

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 complaint at March 2021
- **Communication** is assessed as compliant at March 2021
- **Customer Engagement** is assessed as compliant at March 2021
- **Repairs** is assessed as partially compliant with a timeframe of February 2022
- **Estate Management** is assessed as compliant at March 2021
- **Housing Options** is assessed as compliant at March 2021
- **Access to Housing** is assessed as partially compliant with a timeframe of December 2021
- **Housing Support** is assessed as compliant at October 2019
- **Homelessness Temp** is assessed as compliant at March 2021
- **Homelessness Assessment & Investigation** is assessed as compliant at March 2020
- **Income Management** is assessed as partially compliant with a timeframe of February 2022
- **Void Management** is assessed as compliant at March 2021
- **HRA** is assessed as partially compliant with a timeframe of February 2022
- **Performance** is assessed as compliant at March 2021

Covid-19 Impact on Housing Services

There were however some service areas that fell into the partially compliant category that can be specifically attributed to the unprecedented Coronavirus pandemic.

These areas were affected temporarily and are shown below:

- Void Management – no void work was carried out from lockdown to September 2020 however, void work resumed on October 5th 2020. This also had an impact on void rent loss for that period.
- Scottish Housing Quality Standard (SHQS) - a number of properties required a new stock condition survey which has been delayed due to the pandemic and will now take place in September 2021. Capital works on tenanted properties were postponed which led to a number of properties failing compared to the last reporting year however, programmes for the next 2 years have been developed to catch up with those properties that are currently temporarily failing.

Appendix 1

- Income Management – Rent Arrears has and continues to be a challenge. During the period March to July 2020 officers did not pursue rent arrears in line with the Council's position of 'no debt collection' at that time. From February 2021, officers resumed issuing strong arrears and final reminder letters to tenants in serious rent arrears.

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.

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

The Council approved its Annual Assurance Statement at the meeting of the Place, Neighbourhood and Corporate Assets Committee on 30 September 2021.

Signed on behalf of the Committee.

Chair's signature: _____

Date: _____