



## Annual Assurance Statement

The Governing Board of Barrhead Housing approved the following self-assessment process which was implemented to support this Statement.

- Using SFHA's self-assessment toolkit, an evidence bank was developed with links to reports, policies, advice and information which the Board monitors and oversees on an ongoing basis throughout the year, including -
  - Performance reports in areas including finance, service delivery, asset management, tenant safety, development and risk
  - Internal and External Audit reports
  - Advice and reports from external and specialist advisers
  - Customer insight reports
  - Data analysis about our customers
  - Benchmarking
  - Reports, advice and information from senior staff.
- Six governing board members each reviewed and scrutinised an area of the evidence bank in detail.
- A board workshop then took place for board members to seek additional assurance and identify areas for improvement.

Based on the above process, and ongoing oversight and scrutiny of Barrhead Housing's activities throughout the year, the Governing Board of Barrhead Housing is satisfied that we have seen and considered sufficient evidence to give us assurance that the association complies with the regulatory requirements set out in Chapter Three of the Scottish Housing Regulator's Regulatory Framework, the Regulatory Standards of Governance and Financial Management, and with our legal obligations relating to housing and homelessness, equality and human rights and tenant and resident safety.

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.

The Board has obtained assurance about compliance with all relevant tenant and resident safety requirements in the following ways -

- The Board considered and approved a Housing Compliance Toolkit which was developed with specialist external advice and support
- The Audit, Risk and Health and Safety Subgroup reviews and scrutinises an Asset Compliance Dashboard quarterly, which provides information on all areas of tenant safety
- The Board approved and oversees the organisation's performance framework, including monthly reviews of performance by the Executive Team, weekly asset compliance meetings and regular sample checks
- The Board approved the introduction of a new dedicated Asset Compliance Officer post, to reflect the increasing importance of this function in the business.

In relation to specific tenant and resident safety requirements -

- Gas safety is managed through our IT system and contractor's portal with automated tasks and alerts at officer, manager and director levels so that action is taken at key dates before renewal dates for individual certificates.

- Following a detailed review of the electrical safety programme in summer 2023, it was identified that 29 properties due to have their certificates renewed before March 2023 had not been completed. Up-to-date certificates are now in place for all properties, and electrical safety is now managed through our IT system and follows the same process as gas servicing, including automated tasks and flags at officer, manager, and director level so that action is taken at key dates before renewal dates for individual certificates.
- We have 46 water tanks which receive annual inspections and sterilization. To remove the risk of legionella, we are planning to remove all water tanks over a five-to-ten-year period.
- All properties have LD2 smoke detection systems installed. The systems are inspected annually at the same time as our gas servicing, which is managed on our system and reviewed by Asset Officers.
- Asbestos is managed through our Asbestos register and IT system. The asbestos policy, procedures and register were reviewed by an asbestos specialist consultant during the year, and we are now collating a five-year programme to remove all asbestos from our properties.
- The association has taken a proactive approach to identifying and dealing with any damp and mould, including visits to every tenant and property annually and communications encouraging tenants to contact us as soon as they notice any damp or mould in their home. We continuously review the way we monitor damp and mould to identify potential improvements to our ways of working, including the introduction of a new criteria-based evaluation process to provide a clearer picture of specific issues in individual properties.
- We have eight lifts which are serviced twice a year through a service contract.

We are assured that we have established appropriate systems for the collection of equalities data. We are using this data to take account of equality and human rights issues in our decisions, policy making and day-to-day service delivery through an Equality Diversity and Inclusion group which reviews data to identify actions, and oversees communication, training and service improvement initiatives. During 2023 Board members received EDI training from an external specialist and EDI champions were trained through a joint FLAIR initiative as 'train the trainers', and are now delivering training to all team members.

In undertaking the self-assessment process, we have adopted a continuous improvement focus. Several continuous improvement actions were identified, and the Board will maintain oversight of progress against the action plan during the coming year. These actions include co-design of performance information with customers, embedding equality impact assessments across our business, developing our measurement of social value, and specific training for employees and board members. We are satisfied that none of the improvement actions are material to our current compliance with the Framework.

The Board is committed to maintaining and delivering our Governance Excellence Plan as part of our culture of continuous improvement.

As Chair, I was authorised by the Board at a meeting held on 26 October 2023 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

I confirm that this Assurance Statement is being published on our website on the same date that it is submitted to the SHR.

John Hamilton  
Chair