

## **City of Edinburgh Council Assurance Statement**

**31 October 2021**

The City of Edinburgh Council confirms to its tenants and the Scottish Housing Regulator that it complies with the duties, obligations and responsibilities placed on landlords by legislation and through statutory guidance. The Council is working towards consistently delivering the outcomes set out in the Scottish Social Housing Charter for tenants, people who are homeless and others service users.

The exceptions to this duty during the past year have been:

### **Gas Servicing**

The Covid-19 pandemic significantly impacted gas servicing in Edinburgh with no access to people shielding and lockdown restrictions in place until March 2021. A Gas Service Improvement Plan to build on and improve the Council's approach to gas safety was presented to the Governance, Risk and Best Value Committee on 23 March 2021 and referred to the Housing, Homelessness and Fair Work Committee on 3 June 2021.

Work continues on this programme to ensure that gas servicing compliance is fully implemented within the previously agreed timescales.

### **Repairs**

Repairs is a key workstream in the Council's [Housing Service Improvement Plan](#) and progress is being made on a range of initiatives to improve the service.

With the focus, during the pandemic, on critical and emergency repairs, the Council has not been compliant in meeting all repair standards during 2020/21. As Covid-19 restrictions have eased, and the Council's repair service is being phased back into full service, some tenants and tenant representative groups have repeated concerns over the standard of service being received.

Senior Officer scrutiny is in place for monitoring and analysis of service performance, to ensure implementation of service improvements, and to ensure effective training/support for staff through the changes.

As the governing body for Housing Services, the Council's Housing, Homelessness and Fair Work Committee will continue to scrutinise performance and implementation of improvements in the repairs service through regular reporting on the Housing Service Improvement Plan.

### **Homelessness**

Providing suitable accommodation for homeless people continues to be a challenge in Edinburgh and the Council has breached the Unsuitable Accommodation Order on 16 occasions in 2020/21. Services for people who are homeless is the focus of the

SHR's engagement with the Council and a range of areas for improvement including; actions to increase the stock of suitable temporary accommodation; the expansion of a multi-disciplinary early intervention approach; the development and adaptation of pathways for vulnerable households and at key transition points; and, improvements in access to information on how to access services for people at risk of homelessness are being taken forward to prevent homelessness and reduce the number of people requiring temporary accommodation. Regular updates will be provided to the SHR.

Signed \_\_\_\_\_

Date of signing \_\_\_\_\_

Councillor Kate Campbell, Convenor of the Housing, Homelessness and Fair Work Committee