. FRN730115

Subsidiary Companies

Upkeep Shettleston Community Enterprise Limited (Upkeep)

- Company Registration No. SC277511 (Scotland)

East End Housing Development Company Limited (EEHDC)

- Company Registration No. SC293302 (Scotland)

Our Vision, Mission Statement and Values

Vision Statement

'Thriving and prosperous local communities where all residents enjoy great homes and services, an attractive physical environment, and good life chances.'

This statement is the foundation for SHG's commitment to its residents and the communities they live in.

This commitment is also demonstrated in SHG's values which were agreed following discussions with the Management Board and Staff. These values are fundamental to how we carry out our day-to-day activities. Our values are:

- Customer service
- Make a difference in the community
- Teamwork
- Fairness

Equality & Diversity Statement

We will ensure that this policy is applied fairly and consistently. In implementing this policy, we will not directly or indirectly discriminate against any person or group of people because of their race, religion/faith, gender, disability, age, sexual orientation or any other grounds. Our commitment to equal opportunities and fairness will apply irrespective of factors such as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, or other personal attributes.

This policy and any other SHG publications is available in other formats e.g. other languages, Braille, large print, audio.

Risk Management Policy

1. Introduction

In the formulation and implementation of all its policies, SHG operates in accordance with all statutory, legal and regulatory requirements, including but not limited to:

- the standards set down in the Scottish Social Housing Charter (Scot Gov)
- the Scottish Housing Regulator's Regulatory Standards (SHR)
- the requirements of the Office of the Scottish Charity Regulator (OSCR)
- the requirements of the Code of Conduct for Property Factors (Scot Gov)
- the requirements of Public Sector Procurement (Scot Gov)

SHG seeks to fulfil its corporate aims through the development and implementation of its policies. All SHG's policies operate to achieve its Strategic Objectives as set out in its Business Plan.

2. Access to Policy Information

SHG will ensure that its policies are made fully available to all tenants, applicants, members, persons or groups within its areas. Every effort will be made by SHG to support access and promote awareness of its policies by posting these on its website, developing summaries, guidance, and information leaflets as appropriate.

3. Tenant Involvement and Consultation

SHG will involve key stakeholders in the development of its policies and seek feedback in appropriate circumstances. It will ensure that any material change to services will be the subject of consultation.

4. Policy Monitoring

SHG is committed to ensure that adequate monitoring of the implementation of its policies is undertaken. This will be achieved through regular review by the Management Board, customer/tenant feedback surveys, and regular consultation with tenant/resident groups.

5. Risk Management and Assessment

SHG has a detailed Risk Management Policy and Risk Management Framework in place and it will assess the risks to all SHG companies in the implementation of each of its policies.

6. Procedures

SHG will develop a detailed set of procedures identifying actions, roles and responsibilities in the implementation of its policies. These procedures will be subject to regular review and audit.

7. Training

SHG will ensure that its staff are properly trained in terms of their knowledge and understanding of statutory, legal and regulatory requirements pertaining to its policies. It will ensure that appropriate staff are kept up to date with the procedures that underpin the group policy framework. The Management Board will have access to training to ensure that it can maintain appropriate control and overview of the policy and procedures.

8. Risk Management Policy Statement

The group policy is to identify and manage all risks associated with its business.

The specific purpose of risk management is to identify and manage risks that provide a threat or opportunity to us in meeting our objectives described in the Business Plan.

All risks shall be identified, evaluated and managed in accordance with the **Shettleston Housing Group Risk Management Framework** and our associated processes and procedures.

The overall responsibility of all staff is to ensure that risks are being identified within their area of operation and that sufficient and appropriate resources are available to remove and/or manage and mitigate identified risks.

9. Policy Objectives

The risk management framework sets out how we will manage risk to:

- Maintain the viability and solvency of the Group
- Undertake our development and capital investment programmes successfully
- Demonstrate compliance with the Scottish Housing Regulator's Regulatory Standards
- Facilitate the identification and management of risks
- Achieve the correct balance between the mitigation, transfer and acceptance of risk
- Integrate risk management with the business planning and performance management framework
- Communicate this policy to all employees, Board members and key stakeholders of the Shettleston Housing Group
- Embed a risk management culture based on the adoption of this policy and the group risk management framework

10. Scope

This policy covers all aspects of the SHG's work, its responsibilities and its operations. Its primary function is to enable the assessment of risk, both financial and non-financial, in all aspects of the SHG's current operations and future plans.

11. Review

SHG will review and update this policy in accordance with its legal and regulatory requirements and obligations and may amend, update or supplement it from time to time and at least every 3 years or earlier, if required by changes in legislation or technology underlying its document management systems.

12. Related Documents

Annual Business Plan

Shettleston Housing Group Risk Management Framework