



**Housing and Technical Resources**  
Executive Director **Daniel Lowe**

## **Our Annual Assurance Statement**

South Lanarkshire Council complies with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework. This includes that we:

- achieve all standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services
- comply with all our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety with the exception of the following:-
  - In relation to the Council's two Gypsy/Traveller sites, a programme of improvement work has progressed and compliance in terms of the fire safety standards has now been met at one of the sites, and partial compliance at the other. Fire safety guidance continues to be a key focus of activity for the Council.

In relation to equalities data collection and human rights, the Council has well established processes and policies in these areas, with consideration already embedded in how we deliver services. Appropriate plans have been made to review and adjust our existing approach in the collection of equalities and human rights information along with any other changes as required by the forthcoming regulatory guidance.

On an ongoing basis, the Committee consider the information and evidence necessary to provide the required assurance.

The Annual Assurance Statement for 2020/21 was approved at the meeting of our Housing and Technical Resources Committee on 29 September 2021.

**Chair's signature:**

**Date: 30 September 2021**

## Assurance Requirements

What	Assurance required	How assurance is evidenced
Monitor and report performance	Performance Management Framework in place and appropriately reported	On an annual basis a report is provided to Housing and Technical Resources Committee on performance against Scottish Social Housing Charter requirements. Performance against the charter requirements for 2020/2021 will be reported to H&TR Committee on 29 September 2021.
	Effective Resource and Service planning arrangements are in place.	Resource and Service plans are in place to monitor progress at different levels of the planning hierarchy i.e. Community Plan, the Connect (Council) Plan, Resource and Service Plan actions and measures.  Progress against Connect and Resource Plan objectives are reported to Housing and Technical Resources and Executive Committee on a twice yearly basis.
	Appropriate Internal Audit arrangements are in place	A comprehensive internal audit programme is reviewed and implemented yearly in line with service requirements.  Progress against the audit programme is reported to Finance and Corporate Resources Committee.
Equality and Diversity	Equality and diversity issues are effectively considered when making decisions.	Work within the Resource in relation to equality and diversity is reported to Housing and Technical Resources Committee on an Annual basis. The last reported was presented on 17 February 2021 and is next scheduled to be presented on 8 December 2021.
Involve tenants and other relevant service users	Council and Resource Customer satisfaction levels	The Resource has a rolling programme of customer satisfaction surveys in place. These are used to inform policy and service development. Key results from the survey programme are reported to the Housing and Technical Resources Committee as part of the annual report on performance against the Scottish Social Housing Charter.
	Customer Involvement and	An update on the Customer

What	Assurance required	How assurance is evidenced
	Scrutiny Programme in place and being delivered	Involvement strategy will be reported to H&TR Committee on 29 September 2021.
Legal obligations	Ensure that all legal obligations associated with housing and homelessness are adhered too.	<p>The Resource Strategy and Policy Review Framework ensures policies and strategies are reviewed on a cyclical basis to confirm that they are delivering the intended outcomes, reflect changes in policy/services context and are consistent with legal and regulatory requirements.</p> <p>An update on the framework is presented to Housing and Technical Resources Committee on an annual basis. This was last reported to Committee on 17 February 2021.</p> <p>Risk Management Strategy is reported to the Housing and Technical Resource committee on a yearly basis. This will be reported to H&amp;TR Committee on 29 September 2021.</p> <p>This corporate approach to risk management promotes consideration of risk in service delivery, planning and decision making processes. The strategy requires Resources to record and review risks and control actions regularly.</p>
Tenant and resident safety	Have evidence to ensure that all legal obligations associated with tenant and resident safety are met.	Effective systems for monitoring and reporting health and safety issues are in place within the Resource and monitored through the Corporate Management Team. Any proposals to address emerging health and safety requirements would be reported to Housing and Technical Resources Committee.