



	<p>1.2 Governance arrangements establish and maintain clear roles, 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</p>		<p>Schedule of delegated authority in place and reviewed annually (February 2019), intra Group agreements in place, job descriptions in place and arrangements for Chair’s action. Internal audit review of governance (reasonable assurance – August 2018), Policies on Probity, Anti-Corruption and Fraud. Declarations of interest checked annually and declared at every meeting. Gifts &amp; hospitality register reported to every Audit &amp; Risk Committee. Board has established a maximum nine year term and carries out annual succession planning and skills review</p> <p>Adopted new CHC Code of Governance reviewed in June 2018 and December 2018 – fully compliant. Board appraisal and annual succession review includes equality and skills review.</p> <p>Internal audit and internal review of key areas. Irregularity reporting in place (quarterly). Professionally qualified staff.</p>	<p>Independent governance review of compliance against new Code commissioned (due June 2019)</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 (last held December 2018) Tenant Scrutiny Group (ongoing) Reading Panel (ongoing) Visibly Better inspections Tenant Surveys (quarterly) Social media engagement (continuous)</p>	<p>To implement new tenant involvement strategy in 2019 following Board approval. Mix of traditional and digital engagement techniques with emphasis on providing feedback on action taken</p> <p>Aiming to achieve improvement to 90% tenant satisfaction with services by 2021</p>

	<p>2.2 Meets all applicable statutory requirements providing for the health and safety of the occupants in the home</p>		<p>Tenant involvement in front line staff recruitment (ongoing)</p> <p>Landlord health &amp; safety performance reported quarterly to Audit Committee and Boards</p> <p>Internal audit reviews – introduced quarterly core compliance reviews (no non-compliance found to date) in 2018 as well as thematic annual review</p> <p>Health and safety group monitoring (quarterly)</p> <p>Annual health &amp; safety report to Board</p> <p>Health &amp; safety audit and consultant support</p> <p>Non-compliance in respect of electrical test certificates during 2018 – action plan to rectify by end of 2018/9 on target and re-tests have not found any significant health &amp; safety risks. Board assurance report reviewed at February 2019 meeting</p>	<p>(Corporate Plan). Currently at 79% (December 2018) against a five-year average of 81.5% so slight worsening but within sampling error of +/- 3.8%.</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>	Y	<p>External and internal audit</p> <p>Asset Management Strategy (with external support) – reviewed November 2018)</p> <p>Insurances in place on advice of specialist advisors</p>	

	<p>3.2 Assessment of capacity to take on new business and development opportunities is robust</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>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)  Annual Marketing &amp; Communications Strategy review (September 2018)</p> <p>Treasury Strategy and review (with external support) - annually  Cash flow monitoring (monthly and quarterly report to Boards)  Financial Plan – annually (February 2019)  Development appraisal criteria – reviewed annually (next due March 2019)  Workforce planning in place  Board review of diversification opportunities  Board papers identify implications  Impact of assumption variables modelled (February 2019)  Board risk assurances reviewed October 2018  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  Risk appetite (January 2018) and assurance review October 2018</p>	<p>Continue to test corporate understanding of risk appetite (last carried out January 2018 but ongoing).</p> <p>Re-run further stress testing/disaster scenarios with Board (2019)</p>
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<p>PS4.0</p>	<p><b>Clearly evidenced self-evaluation and statement of compliance</b></p> <p>4.1 Compliance with Circular 02/15 - Core Principles of self-evaluation for use by Housing Associations Registered in Wales, or any subsequent guidance which replaces this Circular</p>	<p>Y</p>	<p>Document produced for Regulator's attention and scrutiny (February 2019). Board challenge and approve statement of compliance. Statement of compliance is published on website along with latest Regulatory Judgement</p> <p>Board review compliance and impact of agenda items on compliance at every Board meeting</p> <p>Risk management assurance framework has been cross referenced to regulatory performance standards to provide a record of controls and assurances</p> <p>Compliance with regulatory performance standards now tested with tenants. Typical results – 75%+ agree that we comply</p> <p>Stakeholder reviews are carried out every three years (2017), strategy reviewed annually</p> <p>Annual report contains information for tenants on performance outcomes (based on what tenants have asked for)</p> <p>Corporate value for money outcome report published on website</p> <p>Tenant involvement activities are driving performance issues (In Focus days)</p> <p>Outcome monitoring in place for community initiatives (using HACT</p>	<p>Continue to test and challenge self-evaluation against the performance standards using staff, Board, tenant and stakeholder feedback (March 2020)</p> <p>Review of outcome framework and governance (February to June 2019)</p> <p>Seek to improve compliance perception for tenant involvement, funding and maintenance</p> <p>Carry out stakeholder review (2020)</p>
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			methodology). Reported to Board quarterly	
PS5.0	<p><b>A track record of achieving positive outcomes, responding appropriately to new challenges and performance issues</b></p> <p>5.1 Demonstrates how the board assures itself of current performance, including tenant satisfaction, and drives continuous improvement</p> <p>5.2 Demonstrates how lettings make the best use of available housing, compatible with the core purpose of the Registered Social Landlord</p>	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 review (annually – August 2018)  Strategic reviews (annually)  Published Welsh Government comparison toolkit for tenants  Quarterly tenant satisfaction survey  Board Champion scrutiny – feedback via strategic reviews  Quarterly tenant surveys</p> <p>Participation in local authority lettings schemes  Board approval and scrutiny of lettings schemes (subject to annual review – November 2018)</p>	<p>Continue current format of Board and staff discussions to review strategic priorities and evaluate their effectiveness to identify improvements (ongoing)</p> <p>Continue implementation of new in-house repairs service to improve productivity, performance and tenant satisfaction for 2019/20</p> <p>Keep schemes under review in light of welfare reform and other challenges (ongoing)  Review and develop measures with LA &amp; 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)  Evaluate improvements to Powys common housing register (Summer 2019)</p>

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 in operational costs and charges to tenants and service users</p>	Y	<p>Value for money strategy in place (annual review – November 2018)  Value for money Board/staff/tenant working group in place (quarterly)  Board Champion for value for money in place  Engagement with tenants, board and staff on value for money understanding  Published value for money statement  Benchmarking in place (Global accounts), benchmarking tool-kit on website  Value for money improvements captured and communicated (In Summary)  Recognition and evaluation of social value through community outcomes monitoring (HACT – quarterly)  Projects that add social value (e.g. hapi)  Remuneration benchmarking (three - yearly – November 2017)  Treasury review – annually</p>	<p>Continue to publish annual value for money statement in a user-friendly format  Continue to embed value for money culture across organisation (ongoing)  Support and develop shift to digital services (ongoing)  Evaluate outcomes monitoring and continue to maximise community benefits (ongoing)</p>
PS7.0	<p><b>Compliance with regulatory requirements, statutory and other 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  Regular regulation meetings established</p> <p>Performance issues and compliance issues and action plans have been flagged for Regulator’s attention in a timely manner</p>	<p>Prepare regulatory assurance plan following publication of regulatory judgement in March 2019 (April 2019)</p>

	7.2 Adheres to all regulatory requirements		Review of performance standards compliance at every Board meeting  Regulatory returns made on time	
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 2019) Prudent assumptions led by Board Rolling budget process with annual sign off (February 2019) Quarterly management accounts Treasury Strategy – annual review</p> <p>Annual strategy reviews at Board Quarterly performance monitoring Annual performance information in In View magazine (September 2018) 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 Covenant compliance reviewed in budget and financial planning All covenants complied with</p>	<p>Interim review of financial plan agreed with Board (August 2019)</p> <p>Review Corporate Plan outcomes (April 2019)</p> <p>Continue to develop the existing provision of performance information for public, stakeholders and tenants using established and new engagement methods</p>

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 in place Cash flow in place with monthly development and finance liaison Independent consultant support and review 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</p>	<p>Review treasury management strategy to ensure capacity for growth and new ventures (March 2019)</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 short and long-term costs of maintenance, repair and renewal</p>	Y	<p>Please see note for 10.4</p> <p>Asset and liability register in place Legal review of title and restrictions</p> <p>Asset management review (supported by consultants) in place – informs asset management strategy (November 2018). Corporate plan target for asset performance in place</p> <p>Stock condition survey updated on rolling programme. Asset management strategy review annually</p>	<p>Aiming to achieve 90% of homes making positive financial contribution by 2021 (Corporate Plan). Latest review shows improved performance at 84%.</p>

	<p>10.4 Ensures that publicly funded homes meet the required standards of design and the Welsh Housing Quality Standard</p>	<p>Annual compliance check based on programme of rolling surveys. 100% compliance first achieved in March 2015, non-compliance identified in 2018 rolled over to 2019 planned programme</p> <p>Internal audit review of WHQS data integrity gave reasonable assurance – October 2018</p> <p>Welsh Government scheme approval ensures standards are met          Tenants' feedback on new homes after one year          Tenants' Survey (quarterly)</p>	<p>Bring WHQS compliance back to 100% for 2019/20. Current compliance is 75% and some works now programmed for 2019/20 due to works programming and budgeting so being treated as acceptable fails as discussed with Regulator.</p>
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This statement of compliance was approved by the Board of Directors on 20 February 2019, Resolution No 23:C:19:110

Signed  Chair

 Chief Executive