

## Our Annual Assurance Statement

We comply with the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework. This includes that we:-

- Achieve all of the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- Comply with all but the following legal obligations related to housing and homelessness, equality and human rights, and tenant and resident safety
  - We did not comply with our duties towards Homeless persons on a number of occasions. An Improvement Plan has been enacted to address this and we are actively working with Shelter Scotland to implement the plan
  - Through the SHR Engagement Plan we are actively working with the SHR about our services for people who are Homeless.

We confirm that we have seen and considered sufficient evidence to give us this assurance.

We approved our Annual Assurance Statement at the meeting of our Council Executive in September 2019.

I submit this on behalf of Council Executive.

Ann Marie Carr  
Head of Housing Customer and Building Services  
West Lothian Council

Date: 31 October 2019