
To: Communities and Housing Policy Board

On: 25 October 2022

Report by: Director of Communities and Housing Services

Heading: Regulation of Social Housing: Assurance Statement 2022

1. Summary

- 1.1 The Council is required to submit an Annual Assurance Statement to the Scottish Housing Regulator (SHR) in October 2022 demonstrating compliance with the regulatory requirements for local authorities and Registered Social Landlords (RSLs).
 - 1.2 Appendix 1 lists the requirements as set out in Chapter 3 of the Scottish Housing Regulator's Regulatory Framework and provides evidence to demonstrate Renfrewshire Council's compliance.
 - 1.3 As Members are aware, regular reports are presented to the Policy Board on housing services performance and benchmarking. These reports demonstrate continuing strong performance across most areas of the housing service in 2021/22 but also highlight some areas for improvement.
 - 1.4 Section 3 of this report, notes the areas for improvement and refers to the continuing impact of the Coronavirus pandemic on housing services as well as highlighting areas where it has not been possible to achieve full compliance.
 - 1.5 The proposed Annual Assurance Statement 2022 for Renfrewshire Council is attached at Appendix 2 for approval by the Policy Board.
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2. Recommendations

- 2.1 It is recommended that the Policy Board:
 - (i) notes the Regulatory Requirements and evidence of Renfrewshire Council's compliance as set out in Appendix 1; and
 - (ii) approves Renfrewshire Council's Annual Assurance Statement 2022 for submission to the Scottish Housing Regulator as attached in Appendix 2.
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3. Background

- 3.1 All social landlords are required to prepare and submit an Annual Assurance Statement to the Scottish Housing Regulator each year. The first Annual Assurance Statement from Renfrewshire Council was approved by the Communities, Housing and Planning Policy Board and submitted to the Regulator in October 2019.
- 3.2 The regulatory requirements for all social landlords include:
- Meeting all duties, obligations and responsibilities placed on landlords by legislation and through statutory guidance
 - Achieving the standards and outcomes in the Scottish Social Housing Charter
 - Duties to help people who are homeless, including a statutory duty to prevent and alleviate homelessness
 - Duties relating to the safety of tenants' homes and promoting equality and human rights
 - Meeting the requirements and adhering to relevant guidance from other regulatory bodies
 - Adhering to statutory guidance from the Scottish Housing Regulator and taking account of regulatory advice
- 3.3 The SHR lists the regulatory requirements for local authorities under five headings in its Regulatory Framework and Appendix 1, which is attached to this report, sets out how Renfrewshire Council meets each of these requirements in terms of:
1. Assurance and notification
 2. Scottish Social Housing Charter performance
 3. Tenants and Service User redress
 4. Whistleblowing
 5. Equality and Human Rights
- 3.4 Arrangements are in place to report regularly to the Policy Board on a range of matters relevant to the above requirements. This includes tenant and resident engagement, service improvement planning, service performance and financial and risk management. Where appropriate, these reports address areas for improvement as well as highlighting areas where the service is performing well. The normal annual cycle of reports is detailed in the table below:

Table 1. Annual Cycle of Reports

Subject	Month
Housing Revenue Account Budget and Rent Levels (report to Council)	February/ March
Private Sector Grant Investment Programme	February/ March
3-year Service Improvement Plan	March
Service Improvement Plan (overview of performance in the previous year)	March
Annual Return on the Charter (and management information on allocations, repairs, homelessness and rent collection)	August
Service Improvement Plan Mid-Year Monitoring	October
Charter Half Year Update (and management information on allocations, repairs, homelessness and rent collection)	October
Annual Housing Performance Benchmarking	October
Annual Customer Engagement report	October*
Budget reports (including Housing Revenue Account)	Each cycle

*The Annual Customer Engagement Report is currently under review following the appointment of Tenant Engagement Consultants and will be presented to the January 2023 Board.

- 3.5 As part of the preparation for the first Annual Assurance Statement in 2019, a full self-assessment exercise was carried out to see if the Council is achieving the 5 outcomes and standards in the Social Housing Charter. In 2020 a refresh exercise was carried out focusing on Housing Options and Value for Money. In 2021 Void Management was the focus for self-assessment. For this year's return, a self-assessment was carried on Equalities, to assure that the service is meeting its statutory and regulatory requirements.
- 3.6 This year's return on the Charter reflected the challenges faced by the Council in continuing to provide core essential housing services during the Covid pandemic and current economic climate. Some areas were significantly impacted, in particular:
- **Gas Certification:** Whilst there was a significant improvement in issuing gas certificates, our return on the Charter noted there were 142 occasions that a gas safety check was not completed within 12 months of a gas appliance being fitted or its last check. Performance has continued to improve and since April 2022 there were 14 occasions that a gas safety check was not completed within 12 months of a gas appliance being fitted or its last check all of which have subsequently been completed.
 - The Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6) dropped this year to 57%. This was a direct consequence of the Council's programme of EICR checks and smoke detector upgrades which has been significantly affected by the impact of Covid on the construction industry and was not complete by March 2022 as planned. This became a requirement of SHQS compliance last year. This programme is nearing completion and our compliance with SHQS will increase significantly in next year's return

- The percentage of homes meeting the EESSH decreased to 78.4% from 86.6% (Indicator C10). The reduction was due to around 8% of the Council's stock's now being included in approved demolition programmes within our regeneration areas and as such being exempt from EESSH but not considered as a pass. All social rented housing landlords must now seek to achieve EESSH2 standard by 2032, however, the Scottish Government has commenced a review of EESSH2 to strengthen and realign the standard with the target for net zero heat in houses from 2040. The outcome of this review process will determine the council's strategy to meet EESSH2 or any other standard which may emerge from the review.
- **Adaptations:** Expenditure on adaptations increased to over £600,000 over the past year and the number of completed adaptations increased to 244 adaptations. The average time to complete adaptations (Indicator 21) also increased substantially to 142 days from 79 days in 2020/21, which reflects the lengthy period of time when adaptation works were unable to be completed due to Covid restrictions. To reduce the backlog, alternative contractual arrangements were secured to increase the number of adaptations which could be carried out. This has now reduced the volume of adaptations to pre-pandemic levels.
- **Re-let timescales:** Last year we reported that the average length of time taken to re-let properties increased significantly to 85 days. Since then, this area has been prioritised and performance has improved over the year. Currently the average length of time taken to re-let properties is 62 days.

- 3.7 Our engagement plan for March 2022 to March 2023 notes that that SHR reviewed and compared the data for all Councils from the Scottish Government's national homelessness statistics and the Annual Returns on the Charter. Like all other Local Authorities, they met with officers to gather further information and assurance about their homelessness services.

We have provided information in relation to our homelessness service and provided the SHR with the following annual regulatory returns:

- Annual Assurance Statement; and
- Annual Return on the Charter.

- 3.8 Equalities and Human Rights, we can provide assurance that we comply with all of the regulatory requirements and standards, including the requirement on equalities and human rights. Section 5 of Appendix 1 provides full details of our approach and how we comply and adapt service to meet these requirements.
- 3.9 In April this year, the Council adopted a new IT system for raising and reporting repairs. There have been technical issues with the implementation of the new system and as such the service is unable to provide performance information on repair timescales. This information will be submitted to the Regulator when available, but Members can be assured that there has been no impact on the delivery of repairs for tenants and we are actively working with the software supplier to resolve the reporting issue as a matter of priority.
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Implications of the Report

1. **Financial** – None.
 2. **HR & Organisational Development** – None.
 3. **Community/Council Planning** –
 - *Our Renfrewshire is thriving* – Providing housing and homelessness services which meet regulatory standards.
 4. **Legal** – None.
 5. **Property/Assets** – None.
 6. **Information Technology** – None.
 7. **Equality & Human Rights** -
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 8. **Health & Safety** – None.
 9. **Procurement** – None.
 10. **Risk** – None.
 11. **Privacy Impact** – None.
 12. **COSLA Policy Position** – Not applicable
 13. **Climate Risk** - None
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List of Background Papers

Report to Communities, Housing and Planning Policy Board on 15 January 2019, 'Regulation of Social Housing- Response to Consultation by The Scottish Housing Regulator'.

Report to Communities, Housing and Planning Policy Board on 29 October 2019, Regulation of Social Housing: Assurance Statement 2019

Report to Communities, Housing and Planning Policy Board on 17 August 2021, Scottish Social Housing Charter: Annual Return 2020/21.

Report to Communities, Housing and Planning Policy Board on 26 October 2021, Scottish Social Housing Charter Performance: 2021/22 Half Year Update.

The foregoing background papers will be retained within Communities and Housing Services for inspection by the public for the prescribed period of four years from the date of the meeting.

Contact:

The contact officer within the service is Ray Walkinshaw, Housing Regeneration and Development Manager, Communities & Housing,
Ray.walkinshaw@renfrewshire.gov.uk

**Attachment(s): Appendix 1: Renfrewshire Council Assurance Statement 2021
Appendix 2: Regulation of Social Housing Assurance Statement**

APPENDIX 1 – ANNUAL ASSURANCE STATEMENT 2022

REFERENCE INDEX

REFERENCE	REFERENCE DESCRIPTION
AHS	Access to Housing and Support
AICV	Additional Information Covid-19
AIG	Additional Information General
CLR	Customer Landlord Relationship
CPSP	Corporate Plans Strategies & Procedures
GVRSC	Getting Good Value from Rents & Service Charges
HQM	Housing Quality and Maintenance
HSP	Housing Strategies & Policy
NC	Neighbourhood and Community

Checklist of Regulatory Requirements/Standards

1. Assurance and Notification

Ref	Requirement	Evidence	Evidence	Compliance
AN1	Prepare an Annual Assurance Statement in accordance with SHR published guidance, submit it to the SHR between April and the end of October each year, and make it available to tenants and other service users.	Annual Assurance Statement Presentation to members of the Policy 14 th October 2022 CHS Board Report 25 October 2022– Regulation of Social Housing Assurance Statement CHAPS Board Report 15 January 2019 – Response to Consultation by SHR on ARC Return.	AIG11 CLR24 CLR27	A briefing session and presentation on the Annual Assurance Statement 2022 was provided to members of the Policy Board. The Policy Board has been advised in previous reports of the changes to the Regulatory Framework implemented in 2019. Officers have undertaken a targeted self-assessment exercise, building on the previous assessments and information gathering exercises to ensure sufficient evidence is available to provide assurance on compliance with the regulatory requirements. Account has been taken of the SHR's guidance on Annual Assurance Statements in preparing this report.
		CHS Board Report 25 October 2022 – Regulation of Social Housing: Assurance Statement 2022	CLR24	Some areas for improvement have been identified and these are detailed within this report and in other reports to the Policy Board.
		Annual Assurance Statement 2019 Feedback Letter from the Scottish Housing Regulator, March 2020 People's News and Council Website	CLR24a CLR 25	All Annual Assurance Statements have been approved by Policy Board since 2019 and submitted to the SHR thereafter, with the SHR providing feedback as appropriate The 2022 Annual Assurance Statement was discussed with the Tenants Scrutiny Panel at the joint tenant meeting held in September 2022.

Ref	Requirement	Evidence	Evidence	Compliance
		SHR Letter on preparing Annual Assurance Statement July 2022 Joint Tenant Meeting, 15 th September 2022	OHRD21 CLR12b, CLR12e CLR12d	Following Board approval, the Annual Assurance Statement 2022 will be available to tenants and other service users with a link to the Council's website.
AN2	Notify the SHR during the year of any material changes to the assurance in the Council's Assurance Statement.	CHS Board Report 25 October 2022 – Regulation of Social Housing: Assurance Statement 2022 Charter Return 2021/2022 Covid-19 Monthly/Quarterly Reporting Scottish Social Housing Charter: Annual Return 2021/22 CHS Board Report, 16/08/22	CLR24 CLR23 AICV9 CLR18	The Service continues to work to recover from the Coronavirus pandemic, which has caused the service to make changes to service delivery arrangements in response to the ongoing impact of the pandemic and in keeping with government guidance. Annual report to charter was submitted to SHR at the end May 2022 and reported to Board in August 2022 noting gas safety performance and electrical and smoke detector performance. The Councils website is updated with information relating to service changes. Procedures are in place to monitor ongoing compliance and any material changes will be reported to the Communities and Housing Policy Board and to the Scottish Housing Regulator. The Council have appointed a Compliance Officer and Fire Safety Officer

Ref	Requirement	Evidence	Evidence	Compliance
AN3	Have assurance and evidence that the Council is meeting all its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.	<p>Council and Housing Strategies, Plans, Policies and Procedures.</p> <p>New Local Housing Strategy– Update, CHAPS Board Report 16 March 2021</p> <p>Tenant Participation Strategy 2022 – Draft for Consultation = CHS Board 16 August 2022</p> <p>Renfrewshire Anti Social Behaviour Strategy 2022- 2025 - CHAPS Board Report 15 March 2022</p> <p>Housing Regeneration & Renewal programme – CHAPS Board Report 18 May 2021</p> <p>Self-Assessment exercise on charter outcomes - Equalities</p> <p>Performance and Benchmarking Reports.</p> <p>Technology Enabled Care (TEC) in Housing Charter, CHAPs Board Report 19 January 2021</p>	<p>HSP1a</p> <p>CLR1c</p> <p>HSP11</p> <p>HSP10</p> <p>CLR28</p> <p>CLR16, CLR17, CLR18</p> <p>HSP7</p>	<p>Customer engagement has taken place to review the strategic outcomes in the new Local Housing Strategy and published in the People's News Spring 2022.</p> <p>In 2022 a self assessment exercise was completed on Equalities. Further assessments will be undertaken each year on a rolling basis.</p> <p>We continue to collect and analyse data on new and existing tenants to provide a better understanding of the needs and requirements for all equality groups.</p> <p>The Service works closely with other Council Services to effectively manage Anti Social Behaviour and Neighbour Nuisance. 2022 – 2025 Renfrewshire Anti-Social Behaviour Strategy was presented to the Community and Housing Policy Board in March 2022</p> <p>The service monitors performance on an ongoing basis, with regular monthly and quarterly reports prepared for internal review. Performance reports are presented to the Communities & Housing Policy Board on a six-monthly basis which contain a wide range of management information relating to housing and homelessness services. These reports are publicly available on the Council's website.</p> <p>Performance across the range of housing services is regularly monitored and reported to the Policy Board, including benchmarking over time and with other social landlords. As part of this regular monitoring, areas for improvement are identified and acted upon.</p>

Ref	Requirement	Evidence	Evidence	Compliance
		Technology Enabled Care (TEC) in housing The Story so Far	HSP7a	A tenant satisfaction survey is carried out every two years by independent consultants. Feedback from the 2022 Tenant Satisfaction Survey was used to identify areas for improvement.
		Communities and Housing Child Protection Procedures	HSP12	When new policies or procedures are being developed, officers seek advice from the Council's Legal Services team to ensure any legal issues are identified and given appropriate consideration. Any relevant issues are highlighted for Elected Members in reports to the Policy Board.
		Renfrewshire Child Protection Committee Child Protection Practitioner Guidance – Legislation Update and information for parents/carers	CPSP5a, CPSP5b, CPSP5c	The housing allocation process is monitored, and targets and outcomes are reported to the Policy Board annually. Targets for 2021/22 remained unchanged from the previous year.
		Housing Information & Advice for People with Disabilities	CLR9	We currently provide 198 HPU properties which are made available for use as temporary accommodation as required. Only as a last resort is Bed and Breakfast accommodation is used by the Council. This year to date we have used Bed and Breakfast on 35 occasions.
		Tenants Satisfaction Surveys	CLR13	We use a range of technologies to keep in touch with tenants – such as Microsoft Teams and the “Near Me” platform,
		Consultation on Policy changes and rent setting.	GVRSC4	While the vast majority of annual gas safety checks have been carried out prior to the 12-month due date, there are 14 occasions where a service wasn't carried out before it was due. Access has since been achieved and all services are now complete.
		Housing First Scotland Annual Check Up	AIG13	
		Other Regulatory body reports		
		People's News – Annual Return on the Charter Tenant Supplement.	CLR25	

Ref	Requirement	Evidence	Evidence	Compliance
		<p>Tenant Newsletters and Information.</p> <p>Corporate Health and Safety Policies and Procedures.</p> <p>Internal Audit Report – Council housing Newbuild Programme</p> <p>Fire Safety Guidance for Existing High Rise domestic Buildings</p> <p>Scottish Government Guidance on Sprinkler Systems for all newbuild home building warrants submitted on or after 1 June 2022</p> <p>Internal Audit Statement of Compliance.</p> <p>Compliance Certificates – e.g. Gas Safety</p> <p>Private Sector Housing Investment Programme 2022/2023 CAH Board Report 16 August 2022</p>	<p>AHS25</p> <p>AICLR05</p> <p>AIR3</p> <p>CLR26</p> <p>HSP8</p>	<p>The pandemic has continued to cause delays to the Council's programme of electrical safety inspections which are required to be carried out every five years.</p> <p>The COVID Tenant Grant Fund & Homelessness in Renfrewshire report provides an update on the proposed distribution of the Covid 19 Tenant Grant Fund, and how the needs of homeless people have continued to be met throughout the pandemic, as well as an update on the significant progress that has been made in the implementation of Renfrewshire's Rapid Rehousing Transition Plan (RRTP).</p> <p>The Housing first report provides evidence of strong partnership working and compliance to address homelessness and demonstrates making best use of measures to help a difficult client group sustain their tenancies through a range of support mechanisms It also provides evidence of our Housing Support and RRTP budget being deployed appropriately to meet the housing and support needs of those who have experienced repeat homelessness, criminal justice involvement, addiction issues.</p>

Ref	Requirement	Evidence	Evidence	Compliance
		Housing to 2040 CHAPS Board Report, 18 May 2021	HSP9	
		Renfrewshire Common Housing Allocation Policy	AHS1a	
		Allocations Procedures	AHS2	
		Short Scottish Secure Tenancy Guidance	AHS9d	
		Housing Options Advice – Housing Options Form	AHS3, AHS3a, AHS3b, AHS3c	
		Secure Tenancy Agreement	AHS7, AHS7a	
		Rapid Rehousing Transition Plan Review – CHAPS Board March 2022	HSP4	
		COVID Tenant Grant Fund & Homelessness in Renfrewshire – CHAPS Board Report March 2022	HSP13	
		Rapid Rehousing Transition Plans 2021-22 Activities & Spend Template – Amended Version – June 2022	HSP4a	

Ref	Requirement	Evidence	Evidence	Compliance
		<p>Communities and Housing Services, Service Improvement Plan 2022-23 to 2024-25</p> <p>CHAPS June 2022 and Service Delivery Plan 2021-22 outturn report</p> <p>Housing Repairs Policy</p> <p>Housing Adaptations within Council Stock Policy</p>	<p>HSP6</p> <p>HQM3</p> <p>HQM9</p>	
AN4	Notify the SHR of any tenant and resident safety matters which have been reported to or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.	Corporate Health and Safety Policies and Procedures		<p>Any reportable HSE incidents are logged in the Health & Safety Database and investigated in accordance with the Council's Corporate Health & Safety Policies and Procedures.</p> <p>The Council now employ a Fire Safety Officer and Compliance Officer.</p> <p>During the past year, there have been no incidents reported to the HSE.</p> <p>Outcomes of investigations are notified directly to the Council by the HSE and copied to the Director and Head of Service.</p> <p>There have been no inspections by regulatory authorities this year.</p>

Ref	Requirement	Evidence	Evidence	Compliance
		Annual Health & Safety Plan – Communities & Housing – CAH Board Report 16 August 2022	HSP15	
		Housing Landlord Compliance Strategy, March 2021	HSP14	
		Housing Landlord Compliance Strategy – Gas Safety	HSP14a	
		Housing Landlord Compliance Strategy – Electrical Safety	HSP14b	
		Housing Landlord Compliance Strategy – Asbestos Safety	HSP14c	
		Housing Landlord Compliance Strategy – Fire Safety	HSP14d	
		Housing Landlord Compliance Strategy – Water Safety	HSP14e	
		Housing Landlord Compliance Strategy – lift Safety	HSP14f	
AN5	Make the Council's Engagement Plan easily available and accessible to tenants and service users, including online.	<p>Council website which includes link to Regulator website</p> <p>People's News</p> <p>SHR Engagement Plan from 31 March 2022 – 31 March 2023</p>	<p>CLR25</p> <p>CLR38b</p>	<p>The Council's current Engagement Plan is publicised on the Council's website and any subsequent plans will be made available online for tenants and service users.</p> <p>The Engagement plan is also promoted to tenants in the People's News.</p>

Ref	Requirement	Evidence	Evidence	Compliance
		CHAPS Board Report 25 October 2022 – Regulation of Social Housing Assurance Statement	CLR24	

2. Scottish Social Housing Charter Performance

Ref	Requirement	Evidence		Compliance
CH1	Submit an Annual Return on the Charter (ARC) to the SHR each year in accordance with published guidance.	<p>Scottish Social Housing Charter: Annual Return 2021/22 CHAPS Board Report, 16/08/22</p> <p>CHAPS Board report, 25/10/22, Annual Housing Benchmarking Performance Report 2021/22</p> <p>CHAPS Board report, 25/10/22, Scottish Social Housing Charter Half yearly report 2022/23</p>	<p>CLR18</p> <p>CLR16</p> <p>CLR17</p>	<p>The Annual Return on the Charter was submitted to the Scottish Housing Regulator in May 2022. A robust framework is in place for internal data checking prior to submission and a sample data check is independently verified by the Scottish Housing Network.</p> <p>Charter performance is reported bi-annually to the Communities, Housing and Planning Services policy Board along with an annual report on performance benchmarking to provide comparisons against the Housing Service's previous performance along with that of other local authorities.</p>
CH2	<p>Involve tenants, and where relevant other service users, in the preparation and scrutiny of performance information. This must include:</p> <ul style="list-style-type: none"> Agreeing the approach with tenants Ensuring that it is effective and 	<p>Presentation and Minutes of Joint Tenant Representative Group Meetings</p> <p>CHAPS Board Report 16/8/22 – Draft Tenant Participation Strategy – Review of Tenant Participation</p> <p>CHAPS Board Report 18 January 2022, Housing Customer Engagement Annual Report 2020/2021</p>	<p>CLR12b CLR12d CLR12e</p> <p>CLR1c</p> <p>CLR1a</p>	<p>Tenants are consulted on how performance information is presented, what indicators should be highlighted and how performance is benchmarked. This information is contained within the Charter supplement of the Autumn edition of the People's News and is distributed to all Council tenants and the articles area made publicly available on the Councils website.</p> <p>As part of our ongoing commitment to customer engagement, performance is discussed with representative tenant</p>

Ref	Requirement	Evidence		Compliance
	<p>meaningful – that the chosen approach gives tenants a real and demonstrable say in the assessment of performance</p> <ul style="list-style-type: none"> Publicising the approach to tenants Ensuring that it can be verified and be able to show that the agreed approach to involving tenants has happened <p>Involve other service users in an appropriate way, having asked and had regard to their needs and wishes.</p>	<p>Outcome of Consultation on draft Customer Engagement Strategy, CHAPS Board Report 10 August 2010</p> <p>Tenant Satisfaction Survey 2022</p> <p>Tenant Scrutiny Panel activity</p> <p>Sheltered Housing and Multi Storey Quality Circle Inspections</p> <p>2021/2022 Rent Consultation and CHAPS Board report on rent increase on, 3 March 2022.</p> <p>Communities and Housing Services, Service Improvement Plan 2022-23 to 2024-25 CHAPS June 2022 and Service Delivery Plan 2021-22 outturn report</p> <p>Council Wide Forums</p> <p>Tenant & Resident Association Meetings</p> <p>Tenant Scrutiny Panel, Letting Standard Report, March 2014</p>	<p>CLR1</p> <p>CLR13</p> <p>CLR19</p> <p>CLR20</p> <p>CLR22 GVRSC1 GVRSC4</p> <p>HSP6</p> <p>CLR21</p> <p>CLR32</p> <p>HQM2e</p>	<p>groups on a regular basis. This year, adjustments have been made to the normal arrangements for meeting with tenant representatives, with more online communication being developed while it was not possible to hold face to face meetings.</p> <p>Due to Coronavirus restrictions on gatherings, officers and tenant representatives participated in an online meeting to discuss the Council's Annual Charter Return and the Council's performance in comparison to other social housing providers.</p> <p>At the Tenant Scrutiny Panel meeting which took place in August 2022, the style and layout of the 2021/22 tenant report on the charter was also discussed. This will be issued to all tenants and the Charter performance will be made available on the Council's website.</p> <p>Along with Tenants and independent tenant adviser we have developed a new Tenant Participation Strategy. which takes account of good practice, tenants' views and makes full use of new technology in a rapidly changing environment to enhance the opportunities for greater tenant</p>

Ref	Requirement	Evidence		Compliance
		Regeneration & Renewal Area Pop-Up Events Attendance Log	CLR43	participation. The Strategy was presented to the Communities and Housing Policy Board in October 2022.
		Housing-led Regeneration & Renewal Programme – Consultation Update – CHAPs Board 15 March 2022	HSP10b	The 2022 Tenants' Satisfaction Survey noted that 99% of Council tenants said they were satisfied with the opportunities to participate in decision-making processes. The Tenant Satisfaction Survey is carried out every two years with the next one scheduled to be undertaken in 2024.
		Link Council website for 8 Regeneration & Renewal areas	CLR40	
		Housing-led Regeneration & Renewal Programme – Consultation – CHAPs Board 18 January 2022	HSP10b	The Council has a range of opportunities for both individuals and groups to participate and monitor performance, such as: surveys, meetings with Tenants and Residents Associations, the Council Wide Forum, Neighbourhood Forums, Quality Circles, the Tenant Scrutiny Panel. The service will continue to work with these groups to review customer feedback and inform future improvements.
		Housing-led Regeneration & Renewal Programme – 1 year Update– CAH Board 16 June 2022	HSP10b	In consultation with tenants a new Tenant Participation Strategy was developed and agreed by the Communities and Housing Board. This strategy highlights how the service will work with tenants to oversee service delivery.

Ref	Requirement	Evidence		Compliance
				Annual updates are provided to the Policy Board on the Tenant Participation Strategy. This includes reporting to tenants on service performance.
CH3	Report performance in achieving or progressing towards the Charter outcomes and standards to its tenants and other service users (no later than October each year). The format of performance reporting must be agreed with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon-free language.	<p>Presentation and Minutes of Joint Tenant Representative Group Meetings</p> <p>People's News – Annual Return on the Charter Tenant Supplement</p> <p>Council website</p>	<p>CLR12b, CLR12e CLR12d</p> <p>CLR25</p>	<p>Each year tenant representatives are consulted on how performance information should be presented, what indicators should be highlighted and how performance is benchmarked.</p> <p>The annual Report to Tenants is delivered to all Council tenants as a supplement to the People's News each year. The Councils performance against charter indicators is publicised on the Council Website.</p>
CH4	<p>When reporting performance to tenants and other service users, this must:</p> <ul style="list-style-type: none"> • Include providing them with an assessment of performance in delivering each of the Charter outcomes and standards which are relevant to the Council 	<p>Scottish Social Housing Charter: Annual Return 2021/22 CHAPS Board Report, 16/08/22</p> <p>Tenant Satisfaction Survey 2022</p> <p>Self-Assessment exercise on charter outcomes on Equalities</p>	<p>CLR18</p> <p>CLR13</p> <p>CLR28</p>	<p>Tenant feedback is used to develop the annual Report to Tenants which includes current performance against previous years and benchmarking against Scottish averages.</p> <p>The Report to Tenants provides a balanced appraisal of performance and highlights areas that will be focussed on for improvement.</p>

Ref	Requirement	Evidence		Compliance
	<ul style="list-style-type: none"> • Include relevant comparisons – these should include comparisons with previous years, with other landlords and with national performance. • Set out how and when the Council intends to address areas for improvement • Give tenants and other service users a way to feed back their views on the style and form of the reporting 	<p>Communities and Housing Services, Service Improvement Plan 2022-23 to 2024-25 CHAPS June 2022 and Service Delivery Plan 2021-22 outturn report</p> <p>People's News – Autumn edition - Annual Return on the Charter Tenant Supplement</p> <p>CHAPS Board report, 25/10/22, Annual Housing Benchmarking Performance Report 2021/22</p> <p>CHAPS Board report, 25/10/22, Scottish Social Housing Charter Half yearly report 2022/23</p> <p>Presentation and Minutes of Joint Tenant Representative Group Meetings</p> <p>Council website</p>	<p>HSP6</p> <p>CLR25</p> <p>CLR16</p> <p>CLR17</p> <p>CLR12b, CLR12e CLR12d</p>	<p>A self-assessment exercise was undertaken with the tenant scrutiny panel as part of the preparation for the 2021 Annual Assurance Statement.</p> <p>Charter information presented to tenant groups includes performance information, comparisons with previous years' data and other social landlords.</p> <p>The annual report to the Policy Board on the Charter Return includes areas for improvement that have been identified with actions this year including a focus on: average days to re-let properties, adaptations and void management.</p> <p>The three-year Service Improvement Plan provides details of service review and development across housing and homelessness services.</p> <p>The People's News provides opportunities for tenants to "Tell us what you think" inviting comments on the format and content of the newsletter. The content and design of the newsletter is also discussed regularly with tenant groups.</p>

Ref	Requirement	Evidence		Compliance
CH5	Make the report on performance easily available to tenants, including online.	<p>People's News – Annual Return on the Charter Tenant Supplement</p> <p>Council website</p>	CLR25	The annual Report to Tenants is delivered to all Council tenants as a supplement to the People's News each year. The Councils performance against charter indicators is published on the Council Website.

3. Tenants and Service Users Redress

Ref	Requirement	Evidence		Compliance
TS1	Make information on reporting significant performance failures, including the SHR's leaflet, available to tenants.	Council website includes a link to the Scottish Housing Regulator's website. SHR Significant Failures Leaflet	CLR10	Information for tenants on reporting significant performance failures, including the SHR's leaflet is available from the Council website. A link to the SHR's website is also publicised on the Council's website.
TS2	Provide tenants and other service users with the information they need to exercise their right to complain and seek redress and respond to tenants within the timescales outlined in the Council's service standards, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO).	Complaints Handling Procedures: <ul style="list-style-type: none"> • Customer Guide • Complaints Form People's News Council website Scottish Social Housing Charter: Annual Return 2021/22 CHAPS Board Report, 16/08/22 CHAPS Board report, 25/10/22, Annual Housing Benchmarking Performance Report 2021/22	CLR3 CLR4 CLR25 CLR18 CLR16	Information on how to complain is publicised widely, including online and in tenant newsletters. The Council adheres to the SPSO guidance in relation to complaint timescales. The Council monitors complaints handling, and this is reported to the Scottish Housing Regulator through the Annual Return on the Charter. Complaints performance information is covered in the Annual Report to Tenants within the Autumn issue of the People's News.
TS3	Ensure the Council has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO	Corporate Complaints Handling Procedures Complaints by Service Area Spreadsheet	CLR3a CLR3b CLR3f	Complaints are analysed to identify any themes that require addressing. Officer meetings are held to gain insight into complaints.

Ref	Requirement	Evidence		Compliance
	guidance.	<p>People's News</p> <p>SMT & 3rd Tier Manager 6 weekly mtg, 21 June 2022</p> <p>SPSO – Link on Council website</p> <p>Sheltered Housing Newsletters</p> <p>Sheltered Housing Good News</p> <p>Housing Support Newsletters</p> <p>Communities and Housing Services, Service Improvement Plan 2022-23 to 2024-25 CHAPS June 2022 and Service Delivery Plan 2021-22 outturn report</p> <p>2022 Tenant Satisfaction Survey</p>	<p>CLR25</p> <p>CLR3g</p> <p>AIG12</p> <p>CLR11</p> <p>AHS22a</p> <p>AHS22</p> <p>HSP6</p> <p>CLR13</p>	<p>As part of the 2022 Tenant Satisfaction Survey, tenants were asked about the main reason for complaints and their experience of making a complaint. Around 5% of respondents said they had made a complaint, with the main reasons related to repairs or anti-social behaviour, of those who did complain 75% said they found it easy to do so.</p> <p>Good News section of Sheltered Housing Newsletter and Housing Support Newsletter.</p>

4. Whistleblowing

Ref	Requirement	Evidence		Compliance
WB1	Have effective arrangements and a policy for whistleblowing by staff and elected members which the Council makes easily available and which it promotes.	<p>Staff Code of Conduct</p> <p>Councillor Code of Conduct</p> <p>Convenor Pack</p> <p>New Councillor Introduction to Wards 1- 12.</p> <p>New Councillor Presentation 2022</p>	<p>CPSP8</p> <p>CPSP18</p> <p>CPSP19</p> <p>CPSP21</p> <p>CPSP20</p>	<p>The Council's Staff Code of Conduct includes information on Whistleblowing. This is available for staff and elected members on the Councils intranet site.</p> <p>Following the local government elections this year all councillors in the new administration were provided with a briefing pack which contains key aspects of services.</p> <p>Elected members must comply with the Councillors Code of Conduct which is available on the Standards Commission website.</p>

5. Equality and Human Rights

Ref	Requirement	Evidence		Compliance
EH1	Have assurance and evidence that the Council considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.	Council Guide for Assessing Equality and Human Rights Impacts	CLR5	All matters being reported to Board are reviewed for any equality and/or human rights implications.
		Collecting Equality Information : National guidance for Scottish social landlords, June 2022	OHRD17	The Council monitors equality outcomes corporately with all policy changes subject to Equality Impact Assessments are carried out and noted by the relevant Board.
		Leadership Board Report 1 May 2019 - Progress Report on Equality Outcomes and Mainstreaming Equality 2019	CLR8	The Service Improvement Plan includes a statement annually relating to equalities.
		Housing Information & Advice for People with Disabilities	CLR9	The Tenant Satisfaction Survey results highlight high satisfaction rates for access to services and for participation opportunities, with respondents noting that they find it easy to participate.
		Digital Support for Council Tenants	CLR15	
		Link to Language Line translation service & Alternative formats are available on request.	AIG8	As part of the annual update on the Strategic Housing Investment Plan, a consultation exercise takes place to provide individuals and groups an opportunity to provide comments on the proposals.
		Wheelchair accessible customer service centre with Loop hearing systems in place.		The Renfrewshire Council Newbuild Specification document has been designed to ensure properties meet housing for varying needs standards and a mix of property types and sizes are delivered to meet current and
		Renfrewshire Common Housing Allocation Policy	AHS1a	

Ref	Requirement	Evidence		Compliance
		Housing Options, mobility, Sheltered and HSPC housing application process.	AHS3, AHS3a AHS3b AHS3c	future needs, including an element of wheelchair accessible homes in suitable locations and homes that are future proof for changing needs. The specification is continuously updated to improve the quality of housing being delivered.
		Tenant Information Booklet – Polish Translation	AHS8b	
		Tenancy Agreement Polish Translation	AHS7a	The housing-led regeneration and renewal which will not only enhance a significant proportion of the Council's housing stock but will also contribute to the wider transformation of Renfrewshire as a place and will be central to the economic and social recovery of Renfrewshire. Thus improving the outcomes and opportunities of residents in the lower level Scottish Index of Multiple Deprivation (SIMD) datazones.
		Annual Re-registration process for housing applicants	AIG9	
		Rapid Rehousing Transition Plan Review 2022	HSP4	
		Renfrewshire Homeless Partnership multi-agency approach	AHS17	The Council has introduced hybrid ways of working and staff will continue to deliver services whilst both working remotely and in neighbourhoods offices.
		Renfrewshire Common Housing Allocation Policy Equalities Impact Assessment.	CLR5b	
		Housing-led Regeneration and Renewal Programme for Renfrewshire - Equalities Impact Assessment	CLR 5c	The Near Me platform is used to provide an additional method of communication with tenants. All customers who are looking for alternative accommodation are invited to discuss their housing options with a housing expert.

Ref	Requirement	Evidence		Compliance
		Communities and Housing Services, Service Improvement Plan 2022-23 to 2024-25 CHAPS June 2022 and Service Delivery Plan 2021-22 outturn report	HSP6	The discussion will include options that best suit each customer's housing need, such as Council housing, other social housing providers, the private rented sector or owner occupation.
		Tenants Satisfaction Survey 2022.	CLR13	The Council also employs a specialist Housing and Disabilities Advisor who can provide information and advice to older and/or disable people in more complex cases, for example those that relate to hospital discharge, or to people who are housebound. A member of staff will make a referral to them on your behalf where appropriate. Rapid Rehousing Transition Plan Review 2022 was sent to the Scottish Government
		Draft Strategic Housing Investment Plan 2023-2028, CHAPS 16 August 2022	HSP2	
		Strategic Housing Investment Plan 2023-2028, CHAPS 25 October 2022	HSP2	
		Draft Strategic Housing Investment Plan 2023-2028 Consultation exercise, CAH Board Report, August 2022	HSP2a	
		Renfrewshire Council Newbuild Specification	HQM19	
		Front line service adjustments – “Near Me”	CLR42 CLR42a	
EH2	To comply with these duties, landlords must collect data relating to each of the protected	Scottish Social Housing Charter: Annual Return 2021/22 CHAPS Board Report, 16/08/22	CLR18	As part of the Housing Options process we ask all housing applicants for information in relation to protected characteristics.

Ref	Requirement	Evidence		Compliance
	characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/ Traveller sites must also collect data on protected characteristics for these service users.	Communities and Housing Services, Service Improvement Plan 2022-23 to 2024-25 CHAPS June 2022 and Service Delivery Plan 2021-22 outturn report	HSP6	<p>The Council collects protected characteristic information from existing tenants, waiting list applicants and new tenants (where they have chosen to provide this information) and anonymised in the Tenants Satisfaction Survey.</p> <p>The Service Improvement Plan outlines how the Service links in with Strategic Outcome 3, tackling inequality, opportunities for all.</p> <p>There are currently no Gypsy / Traveller sites in Renfrewshire.</p>
		Final ARC Submission 2021/22 – May 2022	CLR23	
		Unauthorised Encampments Procedures (Gypsy/ Travellers)	CPSP4	



Renfrewshire Council Assurance Statement 2022

Renfrewshire Council complies with the requirements set out in Chapter 3 of the Regulatory Framework.

We achieve the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.

In relation to equalities data collection and human rights, the Council has established policies and procedures which are embedded in service delivery. We review and adjust our approach in the collection of equalities and human rights information along with any other changes in accordance with statutory requirements or regulatory guidance

The Coronavirus pandemic continued to have an impact on the operations of the Housing Services, most notably in relation to:

- Performance as reported to the Policy Board on factors such as repairs and re-letting empty properties, which have been impacted by wider issues in the construction sector, including availability of labour and material shortages in the supply chain.
- Although improving since the pandemic compliance with the requirements on annual gas safety checks remains to be achieved, since April 2022, 14 properties missed the 12 month target for completion of the annual gas safety check, although all have since been completed.
- The Council is working to towards full electrical testing and smoke alarm compliance, programmes were delayed as a result of the pandemic, however, we expect to achieve full compliance during the current financial year.
- The Council is continuing to work on full Scottish Housing Quality Standard (SHQS) compliance and to meet the interim target for the Energy Efficiency Standard for Social Housing (EESH).

In April 2022, the Council changed the IT system for repairs reporting. There have been technical issues in the implementation of the system that are currently being worked through but that are to date unresolved.

As a result, we are unable to provide performance information at this time for the following indicators:

Indicator 8: Average length of time taken to complete emergency repairs

Indicator 9: Average length of time taken to complete non-emergency repairs

Indicator 10: % of non-emergency repairs completed right first time

There may also be a limited impact for **Indicator 12:** % Satisfaction with repairs service, however we are working on an interim approach using text messaging for tenant feedback for this indicator.

You can be assured that this has not impacted on the repairs for tenants and we are actively working with the software supplier to resolve the interface issues as a matter of priority. We have advised our Communities and Housing Board of this situation in our Assurance Statement of 2022.

The background papers that support our Assurance Statement for 2022 advised that there had been no reportable Health and Safety incidents.

The Council's Communities and Housing Policy Board regularly receives reports which provide information and evidence to support assurance.

The Annual Assurance Statement 2022 was considered and approved by the Communities and Housing Policy Board on 25 October 2022.

Signed _____

Councillor Marie McGurk
Convener of the Communities and Housing Policy Board

Date: _____