

2018/19

**SERVICE DIRECTOR CUSTOMER & COMMUNITIES
ASSURANCE STATEMENT ON COMPLIANCE WITH REGULATORY FRAMEWORK**

To: Scottish Housing Regulator

- 1 This assurance statement is in addition to the annual statement I have provided to the Chief Executive on the effectiveness of existing internal control and corporate governance arrangements in place in my service directorate to inform the Annual Governance Statement that is published in the Council's Statement of Accounts.
- 2 This assurance statement is designed to comply with the regulatory requirements as laid out in Chapter 3 of the Scottish Housing Regulator's Regulatory Framework, to include:
 - all relevant standards and outcomes in the Scottish Social Housing Charter in respect of any tenants, homeless persons, and other person who are in receipt of housing services; and
 - legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.
- 3 I can confirm on-going competency of those Officers concerned with provision of advice and support on homelessness and other housing services relevant to the Council as a housing stock transfer authority, the adequacy of homelessness practices across the Council to ensure compliance with the Regulatory Framework, and the implementation of further improvement actions as follows:
 - Minimum Site Standards for Gypsy / Traveller Sites – We continue to progress towards meeting the Scottish Government's Minimum Site Standards for Gypsy / Traveller Sites. Scottish Borders is one of a number of local authority areas that did not meet the Standards by the deadline of June 2018, however, we have a Remedial Plan in place for meeting the Standards in full and are liaising with the Scottish Housing Regulator with regard to progress on this. It should be noted that the nature of the site arrangement in Scottish Borders presents unique challenges as the site (Tweedside Caravan Park in Innerleithen) is managed by an independent private business who lease the site from the Council and run the site as a commercial enterprise.
 - Tenant and Other Service User Involvement – Work remains to be done to involve tenants and other service users in the preparation and scrutiny of performance information, and to agree the format of performance reporting with tenants and other service users, ensuring that it is accessible for them, and to give them a way to feed back their views on the style and form of the reporting.

As part of the Council's 'Internal Audit Annual Plan 2019/2020' which was agreed at the Council's Audit and Scrutiny Committee on 11 March 2019 there will be a "Review of controls in place to ensure the achievement of statutory obligations for the Homelessness service, including a focus on prevention and support."

A Summary Statement of Self-Assessment of Compliance against Regulatory Framework is attached.

Although there are a few areas of work to be completed for full compliance with the revised Regulatory Framework, the overall arrangements in respect of landlord services provided by the Council are operating satisfactorily.

- 4 I confirm that I have seen and considered sufficient evidence to give me this assurance.

Signed

Name Jenni Craig, Service Director Customer & Communities

Date