

ASSURANCE STATEMENT 2022: *Compliant*



GWHA's Management Committee has the necessary level of assurance to report compliance with the regulatory requirements of Chapter 3 of the Regulatory Framework; the Standards of Governance and Financial Management; and the Constitutional Requirements for RSLs.

Our assessment of compliance is corroborated by a robust strategic management and governance framework including routine environmental scanning and risk review, performance bench-marking, and compliance self-assessment against legislation, regulatory requirements and best practice. Independent specialist advisors support complex decision-making, and systems and external audit provide additional scrutiny and validation. The independent monitoring of service satisfaction, and reports from our consultation and engagement measures are reflected in our decision-making; and feedback and learning from complaints support our culture of continuous improvement. Our Corporate Strategy is under review and the responses from our "Future Services Survey" will ensure tenants' service needs, priorities and aspirations underpin our strategic objectives for the period 2023-28.

We have reconsidered our Equalities and Human Rights Strategy this last year, and we are currently self-assessing our compliance with sector aligned human rights guidance. Mindful of GDPR requirements, we have refined the extent of our equalities data collection to four protected characteristics (age, sex, race and disability), and we are assured that our Equalities Impact Assessments incorporating all protected characteristics ensure compliant policies and procedures. We are aware that this is a developing area, and our approach is kept under review to reflect emerging advice.

In line with our Engagement Plan, we are continuing to report to the Scottish Housing Regulator on the recommendations in the independent H&S and governance reports instigated by GWHA, noting specifically:

1. Significant progress in delivering works in compliance with SSHC Outcome 4: Quality of Housing (SHQS and EESSH); and the Fire Safety (Scotland) Regulations; and in developing enhanced management systems for asbestos and legionella management;
2. In consultation with stakeholders, agreeing a pathway forward for permanently addressing the serious H&S risks at the St Vincent Terrace development;
3. Completion of the Action Plan incorporating recommendations from the independent governance report;

In this volatile operating environment, and with an evolving regulatory landscape, there are many challenges and risks for our business and our operations, and we are closely monitoring our Plans to ensure they remain appropriate and proportionate in context to our service delivery and regulatory commitments; and with emphasis on delivering affordable rents and supporting our communities in these exceptionally difficult times. The pace of our post-pandemic recovery has been slower than anticipated in some areas, including in our repairs services and investment programme, however, we are assured this is not material, and that our performance monitoring and risk mitigation measures maintain priority focus on service delivery, tenant and resident safety, and regulatory compliance.

We are aware of the requirement to notify the Scottish Housing Regulator of any changes in our compliance during the year, and we are assured that the appropriate arrangements are in place should this be necessary.

Joe Heaney (Chairperson)
On behalf of GWHA's Management Committee
27th October 2022
(ref: MC Meeting 20/09/22)

5 ROYAL CRESCENT, GLASGOW G3 7SL
TEL: 0141 331 6650 FAX: 0141 331 6679
admin@glasgowwestha.co.uk
www.gwha.org.uk