



	<p>responsibilities and accountabilities for the board, chair and chief executive and ensure appropriate probity arrangements are in place</p> <p>1.3 Complies with governing documents including adopting, and complying with, an appropriate code of governance</p> <p>1.4 Adheres to all relevant law and all regulatory requirements</p>		<p>intra Group agreements in place, job descriptions in place and arrangements for Chair's action. Internal audit review of governance (substantial assurance – July 2017), Policies on Probity, Anti-Corruption and Fraud. Declarations of interest checked annually and declared at every meeting</p> <p>Adopted CHC Code of Governance – compliance reviewed in June 2017 – fully compliant. Completed succession plan for maximum 9 years' term (September 2017). Board appraisal and annual succession review includes equality and skills review. Board recruitment and induction clarifies responsibilities and code of conduct. Training planned and budgeted for Board members and attendance at external courses and events is encouraged</p> <p>Internal audit and internal review of key areas. Irregularity reporting in place (quarterly). Professionally qualified staff.</p>	<p>Review compliance against new Code (due June 2018)</p> <p>Recruitment to fill know vacancies in accordance with succession plan (Sept 2018)</p>
PS2.0	<p><b>Effective and appropriate tenant involvement and high quality and improving services</b></p> <p>2.1 Demonstrates how tenants are effectively involved in strategic decision making and shaping services in ways appropriate for tenants and the organisation</p>	Y	<p>Tenant Powered Performance (ongoing) In Focus days (January 2018) Tenant Scrutiny Group (ongoing) Reading Panel (ongoing) Visibly Better inspections (annual project plan) Tenant Surveys (quarterly)</p>	<p>Ensure governance and communication arrangements continue to engage with tenants and that engaged tenants are able to give representative feedback and input. (Ongoing)</p>

	<p>2.2 Demonstrates how the board assures itself of current service performance, including tenant satisfaction, and drives continuous improvement</p> <p>2.3 Ensures that all homes meet required standards of design and quality</p> <p>2.4 Meets all applicable statutory requirements providing for the health and safety of the occupants in the home</p>	<p>Social media engagement (continuous) Implemented Insight tool to identify at risk households (introduced January 2018) Tenant involvement in front line staff recruitment (ongoing)</p> <p>Quarterly performance monitoring and annual strategic reviews at Board Access on line to monthly performance reports Board Champion scrutiny – feedback via strategic reviews from 2018 Tenant Scrutiny - ongoing Complaints – on-line summary accessible to Board members</p> <p>Welsh Government scheme approval Tenants’ feedback after one year Asset Management Strategy (November 2017) Tenants’ Survey (quarterly) Pride in community performance 80% (December 2017)</p> <p>Gas servicing compliance and monitoring (quarterly for Board) Internal audit reviews Health and safety group monitoring (quarterly) Annual health &amp; safety report to Board Health &amp; safety audit and consultant support</p>	<p>Review engagement activity outside of working day (May 2018)</p> <p>Aiming to achieve 90% tenant satisfaction with services by 2021 (Corporate Plan). Currently improving at 87% (December 2017).</p> <p>Aiming to achieve 100% of homes with &gt;70 SAP rating by 2021 (Corporate Plan). Currently 88%. Looking at innovative build solutions (September 2018)</p> <p>Evaluate health and safety policy and compliance (e.g. fire safety) and improve Board assurance framework (May 2018)</p> <p>Complete implementation of remaining health and safety recommendations from consultant (due end 2018).</p> <p>Tenant Scrutiny group to consider review of gas safety/servicing (February 2019)</p>
--	---	---	--

PS3.0	<p><b>Comprehensive assessment of the business impacts of current and emerging risks, including new business and development opportunities, with robust risk management arrangements</b></p> <p>3.1 Safeguards taxpayers' interests and the reputation of the sector and protects social housing assets</p> <p>3.2 Assessment of capacity to take on new business and development opportunities is robust</p>	Y	<p>External and internal audit Asset Management Strategy (with external support) – reviewed November 2017) Complies with WHQS Insurances in place on advice of specialist advisors Disaster recovery scenarios rehearsed Risk management in place and Board reporting (risk management group, Group Audit &amp; Risk Committee and Board review quarterly) Stakeholder relationship survey (June 2017)</p> <p>Treasury Strategy and review (with external support) - annually Cash flow monitoring (monthly and quarterly report to Boards) Financial Plan – annually (February 2018) Development appraisal criteria – reviewed annually (March 2017) Workforce planning in place Board review of diversification opportunities Board papers identify implications Developed business plan for in house contractor proposal (September 2017)</p>	<p>Continue to evaluate co-operative housing model at Glyntaff Continue to test corporate understanding of risk appetite (last carried out January 2018 but ongoing) Implement business plan for in house contractor proposal (April 2018 to 2020)</p> <p>Re-run further stress testing/disaster scenarios with Board (due August 2018)</p> <p>Prepare feasibility report on market sale (end 2018)</p>
-------	---	---	--	---

	<p>3.3 Carries out detailed and robust stress testing of financial plans against a range of scenarios, identifying appropriate mitigation strategies</p> <p>3.4 Before taking on any new liabilities, ensures obligations are fully understood and demonstrates consideration of how the likely impact on current and future business and regulatory compliance will be managed</p>		<p>Impact of assumption variables modelled (August 2017) Board level disaster recover scenarios rehearsed</p> <p>Board papers on new business ventures Regulatory compliance, governance, risk and financial implications included in Board papers Independent advice (e.g. feasibility study of in-house contractor) Risk appetite (January 2018)</p>	
PS4.0	<b>Clearly evidenced self-evaluation and statement of compliance</b>	Y	<p>Document produced for Regulator's attention and scrutiny (February 2018) Board review compliance and impact of agenda items on compliance at every Board meeting</p>	<p>Continue to test and challenge self-evaluation against the performance standards using staff, Board, tenant and stakeholder feedback (March 2019)</p>
PS5.0	<b>A track record of achieving positive outcomes, responding appropriately to new challenges and performance issues</b>	Y	<p>Quarterly performance monitoring Access to on line monthly reporting Internal audit reviews and recommendation monitoring Tenant Scrutiny reviews and recommendation monitoring Awards and accreditations Board skills mix (annually – August 2017) Strategic reviews (annually)</p> <p>Participation in local authority lettings schemes</p>	<p>Continue current format of Board and staff discussions to review strategic priorities and evaluate their effectiveness to identify improvements (ongoing)</p> <p>Develop performance scorecard for tenants (April 2018)</p> <p>Keep schemes under review in light of welfare reform and other challenges (ongoing)</p>

	compatible with the core purpose of the Registered Social Landlord		Board approval and scrutiny of lettings schemes (subject to annual review – November 2017)	Review and develop measures with LA & partners to ensure bidding processes do not exclude people (ongoing) Ensure LA partnerships tackle issues such as homelessness, welfare reform and challenging/vulnerable applicants (ongoing, March 2019) Replace local lettings schemes with sensitive lettings (review November 2018)
PS6.0	<p><b>Delivering value for money in all areas of the business</b></p> <p>6.1 Demonstrates a strategic approach to and delivery of value for money across the business</p>	Y	<p>Value for money strategy in place (annual review – November 2017)</p> <p>Value for money Board/staff/tenant working group in place (quarterly)</p> <p>Board Champion for value for money in place</p> <p>Engagement with tenants, board and staff on value for money understanding</p> <p>Published value for money statement for 2016/7</p> <p>Benchmarking in place (Global accounts)</p> <p>Value for money improvements captured and communicated (In Summary)</p> <p>Recognition and evaluation of social value through community outcomes monitoring (HACT – quarterly)</p> <p>Projects that add social value (e.g. hapi)</p> <p>Remuneration benchmarking (three - yearly – November 2017)</p> <p>Treasury review – annually (November 2017)</p>	<p>Continue to publish annual value for money statement and develop a user-friendly format</p> <p>Continue to review benchmarking methodology to ensure fit for purpose</p> <p>Continue to embed value for money culture across organisation (ongoing)</p> <p>Trial service improvement log (in place)</p> <p>Support and develop shift to digital services (ongoing)</p> <p>Evaluate outcomes monitoring and continue to maximise community benefits (ongoing)</p>

PS7.0	<p><b>Compliance with regulatory and statutory requirements and guidance</b></p> <p>7.1 Communicates in a timely manner with the regulator on material issues that relate to non-compliance</p>	Y	<p>In Summary issued monthly to regulator Plans for diversification have been flagged up at early stage to allow scrutiny</p>	<p>Review following deregulation (ONS) (June 2018) Complete action plan to ensure GDPR compliance (May 2018) Implement plan for Radon control (by April 2021)</p>
PS8.0	<p><b>A financial plan which delivers and supports the business plan and effective monitoring of financial performance</b></p> <p>8.1 Ensures that the organisation is financially sound</p> <p>8.2 Effective systems and controls are in place to monitor and accurately report delivery of the Registered Social Landlords plans</p> <p>8.3 Monitors, reports on and complies with all covenants</p>	Y	<p>30 year financial plan (annual – February 2018) Prudent assumptions Rolling budget process with annual sign off (February 2018) Quarterly management accounts Treasury Strategy – review November 2018</p> <p>Corporate plan review January 2017 Annual strategy reviews at Board Quarterly performance monitoring Annual performance information in In View magazine (September 2017) Internal audit reports quarterly to Group Audit &amp; Risk Committee Board access to on line monthly performance monitoring</p> <p>Covenant compliance monitored as part of monthly management accounts Covenant compliance reported to Board quarterly in treasury report</p>	<p>Review rent setting to move towards a Living Rent affordability model (annually in February)</p> <p>Review Corporate Plan progress and ambition following Board awayday in January 2018 (due April 2018)</p> <p>Continue to develop the existing provision of performance information for public, stakeholders and tenants using established and new engagement methods</p>

			Covenant compliance reviewed in budget and financial planning All covenants complied with	
PS9.0	<p><b>Effective management of treasury operations ensuring sufficient liquidity at all times</b></p> <p>9.1 Ensures sufficient funding is available to deliver the business plan</p> <p>9.2 Ensures financial forecasts are based on appropriate and reasonable assumptions</p>	Y	<p>Treasury strategy and policy in place Cash flow in place with monthly development and finance liaison Independent consultant support and review (November 2017) Regular engagement with funders</p> <p>Guidance taken from Welsh Government and Treasury forecasts, sector benchmarking and consultant support. Stress testing and assumption variation modelled (August 2017)</p>	<p>Review treasury management strategy to ensure capacity for growth and new ventures (March 2018)</p> <p>Continue to involve Board members in stress testing methodology and exercises</p>
PS10.0	<p><b>A clear understanding of liabilities and asset performance</b></p> <p>10.1 Maintains a thorough, accurate and up to date record of assets and liabilities including all liabilities which have recourse to social housing assets</p> <p>10.2 Data on the financial and social performance of assets is accurate and used to inform investment decisions</p> <p>10.3 Ensures data on the condition of their assets is up to date and is able to demonstrate consideration of the</p>	Y	<p>Asset and liability register in place Legal review of title and restrictions Internal audit review gave reasonable assurance (March 2017)</p> <p>Asset management review (supported by consultants) in place – informs asset management strategy (November 2017). Corporate plan target for asset performance in place</p> <p>Stock condition survey updated on rolling programme. Asset management</p>	<p>Aiming to achieve 90% of homes making positive financial contribution by 2021 (Corporate Plan). Currently 79%.</p> <p>Review of asset performance due 2018</p>




	<p>short and long-term costs of maintenance, repair and renewal</p> <p>10.4 Ensures that publicly funded homes meet the standards set out in the Welsh Housing Quality Standard</p>		<p>strategy review annually (November 2017).</p> <p>Annual compliance check based on programme of rolling surveys. 100% compliance achieved in March 2015 and confirmed November 2017</p> <p>Internal audit review of WHQS data integrity gave reasonable assurance – January 2018</p>	
--	---	--	--	--

This statement of compliance was approved by the Board of Directors on 28 February 2018, Resolution No 22:C:18:104

Signed 

Chair

 Chief Executive