

### Renfrewshire Council Assurance Statement 2024

Renfrewshire Council complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework.

We achieve the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.

In relation to equalities data collection and human rights, the Council has established policies and procedures in these areas which are embedded in service delivery. We review and adjust our approach in the collection of equalities and human rights information along with any other changes in accordance with statutory requirements or regulatory guidance.

The Service continues to take steps to review and consolidate its responsibilities in relation to tenant and resident safety. The Housing Landlord Compliance team is embedded within the service, Compliance policies and procedures for, Gas safety, Electrical safety, Water safety, Fire safety, Asbestos and Lift safety are in place and are being reviewed.

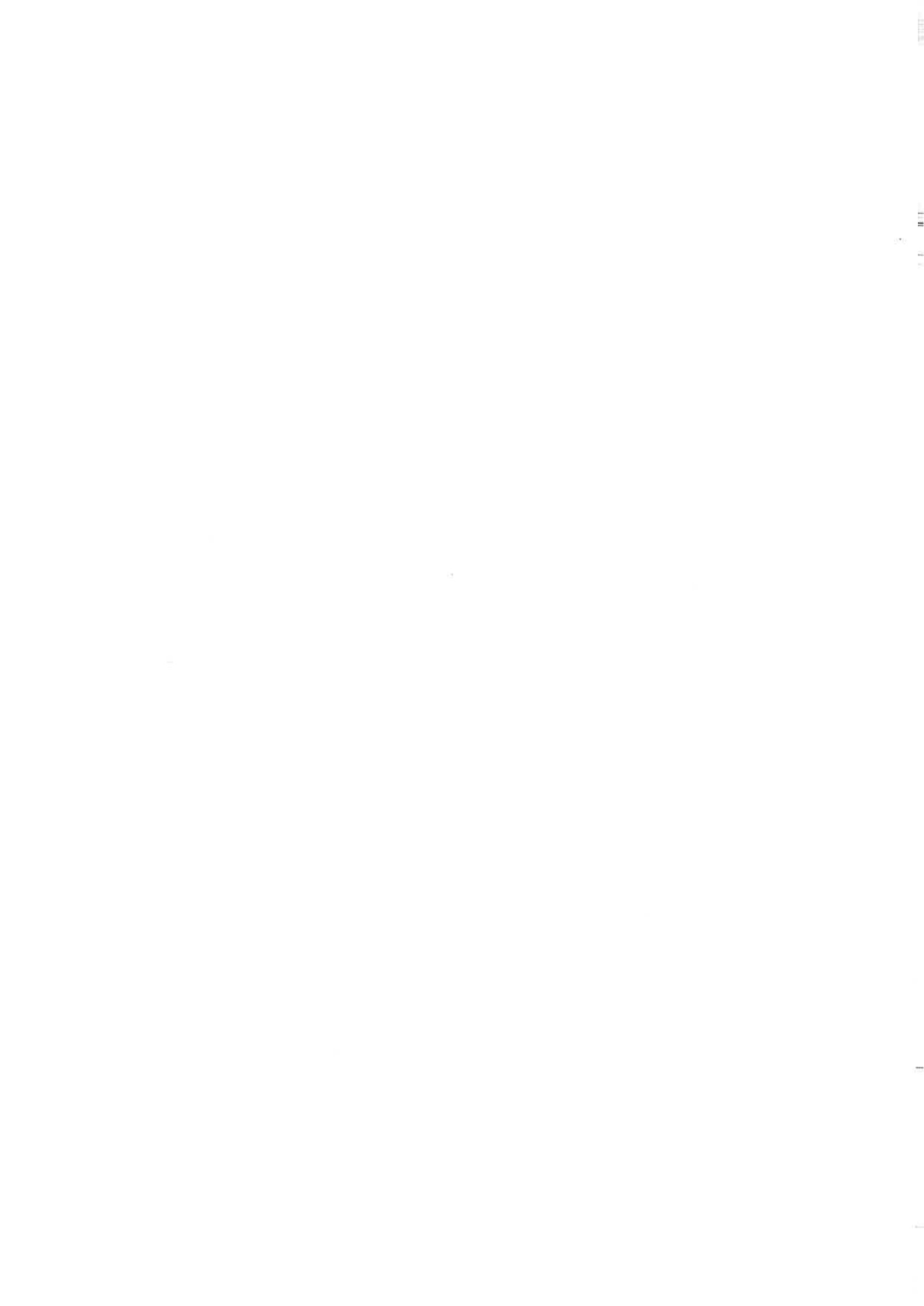
The Board received updates in October 2023 and March and October 2024 on Dampness, Mould and Condensation. Updates on Electrical testing (EICR) were also provided in the Service Update reports in March and October 2024. The Council provides regular returns to the Scottish Housing regulator on Electrical testing and Smoke detector installation.

The most recent information provided to the Regulator updated the Council's position at the end of August 2024 and was as follows:

- 11,392 properties with a valid EICR certificate and 913 properties without a valid EICR certificate
- 11,249 properties compliant with smoke and heat detector requirements and 1,056 properties where these works are not yet complete

A programme is in place for both EICRs and smoke and heat detector upgrades, and we expect to be fully compliant by the end of the financial year 2024/2025. Members will be kept informed of progress and provided with detailed reporting on key compliance areas at the Communities and Housing Policy Board, which will be supported with relevant training for board members as required.

A Tenant Satisfaction Survey was commissioned this year, the results of the survey highlighted a drop in satisfaction in key service areas. This was reported to Board in August 2024. To address satisfaction levels, we will establish areas for improvement with tenant focus groups. We will work with other sections in the department with the Quality Circles to identify areas for attention and address stock condition through our SHQS and Investment programme.



With regards to service performance there are areas that the Board have been advised:

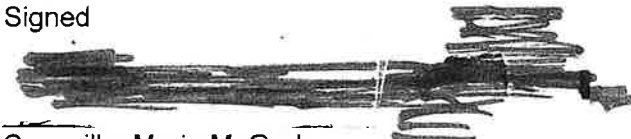
- Performance dipped in several areas as reported to Board, including tenant satisfaction and complaints.
- Although improving, complete compliance with the requirements on annual gas safety checks remains to be achieved.
- The Council is working to towards full electrical testing and smoke alarm compliance.
- The Council's SHQS compliance improved over the past year but is still working towards full compliance and meet the interim target for the Energy Efficiency Standard for Social Housing (ESSH)

The background papers that support our Assurance Statement for 2024 advised that there had been no reportable Health and Safety incidents.

The Council's Communities and Housing Policy Board regularly receives reports which provide information and evidence to support assurance.

The Annual Assurance Statement 2024 was considered and approved by the Communities and Housing Policy Board on 29 October 2024.

Signed

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Councillor Marie McGurk  
Convener of the Communities and Housing Policy Board

Date: 31/10/24

