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## Clyde Valley Housing Association

### Assurance Statement 2023

The Governing Body of Clyde Valley Housing Association confirms that we comply with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework.

Having seen all the relevant evidence to give us assurance, we confirm that there are no significant areas of material non-compliance with the Regulatory Framework.

This includes that we:

Achieve all the Standards and Outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.

Comply with our legal obligations relating to housing and homelessness, equality and human rights and tenant health and safety.

Comply with the Standards of Governance and Financial Management for Registered Social Landlords.

We selected a range of issues for in depth self-assessment and scrutiny for this year's assurance review:

#### **Health and Safety**

During 2023 we fully reviewed key areas of compliance relating to health and safety, as we committed to in our Assurance Statement for 2022, and we commissioned a range of independent audits.

There were no material issues of concern identified and non-material recommendations have been implemented or are in progress. Customer health and safety always remains our priority.

We are satisfied that we meet all of our duties in relation to tenant and resident safety.

We have a fully compliant Gas Safety Certificate and Electrical Inspection Certificate Report for all of our properties where required.

In particular, we have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire, water and lift safety and our obligations relating to asbestos, damp and mould. We have sought specialist advice to monitor our compliance in all areas of health and safety and to support our assurance.

## **Equalities, Diversity and Inclusion**

In reviewing our compliance with the Regulatory Framework, we are assured that we have established appropriate systems for the collection of equalities data. We are assured that we are working towards using this data to take account of quality and human rights issues in our decisions, policy-making and day-to-day service delivery.

## **GDPR**

We had one breach of the General Data Protection Regulation (GDPR) in July 2022 which was reportable to the Information Commissioner's Office (ICO). This breach was in relation to the launch of our customer portal. At the point of the breach the portal was closed and has not been relaunched to date. At the point of this submission, we are awaiting a decision from the ICO. GDPR is the subject of mandatory training for all staff annually. GDPR assurance is now provided in all internal audit scopes. Changes to our system roll outs in respect of GDPR were implemented following July 2022.

## **Development**

We have a large development programme which has been subject to some challenges over the past few years. The Board are assured that a plan is in place to deliver the current programme and the risks are contained. We utilise external support to provide added assurance across our programme. The business plan has been able to accommodate any rising costs from the current programme.

## **Procurement**

A full review of procurement was carried out during 2023 following a procurement breach, including an independent review and an internal audit of systems and controls. The Board are confident of compliance with our procurement policies and are assured that there are no areas of concern in this area. We have sought external advice where applicable to help support assurance in this area.

The Annual Assurance Statement was approved at the Board Meeting held on 9 October 2023.

Signed by:

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Andrew McFarlane (Chair)