

Annual Assurance Statement 2022

Legislative compliance

We can confirm that Highland Council achieves all the following standards and outcomes for tenants, people who are homeless and others who use our services:-

- All relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework;
- All relevant standards and outcomes in the Scottish Social Housing Charter;
- Return on the Energy Efficiency Standard for Social Housing; and
- All relevant legislative duties.

Further to this, we can confirm that there were no health & safety breaches in 2021-22 resulting in intervention by the Health & Safety Executive.

Our compliance with the annual gas servicing requirements specified in the Framework was 99.9% for 2021-22. The figure reflects 6 properties where Highland was unable to carry out the annual gas service within 12 months as a result of national safety guidelines regarding the coronavirus pandemic. All of these properties have now received an annual service. Highland also complies with the Gas Safety Advice recommendations issued by the Scottish Housing Regulator to all social landlords during the pandemic.

Highland is progressing works to comply with the new legislation concerning the standards of fire and smoke alarms. As part of the Annual Return of Charter, Highland reported 625 properties which were only partly-compliant with the new standards at 31 March 2022 (for example, they had smoke alarms in only some of the rooms). The reason for the non-compliance has been the high prevalence of non-access during 2021-22. Highland anticipates full compliance with the new standards by the end of October 2022.

All registered social landlords were notified by the Scottish Housing Regulator on 20 July 2022 that any property which has not had a 5-yearly electrical installation condition report by 31 March 2022 should now be considered as not complying fully with the Scottish Housing Quality Standard. As a result of the Covid-19 work restrictions, the inspection regime in Highland is behind schedule. An update will be provided to the Regulator in August 2022 to advise of the number of properties which fall into this category and also to detail plans to increase the number of inspections to deal with the backlog of inspections.

Committee Reporting

We can confirm the following reporting structure within the Council:-

- Each of the 11 Area Committees receives quarterly or bi-annual housing performance reports and also reports on request of the Area Chair/Members; reporting has been adapted since April 2021 to accommodate the revised Area Committee structure in Ross-shire;

- The Council's Housing & Property Committee receives quarterly performance reports on key performance indicators and monitoring reports on other housing policy issues; the Committee has been active since January 2020;
- Quarterly financial reports on spend against the Housing Revenue Account, non-Housing Revenue Account housing expenditure and Housing Revenue Account Capital Programme are submitted to the Housing & Property Committee;
- Reports are submitted annually (or on request of Members) to the Housing and Property Committee on the subjects of the Highland Housing Register; the Council's Rapid Rehousing Transition Plan; and the Annual Assurance Statement;
- Reports relating to housing services will also be subject to full Council and the Council's Audit and Scrutiny Committee as appropriate; and
- Council Members and tenant representatives will also meet during the year to identify policy review issues as appropriate.

The Area and Strategic Committee reporting is based almost exclusively on the performance indicators as established by the Scottish Housing Regulator in its Charter and by the Scottish Government in its Quarterly Homelessness Return.

From October 2018 there has been an opportunity for tenant-nominated tenant representatives at the Strategic Committee and at associated Member Seminars. A review of the tenant representative remit will take place in 2022-23.

Equalities and human rights

The impact of the COVID-19 pandemic has delayed the production of Regulator guidance intended to support landlords in their work to comply with equalities and human rights requirements.

Ahead of the guidance, Highland has reviewed our approach to the collection of equalities information and is confident that actions can be taken in 2022-23 to ensure compliance with the requirements. Highland is also reviewing how we can adopt a human rights approach across various work remits.

Annual Customer Report for Tenants

The annual report for tenants will be provided to tenants in September 2022 as required by the Scottish Housing Regulator. This includes key performance information which is of interest to tenants.

As part of this annual process the Council will ask the views of tenant representatives ahead of publication and their views were considered in producing the final document.

Customer Satisfaction Survey

The Council is required to undertake a comprehensive tenants' satisfaction survey every 3 years. The 2021 survey was completed in Spring 2021 and 1,001 tenants provided survey responses.

The overall feedback was encouraging and was reported as part of the Annual Return of the Charter. The feedback has been provided to tenants and discussion has taken place with tenants as to how to address issues raised within the survey responses.

A range of other customer satisfaction surveys are in place across the Service in order to assess the quality of the service on an ongoing basis. These include:-

- New tenants' survey regarding the quality of home and service;
- Repairs Satisfaction survey;
- Capital Improvements satisfaction survey; and
- Homelessness service questionnaire

Other forms of tenant feedback include but are not limited to the following:-

- Highland Tenant Forum
- Homelessness client group
- Young tenants focus group
- Strategic Tenant Finance Group
- Tenant Scrutiny Panel
- Tenant involvement in the repairs service redesign
- Gypsy/Traveller client group
- Rate your Estate inspections.

The Council has been participating in the Scottish Government's Next Steps Programme and tenants have been actively involved in drafting a Tenant Participation Action Plan which will be incorporated into the review of the Tenant Participation Strategy in 2022-23. The Tenant Participation Advisory Service has commended Highland staff and tenants for their ability to work together to identify how tenant participation can be progressed in Highland.

Highland Council have been instrumental in setting up a group called Northern Tenants Partnership. This is a group made up of officers and tenants / residents from most of the social housing landlords in the North of Scotland. The group meet quarterly and their objective is to work together to improve tenant participation, discuss common issues, share good practice and carry out joint training.

Scottish Housing Regulator's Engagement Plan

The Scottish Housing Regulator's Engagement Plan has highlighted two key issues where they indicated they wished to engage with the Council. Highland must:

- provide the Regulator with information required in relation to our homelessness services;
- provide the Regulator with monthly reports showing progress in meeting all fire safety obligations for our Gypsy/Traveller sites; and
- confirm that its Gypsy/Traveller sites comply with all fire safety obligations as soon as possible and no later than March 2024.

Discussion on Highland's homelessness services will be connected to the Rapid Rehousing Transition Plan which Highland submitted to The Scottish Government in June 2022.

An internal officer group has been established to progress the fire safety works on the Gypsy/Traveller sites. These works will be carried out in liaison with Scottish Government and following engagement with the residents. We will continue to seek additional funding from the Scottish Government for other site improvement works.

Highland has also been submitting monthly reports to the Regulator since June 2020 which detail performance against key housing issues during the pandemic.