



Fife Council Annual Assurance Statement 2019

Fife Council's Community and Housing Services Committee confirms that an assurance framework is in place involving regular scrutiny of housing performance by Members and tenants. Updates of the Council's Pathway to Improvement 2019-22 will allow regular monitoring by Committee of housing performance improvement.

Fife Council complies with most of the regulatory requirements set out in Section 3 of the Scottish Housing Regulator's Regulatory Framework. On review of the evidence provided through the Annual Return on the Charter 2018-19 and other sources, it can be confirmed the Council recognises the significant risks attached to the following standards and outcomes of the Scottish Social Housing Charter for tenants, people who are homeless and other service users. These areas will be a focus for performance improvement throughout 2019-20:

ARC Indicator 15: Percentage properties with gas safety record renewed by anniversary date.

The Scottish Housing Regulator has highlighted concerns to Fife Council around its failure to carry out annual gas safety in 100% of homes. Fife Council recognises its statutory responsibility to ensure tenant safety in the home.

The improvement actions identified for delivery in 2019-20 are:

- More frequent monitoring of the IT systems and dashboard supporting gas safety.
- Repeat cross-checks of addresses for compliance / non-compliance / non-access prior to the expiry of the anniversary date.
- Using broader methods for contacting tenants to remind of appointments e.g. texting, telephoning, support by area staff, etc.

ARC Indicator 26: Percentage offers in temporary or emergency accommodation

The Scottish Housing Regulator has highlighted concerns in how people access homelessness services, in the assessment of homelessness applications, in offers of temporary or emergency accommodation and in the provision of satisfactory outcomes for people who are homeless. Fife Council recognises its statutory responsibility to ensure the provision of services to homeless people and those threatened as being homeless.

The improvement actions identified for delivery in 2019-20 are:

- Continue to develop the enhanced monitoring, reporting and escalation arrangements for temporary accommodation allocation implemented during 2018-19 to ensure 100% compliance.
- Develop and implement an “out of area” placement protocol with bordering authority areas for individuals that have exhausted accommodation resources.
- Increase the level of temporary accommodation to ensure the Council meets its statutory duty.
- 2019-20 RRTP commitments;
 - Further develop the concept and funding model for emergency temporary accommodation for people with complex needs.
 - Implement 10 Housing First tenancies in partnership with Health & Social Care.
 - Work with the Public Social Partnership to commission an assertive outreach service to support individuals that experience revolving door homelessness within temporary accommodation to reduce potential for rough sleeping, and to enhance prevention of homelessness service.
 - Continue to work with the area housing teams and Fife Housing Register partners to increase statutory homelessness allocations through Area Lettings Plan approaches to meet the Fife target of 50% (RRTP commitment).
Carry out a review of Fife’s Housing Options and Prevention approach to minimise pressure on temporary accommodation resources.
 - Implement agreed improvement actions arising from this review by October 2019.
 - Continue to develop and roll out additional supported accommodation options for those that require more intensive support.

Community and Housing Services Committee Date: 12th September 2019