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Council Building  
2 High Street  
Perth  
PH1 5PH

17/10/2023

A hybrid meeting of the **Housing and Social Wellbeing Committee** will be held in the **Council Chamber** on **Wednesday, 25 October 2023** at **09:30**.

If you have any queries please contact Committee Services on (01738) 475000 or email [Committee@pkc.gov.uk](mailto:Committee@pkc.gov.uk).

**THOMAS GLEN**  
Chief Executive

***Those attending the meeting are requested to ensure that all notifications are silent on their device and other devices are in silent mode.***

***Please note that the meeting will be broadcast online and recorded. The recording will be publicly available on the Council's website following the meeting.***

**Members:**

Councillor Tom McEwan (Convener)  
Councillor Sheila McCole (Vice-Convener)  
Councillor Jack Welch (Vice-Convener)  
Bailie Chris Ahern  
Councillor Peter Barrett  
Councillor Bob Brawn  
Bailie Rhona Brock  
Councillor Stewart Donaldson  
Councillor Angus Forbes  
Councillor Michelle Frampton  
Councillor Ian James  
Councillor Brian Leishman  
Councillor Iain MacPherson  
Bailie Claire McLaren  
Councillor Frank Smith



## **Housing and Social Wellbeing Committee**

**Wednesday, 25 October 2023**

### **AGENDA**

***MEMBERS ARE REMINDED OF THEIR OBLIGATION TO DECLARE ANY FINANCIAL OR NON-FINANCIAL INTEREST WHICH THEY MAY HAVE IN ANY ITEM ON THIS AGENDA IN ACCORDANCE WITH THE COUNCILLORS' CODE OF CONDUCT.***

- 1 WELCOME AND APOLOGIES/SUBSTITUTES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE HOUSING AND COMMUNITIES COMMITTEE OF 21 JUNE 2023 FOR APPROVAL** **5 - 10**  
(copy herewith)
- 4 OUTSTANDING BUSINESS STATEMENT** **11 - 12**  
(copy herewith 23/276)
- 5 TACKLING ANTI-SOCIAL BEHAVIOUR IN PARTNERSHIP**  
Joint Presentation by Sergeant Lee Stewart (Police Scotland) and  
Station Commander Campbell Sands (Scottish Fire and Rescue  
Service)
- 6 TACKLING VIOLENCE AGAINST WOMEN AND GIRLS IN  
PERTH AND KINROSS**  
Presentation by Jennifer McOmish, Safer Communities Officer
- 7 ANNUAL ASSURANCE STATEMENT 2022/2023 - SCOTTISH  
HOUSING REGULATOR** **13 - 26**  
Report by Executive Director (Communities) (copy herewith 23/277)

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## HOUSING AND SOCIAL WELLBEING COMMITTEE

Minute of hybrid meeting of the Housing and Social Wellbeing Committee held in the Council Chambers, 2 High Street, Perth on 21 June 2023 at 9.30am.

Present: Bailie C McLaren; Councillors P Barrett, B Brawn, A Chan (substituting for Bailie Ahern), D Cuthbert (substituting for Bailie Brock), S Donaldson, M Frampton, I James, N Khogali, B Leishman, I MacPherson, S McCole, T McEwan, F Smith and J Welch.

In Attendance: B Renton, Executive Director (Communities); C Mailer, E Ritchie, J McColl, N Lennon, M Smith, S Coyle, C Hendry, M Lynch, P Smith, S Watson, F Robertson, L Haxton, D Mortimer and R Ross (for Items 7 and 8 only) (all Communities); H Robertson (Education and Children's Services); A Taylor, A Brown and M Pasternak (all Corporate and Democratic Services).

Also in Attendance: Superintendent I Wales and Chief Inspector T Leonard (up to and including Item 6) (both Police Scotland); Local Senior Officer J Sharp and Group Commander S Kabamba (up to and including Item 6) (all Scottish Fire and Rescue Service).

Apologies: Bailies C Ahern and R Brock.

Councillor T McEwan, Convener, Presiding.

### 1. WELCOME AND APOLOGIES

Councillor T McEwan welcomed everyone to the meeting. Apologies for absence and substitutions were noted as above.

### 2. DECLARATIONS OF INTEREST

There were no Declarations of Interests in terms of the Councillors' Code of Conduct

### 3. MINUTE OF PREVIOUS MEETING

The minute of the meeting of the Housing and Communities Committee of 15 March 2023 was submitted and approved as a correct record.

### 4. MOTION – SCOTTISH FIRE AND RESCUE SERVICE CUTS

#### **Motion by Councillors B Leishman and Councillor D Cuthbert**

#### **Scottish Fire and Rescue Service Cuts**

Acknowledging the vital service that Scottish Fire and Rescue Service provide to the people of Perth and Kinross, in line with the scrutiny role of the Housing and Social Wellbeing Committee, this motion resolves to:

- Note, with grave concern, the operational decision of SFRS to decommission an appliance at Perth Fire Station.
- Request a meeting with SFRS decision makers and representatives of the local service with elected members and relevant Council officers to seek more detailed information and express the view for the withdrawal of the proposal to decommission an appliance at Perth Fire Station.
- Provide reassurance to the SFRS of the Council's continued commitment to working together with them as a much respected and valued public partner, to safeguard and protect the communities that we serve.

### **Resolved**

In accordance with the motion.

## **5. OUTSTANDING BUSINESS STATEMENT**

### **Resolved:**

The Outstanding Business Statement was noted, and it was agreed to remove the completed actions.

## **6. POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT**

### **(i) SCOTTISH FIRE AND RESCUE SERVICE END OF YEAR PERFORMANCE REPORT– 1 OCTOBER 2022 TO 31 MARCH 2023**

There was submitted a report by Area Manager J Sharp, Scottish Fire and Rescue Service (23/189) containing performance information relating to the six-month period, (1 October 2022 – 31 March 2023) of 2022/23 on the performance of the Scottish Fire and Rescue Service.

Area Manager Sharp and Group Commander Kebamba answered members' questions thereon. The question-and-answer session can be viewed via the following [link](#).

### **Resolved:**

The update on operational and community safety engagement activities of the Scottish Fire and Rescue Service in the Perth and Kinross area during the period 1 October 2022 to 31 March 2023, be noted.

### **(ii) PERTH AND KINROSS LOCAL POLICING AREA END OF YEAR POLICE REPORT – 1 OCTOBER 2022 to 31 MARCH 2023**

There was submitted a report by Superintendent I Wales, Police Scotland 'D' Division (Tayside) (23/190) on the performance of Police Scotland against the local policing priorities for the Perth and Kinross area as set out in the Local Policing Plan for the period, 1 October 2022 to 31 March 2023.

Superintendent Wales and Chief Inspector Leonard answered members' questions thereon. The question-and-answer session can be viewed via the following [link](#).

**Resolved:**

The update on performance of Police Scotland against the local policing priorities for the Perth and Kinross area during the period 1 October 2022 to 31 March 2023, be noted.

SUPERINTENDENT I WALES, CHIEF INSPECTOR T LEONARD, AREA MANAGER J SHARP AND GROUP COMMANDER S KEBAMBA ALL LEFT THE MEETING AT THIS POINT.

## **7. EDUCATION AND CHILDREN'S SERVICES ANNUAL PERFORMANCE REPORT 2022/23**

There was submitted a report by the Executive Director (Education and Children's Services) (23/181) presenting the Service Annual Performance Report 2022/23 for Education and Children's Services and detailing progress against targets and improvement actions over the last year against the 2022/23 Service Business Management Improvement Plan.

**Resolved:**

The Education and Children's Services Annual Performance Report 2022/23, as detailed in Appendix 1 to Report 23/181, relating specifically to Criminal Justice Services, be approved.

## **8. COMMUNITY PAYBACK ORDERS ANNUAL REPORT 2021-22**

There was submitted a report by the Executive Director (Education and Children's Services) (23/191) providing an update for the period 2021-22 on the operation of Community Payback Orders in Perth and Kinross.

**Resolved:**

- (i) The work undertaken by the Public Protection and Unpaid Work Teams in respect of Community Payback Orders in Perth and Kinross for the year 2021-22, be noted.
- (ii) The Executive Director (Education and Children's Services) bring forward a report regarding the activity and performance of Community Payback Orders in twelve months' time.

## **9. COMMUNITIES SERVICE ANNUAL PERFORMANCE REPORT 2022/23**

There was submitted a report by the Executive Director (Communities) (23/168) presenting the Service Annual Performance Report 2022/23 for Communities and detailing progress against targets and improvement actions over the last year against the 2022/23 Service Business Management Improvement Plan.

**Resolved:**

The Communities Service Annual Performance Report 2022/23, as detailed in Appendix 1 to Report 23/168, specifically the areas which fall within the remit of the Housing and Social Wellbeing Committee, be approved.

## 10. COMMUNITY PLANNING PARTNERSHIP UPDATE

There was a report submitted by Head of Cultural and Communities Services (23/192) providing an update on the work of the Community Planning Partnership (CPP) since the previous report on 15 March 2023.

### **Resolved:**

- (i) The development of a Strategic Risk Profile to support delivery of the Local Outcomes Improvement Plan, be noted.
- (ii) The progress with locality working in Coupar Angus, including launch of the new Town Centre Action Plan, be noted.
- (iii) The new funding proposals for Local Action Partnerships, for separate approval by the Committee, be noted.

THERE FOLLOWED A 10-MINUTE RECESS AND THE MEETING RECONVENED AT 11.15AM.

## 11. COMMUNITY EMPOWERMENT ANNUAL REPORT 2022/23

There was submitted a report by the Head of Culture and Communities Services (23/193) (1) seeking approval of the Community Empowerment Annual Report for 2022/23; and (2) providing an overview of the work done to support and promote Community Asset Transfer and Participation requests made to Perth and Kinross Council between 1 April 2022 and 30 March 2023.

### **Resolved:**

The Community Empowerment Annual Report 2022/23 as detailed in Appendix 1 to Report 23/193, be approved.

## 12. COMMUNITY INVESTMENT AND LOCAL ACTION PARTNERSHIP FUNDS 2023/24

There was submitted a report by the Head of Culture and Communities Services (23/194) setting out proposals for delivering the Community Investment Fund (CIF) and Local Action Partnership funding in 2023/24.

### Motion (Councillors T McEwan and S McCole)

- (i) The proposals for delivering CIF in 2023/24 including the timeline and proposed changes to the CIF process as detailed in paragraph 5.2 of Report 23/194, be approved.
- (ii) The move to disaggregated budgets for Perth City (Wards 10/11/12) as detailed in paragraph 5.3 of Report 23/194, be approved.
- (iii) The recommended funding formula option for distributing CIF across wards as detailed in paragraph 5.5 of Report 23/194, be approved.
- (iv) The proposals for Participatory Budgeting to be delivered with Local Action Partnerships in 2023/24 along with the proposed timeline and recommended funding formula across Local Action Partnership areas as detailed in paragraphs 5.11 – 5.13 of Report 23/194, be approved.

1<sup>st</sup> Amendment (Councillors B Brawn and I James)

The principal of the Community Investment Fund has always been for local people in the form of a Ward Panel to decide funding applications made by local groups.

Whilst the criteria may be changed or expanded in each year, it for those Panels to assess an application based upon their individual scores at the time. And whilst Council Officers and Elected Members may be present and the latter chairing said Panels, the final choices and awarding of funds remain with those local people.

It is therefore counter to this principal that any form of guidance, influence, political or otherwise and/or weighting be put forward. The independent decision making of Ward Panels must be retained.

Consequently, this amendment proposes that we accept the paper as is except that paragraph 5.2(e) be deleted apart from the first sentence, that is:-

5.2(e) *“Greater emphasis will be placed on tackling inequalities and delivering against PKC Corporate Plan priorities.”*

2<sup>nd</sup> Amendment (Councillor P Barrett and Councillor D Cuthbert)

In line with the Motion but recommendation 2.1(ii) be amended to read:

*“Request Perth City Councillors from Wards 10, 11 and 12 provide a decision on aggregation or disaggregation of the CIF funding.”*

3<sup>rd</sup> Amendment (Councillor D Cuthbert and Councillor B Leishman)

In line with the Motion apart from section 5.8: The words “which address the cost-of-living crisis issues.” be added to the sentence ending in “focused on climate change.” Giving the following sentence: “It is therefore proposed that officers work with Development Trusts and other community organisations within each of the 7 Local Action Partnership areas to deliver Participatory Budgeting initiatives focused on climate change which address the cost-of-living crisis.”

***FOLLOWING A SHORT RECESS, THE MEETING RECONVENED AT 11.50AM.***

**Note:** Following discussion, the Mover and Seconder of the Motion agreed to the following:

- (i) To incorporate the 1<sup>st</sup> Amendment into the Motion with the following addition “5.2(e) be amended to read: *“Greater emphasis will be placed on tackling inequalities and delivering against PKC Corporate Plan priorities. This approach will be supported by directing applicants to locality profiles as a key source of information.”*
- (ii) To incorporate the 2<sup>nd</sup> Amendment into the Motion.
- (iii) To incorporate the 3<sup>rd</sup> Amendment into the Motion.

**Resolved:**

In accordance with the Revised Motion.



## HOUSING AND SOCIAL WELLBEING

### OUTSTANDING BUSINESS STATEMENT (OBS)

(Report No. 23/276)

Please note that this statement sets out outstanding decisions of Council / this committee / sub-committee along with an update and estimated completion date. Actions which are overdue are shaded for ease of reference. Where an update reflects that an action is complete then agreement will be sought to its removal from the OBS.

No	Date / Minute Reference / Report Number	Subject Title	Outstanding Action	Update	Lead Officer /Service	Action Due/completed	Action Expected
9.	25 January 2023 Item 6. Report 23/9	HRA Report	Carry out a review of the Rent Strategy to be carried out by the recently established Affordable Housing MOWG.	Review carried out at meeting of the Affordable Housing MOWG held on 27 September 2023.	B Renton / E Ritchie	<b>COMPLETE</b>	September 2023
10.	25 January 2023 Item 6. Report 23/9	HRA Report	Provide a Presentation to a future meeting of this Committee on all aspects of reducing the carbon footprint of our housing stock.	Briefing Session for Elected Members scheduled to be held on 23 October 2023.	D Grant / N\Lennon	<b>COMPLETE</b>	August 2023



## **PERTH AND KINROSS COUNCIL**

### **Housing & Social Wellbeing Committee**

**25 October 2023**

#### **Annual Assurance Statement 2022/2023 – Scottish Housing Regulator**

##### **Report by Executive Director (Communities) (Report No. 23/277)**

### **1. PURPOSE**

- 1.1 To comply with the Scottish Housing Regulator's Regulatory Framework, the Council must approve and submit an Annual Assurance Statement, giving assurance that it is meeting legislative and regulatory standards for social housing in Scotland. This report provides a brief overview of the Framework and appends the Annual Assurance Statement 2022/23 for approval by Committee.

### **2. RECOMMENDATIONS**

- 2.1. It is recommended that Committee:
- (i) notes the requirement to submit an Annual Assurance Statement
  - (ii) approves the Annual Assurance Statement as detailed in Appendix 2

### **3. STRUCTURE OF REPORT**

- 3.1 This report is structured over the following sections:
- Section 4: Background
  - Section 5: Annual Assurance Statement Overview
  - Section 6: Improvement Actions
  - Section 7: Evidence to Support the Annual Assurance Statement
  - Section 8: Tenant Assurance
  - Section 9: Self- Assessment
  - Section 10: Conclusion
  - Appendices

### **4. BACKGROUND**

- 4.1 All social housing landlords are required to publish an Annual Assurance Statement in line with guidance within the Scottish Housing Regulator's (SHR) published Regulatory Framework. The Framework details the SHR's statement on performance of functions and sets out how they regulate Registered Social Landlords, as well as housing and homelessness services delivered by Local Authorities.

- 4.2 Within the Framework, the SHR carry out their work in the following broad ways:
- gathering and publishing data in ways that tenants and other stakeholders can use
  - seeking assurance from landlords and acting where they need to
  - undertaking thematic activity and scrutiny on specific areas of work and performance
- 4.3 Central to their approach is landlords assuring themselves, their tenants and the SHR through landlord self-assurance.
- 4.4 Every Registered Social Landlord and Local Authority is responsible for delivering good outcomes and services for their tenants and service users. The SHR is clear that landlords must be self-aware, analytical, open and honest about their performance and identify and drive improvement activities.
- 4.5 When considering whether to engage with landlords, the SHR will initially consider what they have done to assure themselves that they are meeting regulatory requirements. In line with this requirement, all landlords must prepare an Annual Assurance Statement to confirm to their tenants and the SHR that they are meeting regulatory requirements.

## **5. ANNUAL ASSURANCE STATEMENT OVERVIEW**

- 5.1 Since April 2019, there has been a requirement for all Local Authorities and Registered Social Landlords to submit an Annual Assurance Statement which must be agreed by the relevant Local Authority Committee. Statements should confirm the landlord's level of compliance with the requirements detailed within the Framework, including:
- all relevant standards and outcomes in the Scottish Social Housing Charter
  - all relevant legislative duties
  - details of any areas of material non-compliance, briefly describing plans and a time frame to improve
  - confirmation that the relevant Local Authority Committee have seen and considered appropriate evidence to support the level of assurance.
- 5.2 A signed and unsigned copy of the Annual Assurance Statement must then be provided to the SHR, who will then make the unsigned version publicly available. There is also a requirement for landlords to ensure the Statement is easily and readily available for tenants.
- 5.3 During 2022/23, Perth and Kinross Housing Service complied with all, but one regulatory requirement as set out in Chapter 3 of the Scottish Housing Regulator's Framework. This confirms that we:
- achieved all the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.

- complied with our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety.

- 5.4 However, we did not meet all our legal obligations around tenant and resident safety. We did not fully comply with gas safety legislation for 3 properties during 2022/23. These failures represent 0.04% of the 6,583 domestic gas services carried out in 2022/23 by the Service.
- 5.5 Two of these failures resulted from tenants shielding or self-isolating, and one was due to a miscommunication with our Gas contractor regarding a commercial boiler which provides heating to a communal lounge. All three were addressed immediately but not attended to within the statutory timescale.
- 5.6 Due to new legislation introduced, we were also non-compliant with regards to not having an Electrical Inspection Certificate Report (EICR) for 159 properties and upgraded smoke detection equipment in 9 properties. These failures resulted in 2% of properties without a valid EICR and 0.1% of properties without upgraded smoke detection equipment out of a total property portfolio of 7,960 properties.
- 5.7 The above non-compliance is largely due to the labour shortages and capacity within the electrical industry, which has had a significant impact on the testing and installation programme. The ongoing reluctance by some tenants to grant access to their property to allow testing to be completed or equipment to be installed has also had an impact on our ability to be fully compliant with our legal obligations.
- 5.8 However, to help minimise failures and provide reassurance to our tenants, we issued communications encouraging tenants to allow engineers access. We also provided information about the robust safety measures and risk assessments in place to protect both tenants and engineers.
- 5.9 In line with Health and Safety Executive guidance, the repair history of boilers with failures were analysed, and the electrical history checked for properties where an EICR had not been completed. Checks were also carried out on the previous fire safety equipment provided in non-compliant properties to ensure there was no immediate danger to tenants.

## **6. IMPROVEMENT ACTIONS**

- 6.1 To ensure continuous improvement, the Service has an Action Plan in place to build on progress, implement improvement actions and ensure ongoing compliance with the Regulatory Framework. As a clear sign of our commitment to ensuring that tenant and resident safety remains a key priority for the Service, this year we have established a Housing Compliance Team to ensure key areas such as gas, electrical, water, fire and asbestos safety are closely monitored, and that appropriate checks and governance arrangements are in place to provide the reassurance that we are meeting our legal obligations.

- 6.2 During 2022/23, we also reviewed our approach to responding to and treating mould, damp and condensation within our properties and we delivered various masterclasses to other local authorities on our approach. We also invested in new technology through the Internet of Things (IoT) project to allow us to monitor properties where tenants had reported issues in order to find a resolution the first time around. We are looking to include this technology in as many properties as possible.
- 6.3 We have continued to build on our work regarding the collection of equalities information, which we have used to help us inform service delivery. As a result, we are examining how we can use this information, along with other measures, to ensure we continue to adopt a human rights approach in the services we provide to tenants and service users.

## **7. EVIDENCE TO SUPPORT ASSURANCE 2022/23**

- 7.1 Alongside our Improvement Action Plan, our management and democratic structures are all designed to facilitate effective decision making, and the proper scrutiny of decisions and their impact, in terms of performance and the achievement of outcomes.
- 7.2 This is supported by a range of planning processes, ensuring we meet the needs of tenants and service users, and that targets for quality improvements are set and monitored. Individual Business Management & Improvement Plans previously set out detailed actions and outcomes for each Service and include performance indicators. This is underpinned by the statutory requirement on local authorities to produce a Local Housing Strategy and provide regular progress updates. This sets out our priorities and plans for the delivery of Scottish Housing Regulator Outcomes.
- 7.3 Service performance is reported regularly to the Housing Management Team, Communities Senior Management Team, Executive Leadership Team and publicly through the Council's themed Committees and the Scrutiny and Performance Committee. Financial performance is publicly reported through the Finance and Resources Committee.
- 7.4 The evidence required by the SHR forms part of the self-assessment process, which informs in part, the Council's Annual Governance Statement. Appendix 1 details an overview of information that supports the Annual Assurance Statement.
- 7.5 On 1 April 2023, the SHR published its plans for engagement with all social landlords based on 2021/22 performance, including all 32 Local Authorities across Scotland. Due to the ongoing impacts of Covid and the cost-of-living pressures on households facing or experiencing homelessness, the SHR are again engaging with all Local Authorities this year to seek reassurance on their delivery of services for people facing homelessness. The SHR have noted that nationally Covid continues to have a significant impact on services provided by social landlords in 2023, which has been heightened by the cost-of-living pressures. Therefore, the SHR will closely monitor and assess how Local Authorities responds to these challenges. Unlike many other local

authorities, this is the only area that the SHR will monitor Perth and Kinross Housing Service on.

## **8. TENANT AND SERVICE USERS ASSURANCE**

- 8.1 The SHR has indicated that it is the responsibility of Committee to consider and approve the Annual Assurance Statement. There is no requirement for this to be approved by tenants or service users.
- 8.2 However, we held several interactive in-person sessions with the tenants and service users during July 2023. The Housing Management team and the Tenant & Resident Engagement Team presented an overview of the Service's performance for 2022/23. This was to enable tenants to assess the Service's performance and provide feedback on potential areas for improvement. This feedback is used to support our Annual Landlord Performance Report and the Annual Assurance Statement.
- 8.3 We also commissioned an independent market research company, Knowledge Partnership, to complete a tenant satisfaction survey on our behalf. The Knowledge Partnership carried out a mixture of face-to-face and telephone interviews with a selected sample of tenants.
- 8.4 The survey was carried out between June 2022 and March 2023 and over 1,190 (14.9%) tenants were interviewed. The survey was conducted by Knowledge Partnership on behalf of the Council using a mixed telephone and face to face survey methodology. Tenants were asked how satisfied they were with housing services against all the national key indicators set by the Scottish Housing Regulator.
- 8.5 The survey results were largely positive, and a significant majority of our tenants (78.4%) were satisfied overall with the service they received from Perth & Kinross Council as their landlord. This is marginally below the Scottish Local Authority average of 83.2% for 2022/23. However, the feedback from dissatisfied tenants mainly related to non-landlord areas such as dog fouling and litter issues. While these are areas that the Housing Service has no direct control over, however the team work with other services in terms of issues identified.
- 8.6 To improve tenant satisfaction, a number of improvement actions have been put in place, such as developing a menu of options for tenants to engage and undertaking monthly surveys to help address areas of improvement quicker. Our approach to providing services that meet the needs of service users and tenants were recognised through a Housing Award by the Chartered Institute of Housing for excellence in tackling and preventing homelessness. This, together with our enhanced methods of external scrutiny by tenants, provides a level of engagement with tenants and service users to ensure their voices influence and shape service delivery.

## **9. Self-Assessment**

- 9.1 During 2023, the Service carried out a self-assessment, using the framework "How Good is our Service" to assess service delivery against the outcomes of

the Scottish Social Housing Charter. This assessment forms the basis of the Annual Assurance Statement, which is attached as Appendix 2.

- 9.2 The Scottish Housing Network also carried out a desktop review of our Annual Return Charter (ARC) performance prior to submission to the SHR. The feedback received was very positive regarding our performance and compliance with the Scottish Housing Charter indicators. The findings of both assessments have been included within the overall Action Plan for the Service. This Plan will enable the Service to focus on areas of performance that have reduced in 2022/23, such as tenant satisfaction, time taken to resolve anti-social behaviour cases and rent arrears.

## 10. CONCLUSION

- 10.1 The Council's Housing Service continues to deliver high levels of service, with strong performance across all areas and ongoing high levels of tenant satisfaction despite the ongoing impact and challenges faced by the legacy of Covid and the cost-of-living pressures. This has also been achieved in the context of maintaining our rents at affordable levels by having the seventh lowest local authority rents in Scotland, demonstrating our commitment to delivering a value for money service for our tenants. Throughout the year, Committee has received several key reports providing assurance that we are delivering and exceeding the standards required by the SHR (Appendix 1).

### Author

Name	Designation	Contact Details
Elaine Ritchie	Senior Service Manager	(01738) 475000 <a href="mailto:ComCommitteeReports@pkc.gov.uk">ComCommitteeReports@pkc.gov.uk</a>

### Approved

Name	Designation	Date
Barbara Renton	Executive Director (Communities)	5 October 2023

## APPENDICES

- Appendix 1 – Overview of information to support the Annual Assurance Statement.
- Appendix 2 - Annual Assurance Statement.

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## ANNEX

### 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

<b>Strategic Implications</b>	<b>Yes / None</b>
Community Plan / Single Outcome Agreement	<b>Yes</b>
Corporate Plan	<b>Yes</b>
<b>Resource Implications</b>	
Financial	<b>None</b>
Workforce	<b>None</b>
Asset Management (land, property, IST)	<b>None</b>
<b>Assessments</b>	
Equality Impact Assessment	<b>None</b>
Strategic Environmental Assessment	<b>None</b>
Sustainability (community, economic, environmental)	<b>None</b>
Legal and Governance	<b>Yes</b>
Risk	<b>None</b>
<b>Consultation</b>	
Internal	<b>Yes</b>
External	<b>Yes</b>
<b>Communication</b>	
Communications Plan	<b>Yes</b>

#### 1. Strategic Implications

##### Community Plan/Single Outcome Agreement

1.1 This report supports all of the priorities within the Community Plan 2022-27.

- (i) *Reducing Poverty (including child poverty, fuel poverty and food poverty)*
- (ii) *Mental and physical wellbeing*
- (iii) *Digital participation*
- (iv) *Skills, learning and development*
- (v) *Employability*

##### Corporate Plan

1.2 This report supports the objectives within the draft new Corporate Plan: -

- (i) *Children and young people grow up safe, respected, well-educated, and confident in their ability to realise their full potential;*
- (ii) *People and businesses are increasingly able to prosper in a local economy which support low carbon ambitions and offers opportunities for all;*
- (iii) *People can achieve their best physical and mental health and have access to quality care and support when they need it;*
- (iv) *Communities are resilient and physically, digital and socially connected;*
- (v) *Perth and Kinross is a safe and vibrant place, mitigating the impact of climate and environmental change for this and future generations.*

## 2. Resource Implications

### Financial

- 2.1 There are no financial implications arising from this report.

### Workforce

- 2.2 There are no workforce implications arising from this report.

### Asset Management (land, property, IT)

- 2.3 There are no asset management implications arising from this report.

## 3. Assessments

### Equality Impact Assessment

- 3.1 This report has been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- (i) Assessed as **not relevant** for the purposes of EqIA

### Strategic Environmental Assessment

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. No further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

- 3.3 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act:
- in the way best calculated to delivery of the Act's emissions reduction targets;
  - in the way best calculated to deliver any statutory adaptation programmes; and
  - in a way that it considers most sustainable.
- 3.4 The information contained within this report has been considered under the Act. However, no action is required as the Act does not apply to the matters presented in this report.

### Legal and Governance

- 3.5 Not applicable.

Risk

- 3.6 Not applicable.

**4. Consultation**Internal

- 4.1 Heads of Service and senior managers from Communities have been consulted on the content of this report.

External

- 4.2 Tenant Reports Panel noted that given all the challenges of the past few years, we would like to congratulate the Service on such a good assessment. The challenges are noted and area adequately explained. Hoping the Service will be able to deal with the outstanding EICRs in the current year.

**5. Communication**

- 5.1 The Annual Assurance Statement will be made publicly available.

**6. BACKGROUND PAPERS**

- 6.1 No background papers were relied upon during the preparation of this report.



## Appendix 1

Detailed below is an overview of information to support the Annual Assurance Statement for 2022/23.

- Local Housing Strategy 2022-2027 - the Perth and Kinross Local Housing Strategy was approved by Committee on 15 March 2023 (Report 23/82 refers) [Local Housing Strategy - Perth & Kinross Council \(pkc.gov.uk\)](https://www.pkc.gov.uk/local-housing-strategy-perth-kinross-council)
- The Strategic Housing Investment Plan was approved by Committee on 2 November 2022 (Report – 22/262 refers) [PKC SHIP 23-28.pdf](#)
- Communities Service Annual Performance Report 2022/23 was approved by Committee on 21 June 2023 (Report -23/168 refers)
- Housing Revenue Account (HRA) Strategic Financial Plan Incorporating the 5-year Capital Investment Programme and Rent Strategy to 2026/27, Reserves Strategy and other Housing Charges 2022/23 was approved by Committee 25 January 2023 (Report – 23/9 refers) [CMIS > Meetings](#)
- Annual Performance Report for tenants – the Council is required to publicise to tenants, its performance against the 16 national Scottish Social Housing Charter outcomes. The overall outcome of this is included within the Annual Performance Report. [Housing Service performance - Perth & Kinross Council \(pkc.gov.uk\)](#)
- The Council's Annual Performance Report 2022/23 outlines the work undertaken across all Council services in 2022/23, as well as the Health and Social Care Partnership, to deliver the best services possible and better outcomes for our residents. [Performance and benchmarking - Perth & Kinross Council \(pkc.gov.uk\)](#)
- The Corporate Plan 2022/2023-2027/2028 conveys the Council's vision for Perth and Kinross. Importantly it provides strategic direction for the organisation, informs decision making and facilitates prioritisation of activity and resources. [Corporate Plan Introduction - Perth & Kinross Council \(pkc.gov.uk\)](#)
- The Community Plan/Local Outcomes Improvement Plan 2022/32 identifies the high-level strategic objectives the Council is working towards to meet local needs. [Community planning - Perth & Kinross Council \(pkc.gov.uk\)](#)
- The Council reports on performance against indicators in the [Local Government Benchmarking Framework](#), this data can be found on the [My Local Council portal](#) which shows how Councils are performing across a range of council services with comparisons to other Local Authorities and the national average.
- We periodically publish our performance online as well as in our report. We are committed to analysing our performance as a Housing Service and reporting the results to our tenants. Our aim is to continually improve the services we provide to local people. [Housing Service performance - Perth & Kinross Council \(pkc.gov.uk\)](#)



## Appendix 2



### Our Annual Assurance Statement

We can advise that during 2022/23 Perth and Kinross Housing Service complied with all except one regulatory requirement as set out in Chapter 3 of the Scottish Housing Regulator's Framework. This confirms that we:

- achieved all the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- complied with our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety.

The Council did not materially comply with gas safety regulations, as the Housing Service did not complete 3 gas safety checks in 2022/23 by the anniversary date. All but one of these missed services were due to tenants shielding or self-isolating. One was due to a miscommunication with the external contractor.

The Council did not achieve 100% compliance with Electrical Inspection Certificate Reports (EICR) or the installation of smoke detection equipment. 159 properties did not have an EICR and 9 properties still required smoke detection equipment. The lack of compliance was largely due to the significant labour shortages within the electrical industry and an ongoing reluctance by some tenants to grant access to their property to allow the testing to be completed or for equipment to be installed. From the various Service performance reports, combined with the management and democratic structures, which are all designed to provide the proper scrutiny of performance and the achievement of outcomes, along with the Service's Improvement Action Plan, we confirm that we have seen and considered sufficient evidence to give us the assurance that the Housing Service are meeting the SHR regulatory requirements.

We approved our Annual Assurance Statement at the meeting of our Housing & Social Wellbeing Committee on Wednesday 25 October 2023.

I sign this statement on behalf of the Housing & Social Wellbeing Committee:

**Housing Convener's Signature:**

**Date:**