

**South Ayrshire Council**

**Report by Assistant Director - Place  
to Cabinet  
of 27 September 2022**

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**Subject: Annual Assurance Statement – Housing**

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**1. Purpose**

- 1.1 The purpose of this report is to provide Members with an update on the Regulatory Framework for Housing and to seek Cabinet approval to submit the Annual Assurance Statement to the Scottish Housing Regulator and publish the statement for tenants and other customers.

**2. Recommendation**

**2.1 It is recommended that the Cabinet:**

- 2.1.1 notes the content of the Assurance Action Plan (Appendix 1);**
- 2.1.2 considers and approves the Annual Assurance Statement (Appendix 2);**
- 2.1.3 approves the submission of the Annual Assurance Statement to the Scottish Housing Regulator by 31 October 2022 and its publication for tenants and other customers;**
- 2.1.4 notes the requirements of the Regulatory Framework and ongoing work outlined to achieve full compliance in the areas of Electrical Installation Condition Reports, Fire and Carbon Monoxide Standards and Equalities and Human Rights as outlined in paragraphs 4.1.1 to 4.1.3; and**
- 2.1.5 notes the update on performance and current challenges relating to operational activities as outlined in paragraphs 4.2.1 to 4.2.5.**

**3. Background**

- 3.1 The last Annual Assurance Statement (AAS) was submitted to the Scottish Housing Regulator (SHR) on 29 October 2021 following approval by Leadership Panel on 26 October 2021.
- 3.2 In February 2019, the SHR published the Regulatory Framework entitled 'Regulation of Social Housing in Scotland' and Annual Assurance Statutory Guidance. The Framework is SHR's statement on Performance of Functions setting out how they will regulate both Registered Social Landlords (RSL's) and the housing

and homelessness services provided by Local Authorities. A summary of the key points from the Regulatory Framework is included at Appendix 3.

- 3.3 SHR monitor, assess, report and intervene (as appropriate) in matters relating to performance of housing activities, and how services are delivered to tenants, people who are homeless, Gypsy/Travellers who use official sites provided by landlords and factored owners for both local authorities and Registered Social Landlords. In July 2022, SHR wrote to all Local Authorities and Registered Social Landlords to advise that with the ending of all COVID restrictions, previous supplementary guidance had now been removed, and landlords should revert to referring to the original annual assurance statutory guidance. SHR acknowledge that landlords are continuing to work to recover from the impact of the pandemic and have requested where this is impacting on non-compliance, this should clearly be identified in the AAS. Reference is also included to the plans to implement an effective approach to collection of equalities information and considerations on how a human rights approach can be adopted into our work.
- 3.4 When considering each of the Charter outcomes, landlords may decide that improvement action is required to meet an outcome and must consider the materiality of the issue. Website links to the Scottish Social Housing Charter, the Regulatory Framework and Annual Assurance Statement statutory guidance are included in the background papers section of the report.
- 3.5 The Regulator uses the approved Assurance Statement, along with the Annual Return on the Charter (ARC) to consider and determine its' engagement with landlords. Following the submission of the 2021 AAS, SHR published updated Engagement Plans for all landlords on 31 March 2022. Within the 2021 AAS the Council reported full compliance with all requirements and outcomes and noted that work had started to review the published equalities guidance and future processes for collection of equalities information. The website link to the 2022/23 Engagement Plan for South Ayrshire Council is contained within the background papers section of this report. As outlined in the Engagement Plan, SHR have confirmed that engagement will take place with the Council about its services for people who are homeless. In February 2022, SHR requested further information on performance around homelessness outcomes and decision-making timescales. Responses were provided to SHR, along with details of management action being taken to improve performance in this area. This was acknowledged by SHR who confirmed it would feed into the homelessness risk assessment process.
- 3.6 South Ayrshire Council's 2021/22 ARC was submitted to SHR on 30 May 2022. The return provided details of the Council's performance across the range of indicators within the 16 Charter Outcomes. Prior to submission of the ARC, a Microsoft Teams Meeting was held on 26 May 2022 which was open to all Elected Members, tenant representatives and other interested tenants. At this session each of the indicators were discussed, information was provided on levels of performance and explanations were given for any variances in performance compared to 2020/21. For reference by Members, a website link to the 2021/22 SHR Landlord Report for South Ayrshire Council, which was published on 31 August 2022, is included in the background papers section of this report. The Council has performed better than the Scottish average across all indicators, apart from the indicator relating to percentage of anti-social behaviour cases resolved, where reported performance was 94.7% which was the same as the Scottish average.
- 3.7 As outlined in previous reports, within the Council's governance arrangements and in the Housing Service, there are existing measures and processes to manage,

scrutinise and report performance. These provide assurances and evidence that the Council is complying with the charter outcomes. The measures and arrangements outlined in the Assurance Action Plan at Appendix 1 support the Council's approach to scrutiny and offer evidence and assurance on compliance with the charter outcomes and regulatory requirements. Prior to the submission of the 2019/20 ARC to SHR, Internal Audit conducted an audit of selected housing indicators and concluded that reasonable assurance could be taken from the controls in place and the supporting evidence available. As part of the 2021/22 Audit Plan, Internal Audit conducted an audit of the AAS and their report in July 2021 concluded that the findings from the audit demonstrated '*Substantial Assurance - A sound system of governance, risk management and control exists, with internal controls operating effectively and being consistently applied to support the achievement of objectives in the area audited.*' There were no recommendations from that audit.

## 4. Proposals

4.1 Using available guidance and taking account of the guidance entitled 'Collecting Equality Information: National Guidance for Scottish Social Landlords' (revised June 2022), each of the regulatory requirements have been considered. It has been determined that the Council is complying with all requirements and outcomes, apart from full compliance in the areas of Certification of Electrical Safety, Fire and Carbon Monoxide Detector standard and collection of equalities information and the adoption of a human rights approach in our work.

4.1.1 **Electrical Installation Condition Reports (EICR's)** – this requirement is for electrical safety inspections and certification to be carried out on a cyclical basis at intervals of no more than 5 years, and it forms part of the assessment criteria within the Scottish Housing Quality Standard. The Council has made excellent progress in this area, all tenants have been contacted by the Council and arrangements were made to undertake the required safety check. Access has been gained to many properties to carry out the electrical safety check. At 31 August 2022, 97% of the council's lettable housing stock complies with the standard, the remaining 3% (220 properties) are where tenants have not provided access or where it was not possible to complete the safety test at the time of the visit. Officers are continuing to contact households. This work is ongoing and where required consideration will be given to using the provisions of the tenancy agreement to gain entry to properties to complete this essential work.

4.1.2 **Fire and Carbon Monoxide Detector Standard** – similarly this element is now part of the assessment criteria within the Scottish Housing Quality Standard. The Council has achieved excellent progress in this area, 99% of the Council's housing stock is meeting the fire and carbon monoxide detector standard. The Housing Asset Management Team are continuing to engage with the remaining 1% (84 properties) to achieve access to properties to complete surveys and any necessary compliance work.

4.1.3 **Equalities and Human Rights** - processes are in place to implement an effective approach to the collection of equalities information and to consider how a human rights approach can be adopted. Elements of equalities data are currently gathered and there are established processes and demonstrable good practice in place to support the Council's approach to equalities and human rights. However, the collection of equalities data will be further developed as part of the

introduction of 'Housing Online' within our NEC Housing software system. This online functionality will allow housing applicants, homeless people, tenants, and other customers to update equalities data. Discussions are taking place on the scope of data collection, the most effective ways to gather this information and the controls needed. In taking forward the approach, advice and support will be provided from Information Governance and Housing Policy & Strategy.

In terms of the Council's approach to Human Rights, work already takes place across a range of activities including:- ensuring that accommodation is provided to homeless households when needed, joint work takes place with Health and Social Care to ensure that care experienced young people are appropriately accommodated and supported, standards of council owned accommodation are maintained and the Council is working to the standards outlined in the Scottish Housing Quality Standard, housing support services are provided to homeless households and council tenants to help sustain tenancies, there is a dedicated travelling persons site to meet the needs of Gypsy/Travellers in the council area and the Council delivers adaptations to properties to make them more accessible for households with disabilities. In addition, the Council has adopted a Trauma Informed Approach and work is underway to raise awareness and develop this approach across services. SHR are not yet actively assessing full compliance with this requirement, to allow for the development of a briefing note with the Scottish Human Rights Commission on the right to housing. However, landlords are being asked to confirm that they are considering how to adopt a human rights approach into their work. Taking account of current and proposed guidance and future briefing notes, the Council will continue to develop its' approach in relation to human rights.

4.2 There are no material issues relating to compliance in other areas of activity. The Pandemic did impact on service delivery and performance. However, there are no direct ongoing impacts, and the service is managing these operational challenges, with every effort being made to improve performance in 2022/23. All housing activities are being monitored closely and should any issues emerge which are deemed material and notifiable to SHR, these will be brought to Cabinet's attention. The main service areas presenting operational challenges include:

4.2.1 **Gas Safety Compliance** – In the 2021/22 ARC, a total of 36 properties were recorded as not receiving the gas safety check by their anniversary date. This included 27 properties carried forward from 2020/21 and 9 properties which arose in the early part of 2021/22 while some pandemic restrictions were still in place. Gas safety checks were successfully completed in all 36 properties within the 2021/22 reporting year, and valid gas safety certification is in place. Gas Safety procedures to maximise access and manage instances of 'no accesses' are fully operational. In the current reporting year (2022/23), on 31 August 2022 there have been no instances where the gas safety check has exceeded the anniversary date. This is managed within existing operational activities and reference to the status of mitigations is available through the Place Directorate Risk Register.

4.2.2 **Average relet times for empty houses** – in 2021/22, performance in this area improved. The average relet time was 41.9 days compared to 51.4 days in 2021/22. This continues to be an area of focussed area of activity

and service recovery. Revised operating arrangements were in place with Property Maintenance until late August 2022 to prioritise repairs in empty houses for those that have been accepted by or offered to homeless households. Although this was allowing the Council to prioritise secure permanent accommodation for homeless households, it was identified as a factor which was adversely affecting overall performance. In the first reporting quarter for 2022/23 (1 April – 30 June 2022), a total of 161 properties were relet by the Council, and the average relet time was 52 days. On 22 August 2022, the Property Maintenance Service reverted to repairing empty properties in date order and is now working towards the internally agreed targets.

- 4.2.3 ***Homeless Applications and Provision of Temporary Accommodation*** – The Council continues to fulfil its' legal duties to homeless households, dealing with homeless presentations and providing temporary accommodation where required. There is sustained pressure on available temporary accommodation. In the first reporting quarter (1 April – 30 June 2022), a total of 197 lets were made, 100 were made to homeless households, equating to 51%.

Previous engagement has taken place with SHR regarding homeless outcomes and decision-making timescales. Additional information was provided to SHR, and management action was taken in February 2022 to improve reporting and the supervision and support arrangements for Officers making decisions on homeless applications. In the period 1 April – 30 June 2022, 91% of Assessment decisions were made within 28 days, this is an improved position on 2021/22.

- 4.2.4 ***Rent Arrears and Collection of Rental Income*** – In 2021/22, this has remained a challenging activity, 99.7% of rental income was collected by the Council compared to the Scottish average of 99.3% and gross rent arrears stood at 3.92% of rent due, up from 3.8% in 2020/21. Historically, the Council has performed well in this area. From recent 2021/22 benchmarking information provided to the Council from Scotland's Housing Network, the Council remains the second best performing Local Authority in terms of overall arrears at 3.92% and remained the best performing Local Authority in respect of current tenant arrears which stood at 1.96% of the rent due.

In September 2021, the Scottish Government announced a £10 million Covid-19 Coronavirus Tenant Hardship Grant Fund. South Ayrshire Council was allocated £0.189m in grant funding as a way of preventing evictions across the private rented and social landlord sectors because of COVID-19 related rent arrears. Housing Officers reviewed rent accounts and identified tenants who were eligible for assistance from the fund. To date the Council has assisted 84 council tenants with awards totalling £0.091m. Other grant awards have been made to tenants within private sector rented and housing associations tenancies.

Although arrears levels have risen, trends are following similar patterns to previous years and the current bad debt provision within the Housing Revenue Account is sufficient. Officers are continuing to make contact and engage with tenants to provide ongoing advice and support to those who are experiencing hardship. Every effort is being made to secure repayment arrangements as an alternative to formal recovery action.

4.2.5 **Scottish Housing Quality Standard and Energy Efficiency Standard for Social Housing** - In 2021/22, 86.5% of the Council's housing stock met SHQS compared to the Scottish average of 74.6%. 10.8% of the stock was classified as being in 'exemption or abeyance,' these are properties either earmarked for demolition or where the Council is unable to undertake the required work due to minority ownership within mixed tenure blocks or where the tenant has refused planned improvement work due to personal or medical reasons or properties where access has not been provided to carry out required compliance work. 93.6% of the Council's housing stock met the Energy Efficiency Standard for Social Housing (EESH). Internal modernisation works have resumed, and works are ongoing in 2022/23. Compliance works and programmes for other external works including roofing and render upgrades, external wall insulation and window replacement are progressing in 2022/23 and will continue to contribute to these standards.

4.3 The Assurance Action Plan outlined in Appendix 1, includes details of assurance and evidence available. Members are asked to consider the Assurance Action Plan outlined in Appendix 1, approve the submission of the Annual Assurance Statement in Appendix 2 to the Scottish Housing Regulator and agree to publish this statement to tenants and other customers.

## 5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

## 6. Financial Implications

6.1 Not applicable.

## 7. Human Resources Implications

7.1 Not applicable.

## 8. Risk

### 8.1 ***Risk Implications of Adopting the Recommendations***

8.1.1 There are no risks associated with adopting the recommendations. The operational activities outlined in paragraphs 4.1. and 4.2, continue to be managed effectively within the service.

### 8.2 ***Risk Implications of Rejecting the Recommendations***

8.2.1 The risks associated with rejecting the recommendations are that the Council would fail to submit the Annual Assurance Statement to Scottish Housing Regulator by 31 October 2022, and it would fail to meet its' requirements in terms of the Regulatory Framework.

8.2.2 Rejecting the recommendations would impact on the reputation of the Council.

## **9. Equalities**

- 9.1 The proposals in this report have been assessed through the Equality Impact Assessment Scoping process. There are no significant potential positive or negative equality impacts of agreeing the recommendations and therefore an Equalities Impact Assessment is not required. A copy of the Equalities Scoping Assessment is attached as Appendix 4.

## **10. Sustainable Development Implications**

- 10.1 **Considering Strategic Environmental Assessment (SEA)** - This report does not propose or seek approval for a plan, policy, programme, strategy, or document otherwise described which could be considered to constitute a plan, programme, policy, or strategy.

## **11. Options Appraisal**

- 11.1 An options appraisal has not been carried out in relation to the subject matter of this report.

## **12. Link to Council Plan**

- 12.1 The matters referred to in this report contribute to Commitments 1 and 6 of the Council Plan: Fair and Effective Leadership/ Leadership that Promotes Fairness; and A Better Place to Live/ Enhanced environment through social, cultural, and economic activities.

## **13. Results of Consultation**

- 13.1 There has been consultation with tenant representatives and interested tenants, this took place via a Microsoft Teams Meeting on 7 September 2022. Tenants were shown the 2021/22 Landlord Report from the SHR which was published on 31 August 2022. Tenants commented positively on the Council's performance.
- 13.2 Updates were provided on current service delivery and the operational challenges being faced by the Housing Service. An update was also provided on the current work underway to develop 'Housing Online' which will allow tenants and housing applicants to update their own records, which will include equalities data.
- 13.3 Tenants were also briefed on the content of the draft Assurance Action Plan. Tenant representatives commented on the level of regulation and scrutiny and acknowledged the range and volume of work undertaken to deliver housing services and meet the existing reporting requirements.
- 13.4 Consultation has taken place with Councillor Martin Kilbride, Portfolio Holder for Buildings, Housing and Environment, and the contents of this report reflect any feedback provided.

## **14. Next Steps for Decision Tracking Purposes**

- 14.1 If the recommendations above are approved by Members, the Assistant Director – Place will ensure that all necessary steps are taken to ensure full implementation of the decision within the following timescales, with the completion status reported

to the Cabinet in the 'Council and Cabinet Decision Log' at each of its meetings until such time as the decision is fully implemented:

<b><i>Implementation</i></b>	<b><i>Due date</i></b>	<b><i>Managed by</i></b>
Submit the Annual Assurance Statement to Scottish Housing Regulator	31 October 2022	Service Lead – Housing Services
Publish the approved Annual Assurance Statement on Council website for tenants and other customers	31 October 2022	Service Lead – Housing Services

**Background Papers**    **Report to Leadership Panel of 26 October 2021 – [Annual Assurance Statement – Housing](#)**

**[Scottish Housing Regulatory - Engagement Plan from 31 March 2022 to 31 March 2023](#)**

**[Scottish Housing Regulator – South Ayrshire Council Landlord Report 2021/22](#)**

**[Scottish Housing Regulator – Regulatory Framework](#)**

**[Scottish Housing Regulator - Annual Assurance Statement](#)**

**[Scottish Government – Scottish Social Housing Charter – April 2017](#)**

**[The Scottish Federation of Housing Associations Limited National Guidance on Collecting Equality Data \(revised June 2022 - Update to Equalities Guidance and FAQs](#)**

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**Date: 21 September 2022**



## Appendix 1 – Assurance Action Plan

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Assurance and Notification</b>					
AN1	Prepare an Annual Assurance Statement in accordance with the Scottish Housing Regulator (SHR) published guidance.	Service Lead – Housing Services	31 October 2022	Ongoing	Report and Annual Assurance Statement to be considered by Cabinet on 27 September 2022.
	Submit approved Annual Assurance Statement to the Scottish Housing Regulator between April and the end of October each year	Service Lead – Housing Services	31 October 2022		Report and Annual Assurance Statement to be considered by Cabinet on 27 September 2022.
	Make the Annual Assurance Statement available to tenants and other service users.	Service Lead – Housing Services  Tenant Participation Officer	31 October 2022		Consultation on the Assurance Action Plan and draft Annual Assurance Statement was undertaken with Tenant Representatives and Interested Tenants via a Microsoft Teams meeting held on 7 September 2022. Tenant Representatives and Interested Tenants reviewed the information, along with the details provided by the Co-ordinator – Housing, on current service delivery, operational challenges and performance in key operational activities. An overview of the performance position as reported in the 2021/22 Landlord Report published by SHR on 31 August 2022 was also provided. Comments and feedback from tenants has been outlined in the covering report. Once approved, the Annual Assurance Statement will be published on the Council website and Housing Services Facebook.

AN2	Notify SHR during the year of any material changes to the assurance in its Annual Assurance Statement.	Service Lead – Housing Services			Notifications will be made to Scottish Housing Regulator as and when required
AN3	Each landlord must have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.	Service Lead – Housing Services  Service Lead – Performance, Policy and Community Planning	Ongoing	Evidence is collated on an ongoing basis	Assurance and evidence includes:- <ul style="list-style-type: none"> <li>• Housing Management Policies and Procedures</li> <li>• Homelessness Procedures</li> <li>• Scottish Government National Homelessness Statistics</li> <li>• Annual Return on the Charter to SHR and supporting evidence</li> <li>• Internal Housing Performance Reports</li> <li>• Benchmarking Data and Reports</li> <li>• Comprehensive Tenants Survey completed January 2020 – the next survey is currently being developed and will be undertaken in late 2022/early 2023</li> <li>• Customer Satisfaction Tracker Surveys</li> <li>• Evidence of consultation with tenants on rent setting process</li> <li>• Management Sample Checking and Case Audits</li> <li>• Staff Supervision and Performance Development Reviews (PDR's)</li> <li>• Internal Audit Reports</li> <li>• Internal Audit Report on AAS and compliance with Regulatory Framework – July 2021</li> <li>• External Audit Reports</li> <li>• Care Inspectorate Reports</li> <li>• Reports to Council, Cabinet, Audit and Governance Panel and Service and Performance Panel</li> </ul>

					<ul style="list-style-type: none"> <li>• Minutes of Performance Accountability Meetings</li> <li>• Tenant Newsletters</li> <li>• Health &amp; Safety Policies and Procedures</li> <li>• Cyclical Health and Safety Audits and Fire Risk Assessments for designated properties</li> <li>• Compliance Records for Gas Safety</li> <li>• Fire and Carbon Monoxide Detector Compliance Certification</li> <li>• Fixed Electrical Testing Compliance Certification</li> <li>• Self-Evaluation Activity – How Good is our Council (HGIOC)</li> </ul>
	<p><b>Action:</b> Work is ongoing to achieve full compliance in respect of Tenant and Resident Safety. The Housing Asset management Team are actively engaging with tenants to meet:-</p> <ul style="list-style-type: none"> <li>• Electrical Installation Condition Reports (EICR's), and</li> <li>• Fire and Carbon Monoxide Detector Standards</li> </ul>	<p>Service Lead – Housing Services</p> <p>Housing Asset Management Co-ordinator</p>	31 March 2023	Ongoing	<ul style="list-style-type: none"> <li>• The Council has made excellent progress in maximising compliance with both these elements. As at 31 August 2022:-</li> <li>• 97% of the council's lettable housing had an Electrical Installation Condition Report in place</li> <li>• 99% of the council's lettable housing stock met the Fire and Carbon Monoxide Detector Standard</li> </ul>
AN4	<p>Notify SHR of any tenant and resident safety matters which have been reported to, or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.</p>	<p>Service Lead – Housing Services</p> <p>Service Lead – Risk &amp; Safety</p>			<p>The Council's Risk and Safety Team provide advice and guidance on health and safety related issues and link directly with the Health and Safety Executive on any relevant matters.</p> <p>Corporate Health and Safety Policies are in place and are published and accessible to all staff via the CORE, Council's Intranet.</p>

					<p>A cyclical inspection process is in place for conducting Health and Safety Audits and Fire Risk Assessments on Council owned assets, including:- Sheltered Housing Units, Hostels and Office accommodation.</p> <p>A Departmental Risk Register is maintained and updated to track management action, mitigations and progress of actions for any identified risks.</p>
AN5	Each landlord must make its Engagement Plan easily available and accessible to its tenants and service users, including online.	Service Lead – Housing Services	April 2022	Completed	<p>The last published Engagement Plan is available on the SAC website within the Housing Performance section.</p> <p>An article is also included in the Annual Performance Report providing background to the new Regulatory Framework and the Engagement Plan.</p>

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Scottish Social Housing Charter Performance</b>					
CH1	Submit an Annual Return on the Charter (ARC) to SHR each year in accordance with our published guidance.	Service Lead – Housing Services	31 May 2022	Completed	Annual Return on the Charter for 2021/22 was submitted to Scottish Housing Regulator on 30 May 2022 to meet deadline date of 31 May 2022 as set out in the Regulatory Framework.  Local Government Benchmark Indicators and Key Performance indicators are reported to the Council's Service and Performance Panel.
CH2	Each landlord must involve tenants, and where relevant, other service users, in the preparation and scrutiny of performance information. It must: <ul style="list-style-type: none"> <li>• agree its approach with tenants</li> <li>• ensure that it is effective and meaningful – that the chosen approach gives tenants a real and demonstrable say in the assessment of performance</li> <li>• publicise the approach to tenants</li> <li>• ensure that it can be verified and be able to show the agreed approach to involving tenants has happened</li> <li>• involve other service users in an appropriate way, having asked and</li> </ul>	Service Lead – Housing Services	31 October 2021	Completed	Prior to submitting the Annual Return on the Charter for 2021/22, the content of the proposed submission to SHR was presented and shared with Tenant Representatives, Interested Tenants and Elected Members via a Skype meeting held on 26 May 2022.  The 2020/21 performance report was published by 31 October 2021.  Prior to submitting the Annual Return on the Charter for 2021/22, the content of the proposed submission to SHR was presented and shared with Tenant Representatives, Interested Tenants and Elected Members via a Microsoft Teams meeting held on 26 May 2022. Data from the previous year is included in the presentation to show comparisons, variances in performance are discussed and

	<p>had regard to their needs and wishes.</p>				<p>explanations are provided by Officers to Tenant Representatives.</p> <p>Following publication of the 2020/21 ARC Results and SHR Landlord Report, work was undertaken in consultation with tenant representatives on the production of the 2020/21 Annual Performance Report. This was published in October 2021. Work will commence on the production of the 2021/22 Performance Report and this will be published in October 2022.</p> <p>The inclusion of the 'You Said/We Did' section in the Annual Performance report, includes feedback from tenants which has influenced changes to practice, procedure or led to service delivery enhancements.</p> <p>Tenant Representatives have completed 'Stepping up to Scrutiny' Training. The first tenant-led inspection on the Council's Letting Standard was completed and published in March 2020, and a commitment was made for Officers and Tenants to progress the necessary actions and monitor progress through a joint working group. Covid-19 restrictions impacted progress on actions. Work to progress actions has restarted and a follow up meeting has taken place with Tenants representatives.</p>
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CH3	<p>Each landlord must report its performance in achieving or progressing towards the Charter outcomes and standards to its tenants and other service users by 31 October 2022. It must agree the format of performance reporting with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon-free language.</p>	Service Lead – Housing Services	31 October 2022	Ongoing	<p>Each year Council Officers work with a group of interested tenants to agree the design, content and format of the annual performance report. Work will take place with Tenant Representatives and Interested tenants to develop the 2021/22 Performance Report.</p> <p>Any feedback received from tenants is considered and used to inform future editions of the performance report.</p> <p>The approach used is outlined in the annual performance report published annually.</p> <p>A copy of the Annual Performance Report is issued to all tenants who have registered to receive a copy. In addition, a copy of the report is made available on the Council's website and Housing Services Facebook.</p> <p>Copies of the Annual Performance Report are also available in Housing Offices, Customer Service Centres and Libraries.</p>
CH4	<p>When reporting its performance to tenants and other service users each landlord must:</p> <ul style="list-style-type: none"> <li>• provide them with an assessment of performance in delivering each of the Charter outcomes and</li> </ul>	Service Lead – Housing Services	31 October 2022	Ongoing	<p>The content of the Annual Performance Report is agreed with tenant representatives. Tenant Representatives/Interested Tenants provide their own Foreword to the report each year.</p>

	<p>standards which are relevant to the landlord</p> <ul style="list-style-type: none"> <li>• include relevant comparisons – these should include comparisons with previous years, with other landlords and with national performance</li> <li>• set out how and when the landlord intends to address areas for improvement</li> <li>• give tenants and other service users a way to feed back their views on the style and form of the reporting.</li> </ul>				<p>The report contains key performance information relating to the Charter Outcomes. The Council's performance in the year is outlined and comparisons with the previous year and the Scottish average are included.</p> <p>The Annual Performance Report outlines the key priorities for the coming year and provides an update on achievements.</p> <p>In agreement with tenant representatives, a section '<i>You Said/We Did</i>' is included in the Annual Performance Report. This includes details of feedback received which has led to changes in practice or procedures to improve service delivery.</p> <p>Tenants are given opportunities to make comments and suggestions for improvement and feedback is invited from tenants.</p>
CH5	Each landlord must make the SHR report on its performance easily available to its tenants, including online.	Service Lead – Housing Services  Tenant Participation Officer	31 October 2021	Ongoing	<p>The Annual Performance Report includes details of SHR and includes website links to access further information.</p> <p>The SHR Landlord Report is published on the Council website and Housing Services Facebook.</p>



Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Tenant and Service User Redress</b>					
TS1	Each landlord must make information on reporting significant performance failures, including SHR leaflet, available to its tenants.	Service Lead – Housing Services  Tenant Participation Officer		Complete	Information on reporting significant performance failures has been included in Tenants Newsletters, the Annual Performance Report, SAC Website and Housing Services Facebook page. Leaflets are available in Housing Offices, Customer Service Centres and Libraries.
TS2	Provide tenants and other service users with the information they need to exercise their right to complain and seek redress, and respond to tenants within the timescales outlined in its service standards, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO).	Service Lead – Housing Services		Complete	The Council operates a corporate complaints handling procedure <i>'Listening to You'</i> . This procedure operates in accordance with the guidance from the Scottish Public Services Ombudsman (SPSO).  The procedure is widely publicised via the Council website. Leaflets and Posters are also available across all Council establishments.
TS3	Each landlord must ensure it has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO guidance	Service Lead – Housing Services		Ongoing	Complaint handling is monitored and discussed at quarterly performance accountability meetings held by the Service Lead – Housing Services. Complaints are reviewed, outcomes are considered and any learning identified is discussed.  As part of the Complaint Management process, Investigating Officers must identify any learning from complaints, and record if this has led to changes in policy, practice or procedure. This is

					<p>part of the process when closing a complaint.</p> <p>Complaint Management performance is also reported to and scrutinised by the Council's Service and Performance Panel.</p>
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Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Whistleblowing</b>					
WB1	Each landlord must have effective arrangements and a policy for whistleblowing by staff which it makes easily available and which it promotes.	Head of Legal, HR and Regulatory Services.		Complete	A corporate Whistleblowing Policy is in place. This is available to staff via the Council intranet.

Task Ref	Requirement	Responsible Officer(s)	Timescale	Status	Comments/Evidence
<b>Equality and Human Rights</b>					
EH1	Each landlord must have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.	<p>Service Lead – Housing Services</p> <p>Service Lead – Performance, Policy and Community Planning</p>		Complete	<p>All Housing Strategies and Policies include a section on Equalities and have been impact assessed.</p> <p>Reports to Council, Cabinet and Panels include a requirement for Equalities implications to be considered and outlined in the report. An Equalities Impact Scoping Assessment is carried out and where required, an Equalities Impact</p>

					<p>Assessment will be included as part of the report.</p> <p>Arrangements are in place to ensure that translation services are accessed where required. Applications, correspondence, tenancy agreements etc. are made available in other languages or formats on request.</p> <p>Loop systems are available in council offices to assist hearing impaired customers.</p> <p>The Council is actively involved in supporting Resettlement Schemes and works closely with CoSLA and the Home Office. To date the Council has been involved in the Afghan Relocation Scheme, the Syrian Vulnerable Persons Relocation Scheme and the Super Sponsor Scheme and Homes for Ukraine. Housing Support Services, Translation Services, and multi-agency working have been delivered to meet the needs of households resettling in South Ayrshire. All returns have been completed and submitted in accordance with the requirements of the schemes.</p>
EH2	To comply with these duties, landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, Local	Service Lead – Housing Services  Service Lead – Performance,	June 2023	Ongoing	Arrangements are in place to collect elements of equalities data and this is recorded, where provided by tenants, homeless households, gypsy/travellers and other customers.

	authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide gypsy/traveller sites must collect data on protected characteristics for these service users.	Policy and Community Planning			Tenant Participation events and meetings are always held in accessible venues and locations to ensure that no barriers exist for tenants and other customers.
	<b>Action:- Collection of Equalities Data</b> the collection of equalities data will be further developed as part of the introduction of 'Housing Online' within our NEC Housing software system. This online functionality will allow housing applicants, homeless people, tenants and other customers to update equalities data. Discussions are taking place on the scope of data collection, the most effective ways to gather this information and the controls needed. In taking forward the approach, advice and support will be provided from Information Governance and Housing Policy & Strategy.	Service Lead – Housing Services  Service Lead – Performance, Policy and Community Planning  Co-ordinator (Housing)  Co-ordinator (Registration, Records and Information)  Equalities Officer	June 2023	Ongoing	A range of existing processes are in place to gather elements of equalities data and there are established processes and demonstrable good practice in place to support the Council's approach to equalities.  Consideration will be given to any changes to existing policies, procedures or practice. Consultation will take place with tenant representatives on proposed changes.
	<b>Action:- Human Rights</b> The Council will develop its approach in relation to human rights, taking account of guidance and the briefing note that will be published in the future by SHR and the Scottish Human Rights Commission.	Service Lead – Housing Services  Service Lead – Performance, Policy and Community Planning  Co-ordinator (Housing)			In terms of the Council's approach to Human Rights, work already takes place across a range of activities including:- ensuring that accommodation is provided to homeless households when needed, joint work takes place with Health and Social Care to ensure that care experienced young people are appropriately accommodated and supported, standards of council owned

		Equalities Officer		<p>accommodation are maintained and the Council is working to the standards contained within the Scottish Housing Quality Standard, housing support services are provided to homeless households and council tenants to help sustain tenancies, there is a dedicated travelling persons site to meet the needs of Gypsy/Travellers in the council area and the Council delivers adaptations to properties to make them more accessible for households with disabilities. In addition, the Council has adopted a Trauma Informed Approach and work is underway to raise awareness and develop this approach across services.</p> <p>SHR are not yet actively assessing full compliance with this requirement, to allow for the development of a briefing note with the Scottish Human Rights Commission on the right to housing. However, landlords are being asked to confirm that they are considering how to adopt a human rights approach into their work. Taking account of current and proposed guidance and briefing notes, the Council will continue to develop its' approach in relation to human rights.</p> <p>Consideration will be given to any changes to existing policies, procedures or practice. Consultation will take place with tenant representatives on proposed changes</p>
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## Summary of Assurances and Evidence that the Council is Complying with the Charter Outcomes

Within the Council's governance arrangements and within the Housing Service, there are several measures and processes in place to manage, scrutinise and report performance, providing assurances and evidence that the Council is complying with the Charter outcomes. These include:-

These include:

- Annual Charter Return to SHR – supported by performance management reports and back up evidence for each of the indicators and outcomes;
- Housing Management and Homelessness Policies and Procedures;
- Scottish Government National Homelessness Statistics;
- Internal Housing Performance Reports;
- Benchmarking Data and Reports provided through the Council's membership of the Scottish Housing Network;
- Comprehensive Tenants Survey which is undertaken every 3 years – last completed January 2020 – next survey is being planned and will be undertaken late 2022/early 2023;
- Customer Satisfaction Tracker Surveys which are analysed and reported to tenant representatives at Scrutiny and Performance Groups;
- Evidence of consultation with tenants on previous rent setting;
- Rent Setting Consultation to inform Council decision on Rent Setting and Considerations around setting the Housing Revenue Account – Revenue and Capital Budgets
- Management sample checking and case audits, undertaken within the operational teams;
- Staff Supervision and Performance Development Reviews (PDR's);
- Internal Audit Reports on elements of housing activity and Audit Report on selected indicators which formed part of the 2019/20 ARC submission;
- Internal Audit Report on the Scottish Housing Regulator – Annual Assurance Statement Regulatory Framework – July 2021
- External Audit Reports on elements of activity relating to the Housing Revenue Account;
- Care Inspectorate Reports for the Council's registered housing support services - Sheltered Housing and Hostels/Supported Accommodation units for homeless households;
- Minutes of Quarterly Performance Accountability Meetings conducted by the Service Lead – Housing Services, with each of the operational housing teams, these meetings focus on performance against the charter indicators/outcomes Corporate Health and Safety Policies and Procedures;
- Compliance Records for Gas Safety;
- LD2 Fire Safety Compliance and FET Certification
- Cyclical Health and Safety Audits and Fire Risk Assessments for sheltered housing units, multi-storey blocks and hostels/supported accommodation units;
- Completion of self-evaluation activity as part of the corporate work undertaken on 'How Good is our Council' (HGIOC); and
- Publicising information and details of performance in Tenants Newsletters, Annual Performance Report, Council website and the Housing Services Facebook.

In addition to the arrangements and processes outlined above, there are arrangements in place for formal reporting of performance to the Council and scrutiny activity is undertaken by Panels. This includes:-

- Reports to the Cabinet on 'Budget Management – Revenue Budgetary Control – outturn statements for the Housing Revenue Account';
- Reports to the Cabinet on the Housing Capital Programme providing updates on progress, performance and levels of expenditure in relation to capital investment from the Housing Revenue Account;
- Reports to Audit and Governance Panel on progress against audit action plans;
- Reports to the Service and Performance Panel – Complaints Scrutiny Update; and
- Reports to the Service and Performance Panel on Local Government Benchmarking Indicators and other key performance indicators relating to Housing.

Tenant Participation is well established within the Council and is embedded in how we conduct business. Tenant representatives are actively involved in shaping how services are delivered and have a developing and increasing role in undertaking scrutiny activity. This includes:

- Reviewing the Annual return on the Charter prior to it being submitted to SHR;
- Scrutiny and Performance meetings with tenants focussing on key housing management activities and homelessness, scrutinising customer feedback and reported levels of satisfaction from trackers surveys;
- Reviewing the Charter data and agreeing the design, content and format of the annual performance report published annually for tenants and other customers;
- Reviewing the 'You Said/We Did' information confirming the areas where customer feedback has influenced changes to practice, procedure or led to enhancements in service delivery;
- Tenant representatives completing 'Stepping Up to Scrutiny' training. The first Tenant Led Inspection on the Council's Letting Standard is complete, and the report was published in March 2020; and
- Wider tenant participation activity where tenants are consulted on proposed changes to policies and procedures and the review of the Housing Revenue Account Business Plan. As part of the review of the Housing Revenue Account Business Plan, tenants were consulted on the proposals/options for future rent setting and were given the opportunity to identify their priorities for investment of uncommitted resources.



## Annual Assurance Statement

Using available guidance and taking account of the guidance entitled 'Collecting Equality Information: National Guidance for Scottish Social Landlords' (revised June 2022), each of the regulatory requirements have been considered. It has been determined that the Council is complying with all requirements and outcomes for tenants, people who are homeless and others who use our services, as set out in the Regulatory Framework, the Scottish Social Housing Charter and relevant legislative duties, apart from full compliance in the areas of Certification of Electrical Safety and collection of equalities information and the adoption of a human rights approach in our work.

- **Electrical Installation Condition Reports (EICR's)** – The Council has made excellent progress in this area; all tenants have been contacted by the Council and arrangements were made to undertake the required safety check. Access has been gained to most properties to carry out the electrical safety check. As at 31 August 2022, 97% of the council's lettable housing stock is complying with the standard, the remaining 3% (220 properties) are where tenants have not provided access or where it was not possible to complete the safety test at the time of the visit. Officers are continuing to contact households. This work is ongoing and where required consideration will be given to using the provisions of the tenancy agreement to gain entry to properties to complete this essential work.
- **Fire and Carbon Monoxide Detector Standard** – The Council has achieved excellent progress in this area, 99% of the Council's housing stock is meeting the fire and carbon monoxide detector standard. The Housing Asset Management Team are continuing to engage with the remaining 1% (87 properties) to achieve access to properties to complete surveys and any necessary compliance work.
- **Equalities and Human Rights** - processes are in place to implement an effective approach to the collection of equalities information and to consider how a human rights approach can be adopted. Elements of equalities data are gathered and there are established processes and demonstrable good practice in place to support the Council's approach to equalities and human rights. However, the collection of equalities data will be further developed as part of the introduction of 'Housing Online' within our NEC Housing software system. This online functionality will allow housing applicants, homeless people, tenants and other customers to update equalities data. Discussions are taking place on the scope of data collection, the most effective ways to gather this information and the controls needed. In taking forward the approach, advice and support will be provided from Information Governance and Housing Policy & Strategy.

In terms of the Council's approach to Human Rights, work already takes place across a range of activities including:- ensuring that accommodation is provided to homeless



households when needed, joint work takes place with Health and Social Care to ensure that care experienced young people are appropriately accommodated and supported, standards of council owned accommodation are maintained and the Council is working to the standards outlined in the Scottish Housing Quality Standard, housing support services are provided to homeless households and council tenants to help sustain tenancies, there is a dedicated travelling persons site to meet the needs of Gypsy/Travellers in the council area and the Council delivers adaptations to properties to make them more accessible for households with disabilities. In addition, the Council has adopted a Trauma Informed Approach and work is underway to raise awareness and develop this approach across services. Taking account of current and proposed guidance and briefing notes, the Council will continue to develop its' approach in relation to human rights.

The Cabinet of 27 September 2022 has seen and considered the appropriate evidence to support the level of assurance against each of the requirements.

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**Councillor Martin Dowey**  
**Leader of the Council and Portfolio Holder for Corporate and Strategic**

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**Councillor Martin Kilbride**  
**Portfolio Holder for Buildings, Housing and Environment**

### Summary of Key Information Relating to the SHR Regulatory Framework

The Regulatory Framework entitled 'Regulation of Social Housing in Scotland', is SHR's statement on Performance of Functions setting out how they will regulate both Registered Social Landlords (RSL) and the housing and homelessness services provided by local authorities.

For both local authorities and RSLs, SHR monitor, assess, report and intervene (as appropriate) in matters relating to performance of housing activities, and how services are delivered to tenants, people who are homeless, Gypsy/Travellers who use official sites provided by landlords and factored owners.

Within the Framework, SHR state that their regulation is proportionate, consistent, accountable, transparent and targeted only where needed. Taking account of the Annual Assurance Statement statutory guidance and as outlined in the letter dated 29 July 2022 from the Chief Executive of SHR, it is recognised Covid restrictions have ended, however SHR that the pandemic may continue to impact on social landlords and the services they provide to tenants and service users. Therefore, it is important that the AAS reflects the context that landlords have to operate in. Given this, SHR have advised that landlords should identify in their AAS any non-compliance with regulatory requirements that is directly due to the pandemic and distinguish this from non-compliance that is for other reasons.

SHR's approach to regulation includes the following:

- 1. Landlord Self-Assurance** – The landlord is responsible for delivering good outcomes for tenants and other customers. Landlords need to be self-aware, open and honest regarding performance and be committed to making improvements. SHR expect landlords to assure themselves that they are meeting the regulatory requirements and all landlords must prepare and publish an Annual Assurance Statement confirming to tenants and SHR that regulatory requirements are being met. SHR requires that the assurance statement for local authorities is approved by the appropriate committee (in this case, Leadership Panel), and signed by the Chair before submission.
- 2. Empowering Tenants, People who are Homeless and Other Service Users** – As a landlord it is important that tenants and other service users are involved in the scrutiny of performance and discussions around how rents are set and how rental income is used.
- 3. Risk-Based Regulation** – SHR assess risk in landlords to determine what assurances they need and what landlords may need to do to improve. The main risks considered by SHR are: - poor outcomes for tenants, people who are homeless and other service users and poor quality of tenant's homes and investment failures. As part of the new Regulatory Framework, SHR publishes an Engagement Plan for each landlord, this outlines the information they require from the landlord, what the landlord needs to do and how and why SHR will engage with the landlord. For local authorities, SHR work through the risk assessment process

with their partner scrutiny bodies to consider the full range of scrutiny activity for each local authority.

**4. SHR's Work** –there are 4 broad ways in which SHR carries out their work with local authorities, these are:

- (i) gathering and publishing data in ways that tenants and others can use;
- (ii) getting assurance from landlords;
- (iii) taking action where they need to; and
- (iv) carrying out thematic work to look in depth at specific areas of landlords' work.

**5. Equality and Human Rights** – SHR promote equality and human rights. All landlords must ensure that they fully comply with their responsibilities under equalities and human rights legislation. SHR monitor, assess and report on landlords work in this area. New Guidance for Social Landlords was published in August 2021 and revised in June 2022.

**6. Covid-19 Considerations** – Within this AAS, Landlords are being asked to clearly identify any remaining non-compliance with regulatory requirements that is directly due to the pandemic and distinguish this from non-compliance for other reasons.

When considering each of the Charter outcomes, a landlord may decide that improvement action is required to meet an outcome and must consider the materiality of the issue. The factors to consider when determining materiality are:

- whether the issue seriously affects the interests and safety of service users;
- whether the issue threatens the stability, efficient running or viability of service delivery arrangements; and
- whether the issue could bring the landlord into disrepute, or raise public or stakeholder concern about the organisation or the social housing sector.

Where the failure is determined to be minor and does not affect a significant number of service users, it can be considered not to be material, and does not need to be acknowledged and referenced in the Assurance Statement. However, where a failure is considered to be material, the landlord is required to acknowledge this specifically, listing the outcomes it is failing to achieve, and providing details of action being taken to address the problem. Website links to the Scottish Social Housing Charter and statutory guidance published by SHR on the Regulatory Framework and Annual Assurance Statements are included in the background papers section of the report for reference by Members.

The Regulator will use the approved Assurance Statement, along with the Annual Return on the Charter to consider and determine its engagement with landlords. This will be confirmed through in the Engagement Plan published by SHR.

Chapter 3 of the Regulatory Framework outlines the Regulatory Requirements that must be met by all Landlords. These include:

- Assurance and Notification;
- Scottish Social Housing Charter Performance;

- Tenant and Service Users Redress;
- Whistleblowing; and
- Equality and Human Rights.

The Scottish Federation of Housing Associations (SFHA) developed a Self-Assurance Toolkit in conjunction with the SHR, the Glasgow and West of Scotland Forum of Housing Associations (GWSF) and the Association of Local Authority Chief Housing Officers (ALACHO). This toolkit was updated in June 2022 and is intended to support landlords' approach to self-assurance. It focusses on the question's organisations should be asking themselves to gain a level of assurance that compliance is being achieved.

**August 2022**

**South Ayrshire Council  
Equality Impact Assessment  
Scoping Template**

Equality Impact Assessment is a legal requirement under the Public Sector Duty to promote equality of the Equality Act 2010. Separate guidance has been developed on Equality Impact Assessment's which will guide you through the process and is available to view here: <https://www.south-ayrshire.gov.uk/equalities/impact-assessment.aspx>

Further guidance is available here: <https://www.equalityhumanrights.com/en/publication-download/assessing-impact-and-public-sector-equality-duty-guide-public-authorities/>

The Fairer Scotland Duty ('the Duty'), Part 1 of the Equality Act 2010, came into force in Scotland from 1 April 2018. It places a legal responsibility on Councils to actively consider ('pay due regard to') how we can reduce inequalities of outcome caused by socio-economic disadvantage, when making strategic decisions. FSD Guidance for Public Bodies in respect of the Duty, was published by the Scottish Government in March 2018 and revised in October 2021. See information here: <https://www.gov.scot/publications/fairer-scotland-duty-guidance-public-bodies/>

### 1. Policy details

Policy Title	<b>Annual Assurance Statement</b>
Lead Officer (Name/Position/Email)	<b>Michael Alexander - Service Lead – Housing Services michael.alexander@south-ayrshire.gov.uk</b>

**2. Which communities, groups of people, employees or thematic groups do you think will be, or potentially could be, impacted upon by the implementation of this policy? Please indicate whether these would be positive or negative impacts**

Community or Groups of People	Negative Impacts	Positive impacts
Age – men and women, girls & boys	-	-
Disability	-	-
Gender Reassignment (Trans/Transgender Identity)	-	-
Marriage or Civil Partnership	-	-
Pregnancy and Maternity	-	-
Race – people from different racial groups, (BME) ethnic minorities and Gypsy/Travellers	-	-
Religion or Belief (including lack of belief)	-	-

Sex – (issues specific to women & men or girls & boys)	-	-
Sexual Orientation – person’s sexual orientation i.e. LGBT+, lesbian, gay, bi-sexual, heterosexual/straight	-	-
Thematic Groups: Health, Human Rights & Children’s Rights	-	-

**3. What likely impact will this policy have on people experiencing different kinds of social disadvantage i.e. The Fairer Scotland Duty (This section to be completed for any Strategic Decisions). Consideration must be given particularly to children and families.**

<b>Socio-Economic Disadvantage</b>	<b>Negative Impacts</b>	<b>Positive impacts</b>
Low Income/Income Poverty – cannot afford to maintain regular payments such as bills, food, clothing	-	-
Low and/or no wealth – enough money to meet Basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future	-	-
Material Deprivation – being unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, leisure/hobbies	-	-
Area Deprivation – where you live (rural areas), where you work (accessibility of transport)	-	-
Socio-economic Background – social class i.e. parent’s education, employment and income	-	-

**4. Do you have evidence or reason to believe that the policy will support the Council to:**

<b>General Duty and other Equality Themes Consider the ‘Three Key Needs’ of the Equality Duty</b>	<b>Level of Negative and/or Positive Impact  (High, Medium or Low)</b>
<b>Eliminate unlawful discrimination, harassment and victimisation</b>	Low
<b>Advance equality of opportunity</b> between people who share a protected characteristic and those who do not	Low

<b>Foster good relations</b> between people who share a protected characteristic and those who do not. (Does it tackle prejudice and promote a better understanding of equality issues?)	Low
Increase participation of particular communities or groups in public life	Low
Improve the health and wellbeing of particular communities or groups	Low
Promote the human rights of particular communities or groups	Low
Tackle deprivation faced by particular communities or groups	Low

### 5. Summary Assessment

<p><b>Is a full Equality Impact Assessment required?</b>  (A full Equality Impact Assessment must be carried out if impacts identified as <b>Medium and/or High</b>)</p>	<p>— <b>YES</b> <input type="checkbox"/></p> <p><b>NO</b> <input type="checkbox"/></p>
<p><b>Rationale for decision:</b></p> <p><b>An Equality Impact Assessment is not required on this occasion. This report is seeking Cabinet approval to authorise the submission of the Annual Assurance Statement to Scottish Housing Regulator, taking account of the assurances outlined against each of the requirements outlined in the Assurance Action Plan.</b></p>	
<p><b>Signed :</b> .....Michael Alexander.....<b>Service Lead</b></p> <p><b>Date:</b> .....24.8.22.....</p>	