



COMMUNITIES AND HOUSING COMMITTEE

**ANNUAL ASSURANCE STATEMENT IN RESPECT OF HOUSING SERVICES**

23 September 2019

The Communities and Housing Committee confirm that in respect of housing services provided by Comhairle nan Eilean Siar, we comply with the regulatory requirements as laid out in Chapter 3 of the Scottish Housing Regulator's Regulatory Framework, to include:

- all relevant standards and outcomes in the Scottish Social Housing Charter in respect of any tenants, homeless persons, and other person who are in receipt of housing services; and
- our legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.

We confirm that we have seen and considered sufficient evidence to give us this assurance.

This Annual Assurance Statement was approved at the sitting of the Committee on 24 September 2019 and is signed by Councillor Kenny John MacLeod, Chair of Communities and Housing Committee, on behalf of the Committee.

Signature of Chair: \_\_\_\_\_

Date: \_\_\_\_\_

ANNUAL ASSURANCE STATEMENT		
Ref	SHR Regulatory Requirement / Standard	Evidence
AN1	Prepare an Annual Assurance Statement in accordance with SHR published guidance, submit it to us (SHR) between April and the end of October each year, and make it available to tenants and other service users.	Annual Assurance Statement reported to Comhairle for approval on 24 September 2019.
AN2	Notify us (SHR) during the year of any material changes to the assurance in its Annual Assurance Statement.	The SHR will be notified of any material changes as soon as possible.
AN3	Each landlord must have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.	<p>The Comhairle complies with all relevant legal obligations relating to Homelessness. Policies relating to Homelessness are reviewed on a regular basis.</p> <p>Performance against Homelessness targets/obligations are reported to the Communities and Housing Committee annually, reported to the Scottish Housing Regulator as part of the Council's ARC, reported to the Care Commission as part of an annual return and a self-assessment exercise, and the Scottish Government are updated on Homelessness statistics on a quarterly basis.</p>
AN4	Notify us (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.	The SHR will be notified should any issues arise.
AN5	Each landlord must make its Engagement Plan easily available and accessible to its tenants and service users, including online.	<p>The 2017 SHR Engagement Plan is available on-line at:</p> <p><a href="https://www.cne-siar.gov.uk/media/14014/cnes-shr-engagement-plan-2019.pdf">https://www.cne-siar.gov.uk/media/14014/cnes-shr-engagement-plan-2019.pdf</a></p>
CH1	Submit an Annual Return on the Charter (ARC) to us (SHR) each year in accordance with our published guidance.	The Comhairle's ARC return was submitted to the SHR on 31 May 2019
CH5	Each landlord must make the SHR report on its performance easily available to its tenants, including online.	<p>SHR Information on the Comhairle is available at:</p> <p><a href="https://directory.scottishhousingregulator.gov.uk/Pages/LandlordSummary.aspx?LatoZNameQS=E46BA67C-CFA9-E311-93F1-005056B555E6">https://directory.scottishhousingregulator.gov.uk/Pages/LandlordSummary.aspx?LatoZNameQS=E46BA67C-CFA9-E311-93F1-005056B555E6</a></p>

ANNUAL ASSURANCE STATEMENT		
Ref	SHR Regulatory Requirement / Standard	Evidence
TS3	Each landlord must ensure it has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO guidance	Comhairle Complaints procedure in place.  <a href="https://www.cne-siar.gov.uk/have-your-say/complaints/">https://www.cne-siar.gov.uk/have-your-say/complaints/</a>
EH1	Each landlord must have assurance and evidence that it 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.	The Comhairle has an Equalities Impact Assessment process in place.
EH2	To comply with these duties, landlords must collect data relating to each of the protected 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 collect data on protected characteristics for these service users.	Relevant data on protected characteristics collected on Homeless applications.