



Department for
Communities

An Roinn
Pobal

Department für
Commonities

Regulatory Framework

**Craigowen Housing Association – Regulatory
Judgement**

Report 2023/24



Introduction

The Department for Communities (DfC) is the Regulatory Authority for Registered Housing Associations (RHAs) in Northern Ireland. Housing Regulation Branch within DfC undertakes this Regulation activity on behalf of the Department and we seek to protect the interests of tenants, homeless people and others who use the services provided by RHAs. To ensure this is achieved, RHAs must provide us with the necessary information on a regular basis to demonstrate how the Regulatory Framework Standards are being achieved.

RHA Background

Craigowen Housing Association (Craigowen HA) was first registered with the Industrial and Provident Society in 1976, and with the Department of the Environment the following year. The association was established to provide and maintain housing accommodation for people with learning disabilities and for those who care for them along with their families. It has 229 shared units which are located within the Camphill Communities of Glencraig in Holywood, Mourne Grange in Kilkeel and Clanabogan outside Omagh.

Regulatory Approach

Through our risk-based and proportionate approach to regulating RHAs, we focus our attention on the important risks and key aspects of an RHA's performance. This includes having different levels of engagement depending on the RHA's risk and performance profile.

When we refer to risk, we are referring to the risk to the interests of tenants and other service users. This may not always be the same as an RHA's own detailed assessment of the operational risks it faces. This judgement is completed in accordance with the risk based approach to Regulation introduced in April 2017.

Overall Opinion

Regulatory Judgement:

**Craigowen Housing
Association**

1

Meets the requirements

Based on a review of the evidence submitted by the RHA, Housing Regulation Branch (HRB) has determined that Craigowen HA has demonstrated that it meets the Regulatory Standards for Governance, Finance and Consumer in respect of the 2023/24 year.

Assessment Findings

Outcome of Governance Standard - MET

Governance Standard 1:

Craigowen HA has demonstrated that it has effective governance arrangements that deliver its aims, objectives and intended outcomes for tenants and potential tenants in an effective, transparent and accountable manner.

Governance Standard 2:

Craigowen HA generally adopts a robust approach to the assessment and management of risk and demonstrates informed and transparent decision-making processes. In order to strengthen compliance with this standard, a recommendation has been raised in relation to internal audit coverage.

Outcome of Finance Standard – MET

Finance Standard 1:

Craigowen HA has demonstrated that it manages its resources effectively to ensure financial viability is maintained in the short, medium and longer term.

Finance Standard 2:

Craigowen HA has articulated and delivered a comprehensive and strategic approach to achieving value for money in meeting the organisation's objectives.

Outcome of Consumer Standard – MET

Consumer Standard 1:

Craigowen HA has managed its business so that tenants and other customers find it easy to participate in and influence decisions at a level they feel comfortable with.

Consumer Standard 2:

Craigowen HA has demonstrated that it provides 'Decent Homes' standard accommodation with good service quality choices appropriate to the diverse needs of its tenants.

Consumer Standard 3:

Craigowen HA has illustrated how it contributes to supporting vibrant communities, encouraging tenant opportunities and promoting well-being.

Anticipated Level of Engagement:

Level 1 – Where following submission of the Regulatory Standards Annual Return (RSAR) and required financial information, we are content there is sufficient assurance and little additional contact is required unless other matters arise.

Further information on our Regulatory Standards, how we reach our Regulatory Judgement decision and the different levels of engagement can be found on our website at the following link [Regulatory Framework for Registered Housing Associations in Northern Ireland and supporting advice notes | Department for Communities](#).