

Enquiries to: Siobhan O’Kane  
Telephone: (01475)788842  
E-mail: Anne.ross@riverclydehomes.org.uk  
Your ref: RCH AAS20  
Our ref: AAS20  
Date: 27<sup>th</sup> November 2020

The Scottish Housing Regulator  
Buchanan House  
58 Port Dundas Road  
Glasgow  
G4 0HF

Dear Sir/Madam

### **Annual Assurance Statement - River Clyde Homes (RCH)**

This letter sets out RCH Board’s assessment of Business Assurance. The Board is satisfied that, to the best of its knowledge, RCH is compliant with:

- All relevant regulatory requirements as set out in Section Three of the Regulatory Framework
- The Regulatory Standards of Governance and Financial Management
- The relevant standards and outcomes of the Scottish Social Housing Charter
- Our statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights.

The Board’s assurance is based upon the considerable evidence that has been made available by management on an ongoing basis. The evidence includes, but is not limited to, the following:

- Board and Committee Reports and Minutes
- Reporting of Dashboard and Action Plan
- Policies and Processes
- Internal and External Audit Reports
- Customer Scrutiny Reports and Customer Consultation Documents
- Our ARC Return and STAR Survey

RCH management has adopted a focus on continuous improvement and has developed a Business Assurance Action Plan which is reviewed by the Board on a regular basis. The Board is satisfied that the Action Plan adequately addresses areas for effective improvement or enhancement to existing controls.

To supplement the ongoing governance of Business Assurance undertaken by the Audit & Risk Committee, management has recently developed an online portal that provides the Board with access to a repository of evidence supporting Business Assurance compliance. This is an excellent development which enables the Board to analyse and review on a real time basis.

It should be noted that since the onset of Covid-19, RCH management has implemented strong business resilience management arrangements. During the period, the robustness of these arrangements was confirmed by an Internal Audit review. The Board is confident that, despite the considerable impact of Covid-19, management has complied, and will continue to do so, with temporary changes to legislation.

The Board is also confident that the contingency planning measures that management has put in place have ensured that the business is able to continue to meet its responsibilities to our customers, regulators and funders. Our revised standards of service delivery have been communicated to customers and we are maintaining the necessary records to ensure a smooth resumption of normal service levels when possible. We will also continue to monitor our Business Plan, budgets and financial assumptions in the context of the ongoing emergency situation.

As Chair, I was authorised by the Board at a meeting held on 27th November 2020 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.

Jillian Moffat  
**Chair, RCH Group Board**

**Date:** 27<sup>th</sup> November 2020