



Renfrewshire Council Assurance Statement 2022

Renfrewshire Council complies with the 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 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 Coronavirus pandemic continued to have an impact on the operations of the Housing Services, most notably in relation to:

- Performance as reported to the Policy Board on factors such as repairs and re-letting empty properties, which have been impacted by wider issues in the construction sector, including availability of labour and material shortages in the supply chain.
- Although improving since the pandemic compliance with the requirements on annual gas safety checks remains to be achieved, since April 2022, 14 properties missed the 12 month target for completion of the annual gas safety check, although all have since been completed.
- The Council is working towards full electrical testing and smoke alarm compliance, programmes were delayed as a result of the pandemic, however, we expect to achieve full compliance during the current financial year.
- The Council is continuing to work on full Scottish Housing Quality Standard (SHQS) compliance and to meet the interim target for the Energy Efficiency Standard for Social Housing (ESSH).

In April 2022, the Council changed the IT system for repairs reporting. There have been technical issues in the implementation of the system that are currently being worked through but that are to date unresolved.

As a result, we are unable to provide performance information at this time for the following indicators:

Indicator 8: Average length of time taken to complete emergency repairs

Indicator 9: Average length of time taken to complete non-emergency repairs

Indicator 10: % of non-emergency repairs completed right first time

There may also be a limited impact for **Indicator 12:** % Satisfaction with repairs service, however we are working on an interim approach using text messaging for tenant feedback for this indicator.

You can be assured that this has not impacted on the repairs for tenants and we are actively working with the software supplier to resolve the interface issues as a matter of priority. We have advised our Communities and Housing Board of this situation in our Assurance Statement of 2022.

The background papers that support our Assurance Statement for 2022 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 2022 was considered and approved by the Communities and Housing Policy Board on 25 October 2022.

Signed _____

*Councillor Marie McGurk
Convener of the Communities and Housing Policy Board*

Date: _____