

Dundee City Council Annual Assurance Statement 2021/2022

To comply with the Scottish Housing Regulator's Framework for the Regulation of Social Housing in Scotland, Dundee City Council confirms that the Council has met all of its legal obligations associated with housing and homelessness services, equality and human rights, and tenant/resident safety with regard to:

- The relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework
- All relevant standards and outcomes in the Scottish Social Housing Charter
- All relevant legislative duties

However, Dundee City Council did breach the Homeless Persons (Unsuitable Accommodation) Order (2014) during 2021/2 in relation to the length of stay in bed and breakfast accommodation as a result of the pressure on temporary accommodation during the pandemic.

This statement requires the Council to notify the Scottish Housing Regulator of any tenant and resident safety matters which have been reported or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns. There are no reports or investigations ongoing concerning Dundee City Council's Housing Service.

The Scottish Housing Regulator identified two areas in its Engagement Plan for Dundee 2020/21 where they required further information and assurance.

The areas covered were in Homelessness and service quality. Neighbourhood Services Committee agreed Dundee City Council's Rapid Rehousing Transition Plan in 2019 and annual updates have continued to be submitted to Scottish Government and Committee. The Council has made good progress in delivering the Housing First Model with the Pathfinder in Dundee which is now mainstreamed in partnership with Dundee Health and Social Care Partnership and 3rd sector partners.

Improvements in emergency repairs performance were noted although performance is still amongst the highest in Scotland. The Pandemic has challenged the Council across its repairs service and we are working to carry out further improvements to better the performance

During the summer of 2021, in preparation for the introduction of the next phase of our new IT system, some of our properties had incorrect property reference numbers which resulted in 1 property which was due an annual gas safety check on the 28th August not having it carried out until 31st August. As a result, the gas property list was reviewed, additional verifications introduced and as a result no further properties have missed their anniversary date.

The council was unable to undertake 2760 electrical tests during 2021/22 due to tenants not giving access, in addition 3 properties were not accessed for the smoke detector programme. All properties will be accessed during 2022/23 with legal action undertaken where required, and all properties will have the necessary work undertaken.

The Covid-19 lockdown happened at the end of the 2019/20 reporting period and the Council made plans for delivery of priority services whilst ensuring the safety of tenants and staff. This included, for

example, reviewing procedures for gas safety, emergency repairs, sheltered services and homeless services.

Subsequently we have developed and have implemented a recovery plan to ensure that services return to normal as far as is possible.

Dundee City Council is committed to taking a human rights-based approach to its policies and Practices through good participation and empowerment, accountability, non-discrimination and meeting legal requirements. The Council has a robust framework for Equality Impact Assessment of its policies which was recently reviewed. I confirm that the Council has sufficient assurance and scrutiny processes in place to support this statement.

Signed Convener of Neighbourhood Services – Heather Anderson