



## Clackmannanshire Council Annual Assurance Statement 2019 to the Scottish Housing Regulator

Clackmannanshire Council complies with all relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework.

We meet all legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.

The Scottish Housing Regulator Engagement Plan (2019/20) for Clackmannanshire Council highlights, an intention to analyse the councils work in relation to services to people who are homeless. We will continue to work with the SHR in 2019/20 by providing required information on our homeless service.

We achieve all but the following standard and outcome in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services:

- Involve tenants, and where relevant other service users, in the preparation and scrutiny of performance information.

The below noted actions are aimed at ensuring improvements are made to achieve adequate levels of tenant and resident engagement and scrutiny –

1. A new Tenant Participation Strategy to be entered into working collaboratively with TIS (Tenant Information Service) and Paragon HA. This partnership working has worked well on previous TP strategies and is to be progressed with members, officers and RTOs being asked to participate.
2. Recruitment to be undertaken to position of Tenant Participation Officer (this noted within HRA Business Plan approved by Council in February 2019).
3. A Scrutiny Panel (& or re-establishment of tenant HRA Board) to be set up to monitor and assess performance across the housing service.
4. A focus will be placed on reaching out to RTOs to re-engage with the council and foster sound lines of communication and partnership working.
5. The results from the recently completed tenant's satisfaction survey (3 yearly survey) to be assessed and areas of under performance addressed through joint working between the council and RTOs

To meet our level of assurance we considered appropriate evidence against each of the requirements and will continue to do so during the course of the year.

The Annual Assurance Statement 2019 to the Scottish Housing Regulator was approved at Council on 24th October 2019.

**Signed**

**Convenor (Place):**

**Date:**

**Senior Services Manager Housing (Place):**

**Date:**

**Strategic Director (Place)**

**Date:**