



Our Annual Assurance Statement

The following statement confirms that:

We comply with the majority of regulatory requirements set out in Chapter 3 of the Regulatory Framework. This includes that we:

- Are achieving standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- Comply with our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety.

Our review of outcomes 4 and 5 of the Scottish Social Housing Charter, relating to quality of housing and repairs, have shown that we are not fully compliant with these outcomes in the following ways:

- Gas safety checks – we were unable to carry out 19 checks within the required timescales in 2021/22.
- We were unable to carry out non-emergency repairs for substantial periods during the Covid 19 pandemic, meaning we could not maintain tenants' homes to our normal standards.
- The number of properties meeting the Scottish Housing Quality Standard (SHQS) reduced to 59.85% in 21/22, as we were unable to carry out electrical safety checks

As outlined in the evidence checklist, the above is a direct result of the Covid-19 pandemic and the associated restrictions that were put in place. We anticipate that we will return to full compliance with these outcomes in 2023. This will be achieved by closely monitoring the backlogs of non-emergency repairs and electrical safety checks, to ensure these are prioritised accordingly. Additional contracting has been resourced to accelerate the reduction of the repairs backlog. At the end of the financial year no gas safety checks remained outstanding.

The Regulator has asked us to ensure we have appropriate plans in place for the collection of equalities data, and for considering a human rights approach in our work. It has been confirmed that this is in place and will be progressed further over the next year.

We confirm that we have seen and considered an appropriate level of evidence to give us this assurance. The evidence provided has been reviewed by our Internal Audit Team and was awarded 'Substantial Assurance'. The information required to provide the necessary level of assurance will continue to be reviewed on an on-going basis.

We approved our Annual Assurance Statement at the meeting of our Executive Committee on 4th October 2022.

I sign this statement on behalf of the Executive Committee.

Director: Karen Algie
The Foundry
4 Central Boulevard, Central Park
Larbert, FK5 4RU
DX 556562 Falkirk 6
Telephone: 01324 506070
www.falkirk.gov.uk