

Appendix 1

East Dunbartonshire Council - Annual Assurance Statement

The Council is compliant with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework, with the exception of those areas set out below.

The Council achieved **all but the following** standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services:

The following gives an overview of each area, its assessed status and the timeframe towards achieving full compliance:

- **Equalities** is assessed as compliant from March 2021
- **Communication** is assessed as compliant from March 2021
- **Customer engagement** is assessed as compliant from March 2021
- **Repairs** is assessed as partially compliant with a lead timescale of September 2024
- **Estate management** is assessed as compliant from March 2021
- **Housing options** is assessed as compliant from March 2021
- **Access to housing** is assessed as partially compliant with a lead timescale of August 2025
- **Housing support** is assessed as compliant from March 2021
- **Homelessness assessment & investigation** is assessed as compliant from March 2020
- **Income management** is assessed as partially compliant with a lead timescale of August 2025
- **Void management** is assessed as compliant from March 2021
- **HRA** is assessed as partially compliant with a lead timescale of October 2025
- **Performance management** is assessed as compliant from March 2021

Equalities and Human Rights Duty

The Regulator requires the Council to provide assurance that it has appropriate plans in place to implement an effective approach to the collection of equalities information and that Housing has started to consider ways to do so. The Housing Service intends to utilise the implementation of the Integrated Housing Management System to support activities in meeting the Council's duty in terms of equalities and human rights information gathering, while also being responsive to the needs of its customers. There is also an opportunity to use the Business Plan and new Local Housing Strategy to identify objectives for minority and harder to reach groups that will provide a clearer understanding of service user's needs to better inform future planning and policies.

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The Council has seen and considered sufficient evidence to give this assurance.

The Council approved its Annual Assurance Statement at the meeting of the full Council committee on 28 September 2023.

Signed on behalf of the Committee.

Chair's signature: _____

Date: _____