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## Clyde Valley Housing Association

### Assurance Statement 2022

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.

Since February 2022 our regulatory status has been Compliant (under review). Since then, we have been working with the Scottish Housing Regulator to provide the information they require and will continue to do so.

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

#### **Health and Safety**

During 2022 we fully reviewed key areas of compliance relating to health and safety, as we committed to in our Assurance Statement for 2021 and we commissioned a range of independent audits.

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

#### **Electrical Installation Condition Reports**

The Board sought independent assurance on EICRs in 2022 following issues we identified in our operating procedures relating to EICRs that led to improvements in process and monitoring systems. We notified the Scottish Housing Regulator and reported the number of EICRs not completed within a 5 year period by 31 March 2022 (858) in our Annual Return on the Charter 2022. The Board has now satisfied itself that there are no outstanding material

issues. We now have a small backlog awaiting customer access of 13 that will be completed by 30 November 2022, and we are committed to continuous improvement. A follow up review will be completed in April 2023 by an independent health and safety consultant.

### **Gas Safety**

Following the work we completed to establish new processes, systems, monitoring and reporting arrangements, we have had no failures in completing all gas safety checks in accordance with statutory timescales since mid-October 2021.

### **Equalities, Diversity and Inclusion**

In reviewing our compliance with the Regulatory Framework, we are assured that we are working towards having appropriate systems in place for the collection of equalities data. We are also assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery through the continuing development of our Equality, Diversity and Inclusion Strategy and Policy.

### **GDPR**

We had one breach of the General Data Protection Regulation (GDPR) in 2022 which was reportable to the Information Commissioner's Office. This breach affected 322 customers, all of whom were promptly notified as well as the 11 customers who accessed data. At the point of this submission, we are awaiting a decision from the ICO.

### **Procurement**

During 2022, we commenced a review of procurement. The review identified some initial improvements and further refinements to policy and procedure that were required. Whilst there are no material areas of concern, we are working towards the creation of a revised procurement policy and procedures to strengthen our approach to good practice.

The Annual Assurance Statement was approved at the Board Meeting held on 24 October 2022 Signed by:

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Andrew McFarlane (Chair)