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**Report to: Clackmannanshire Council**

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**Date of Meeting: 2<sup>nd</sup> October 2025**

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**Subject: The Scottish Housing Regulator Annual Assurance Statement**

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**Report by: Strategic Director (Place)**

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## **1.0 Purpose**

- 1.1. This report references the 2019 changes to the regulatory framework for social housing in Scotland and asks members to approve the submission of Clackmannanshire Council's Annual Assurance Statement to the Scottish Housing Regulator (SHR) due to be submitted by 31<sup>st</sup> October 2025. (The council's Annual Assurance Statement is attached as Appendix 1).

## **2.0 Recommendations**

- 2.1 It is recommended that Council:

- 2.1.1 Approve the 2025 submission of the Annual Assurance Statement (AAS) (attached as Appendix 1) to the Scottish Housing Regulator (SHR).
- 2.1.2 Note that two areas of service delivery are highlighted as being materially non-compliant with regulatory requirements (outlined in section 4.1)
- 2.1.3 Note the improvement actions outlined to redress areas of material non compliance. (outlined within the Annual Assurance Statement attached as Appendix 1).
- 2.1. Note one area of service delivery highlighted as being non-materially non-compliant with regulatory requirements (outlined in section 4.6).
- 2.2. Note the improvement actions outlined to redress this issue of non-material non compliance (outlined in sections 4.7 and 4.8).
- 2.3. Note the development of a Year 2 action plan (attached as Appendix 2) as part of the approved Tenant Participation Strategy 2024-28 and the service intention to deliver the various actions contained within it.
- 2.2 Approve to revoke from use the current Short Scottish Secure Tenancies (SSST) Policy as outlined in sections 4.22 to 4.25.

### **3.0 Background**

- 3.1. As required by section 31 of the Housing (Scotland) Act 2010, the Scottish Ministers set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.
- 3.2. The Charter was approved by resolution of the Scottish Parliament in 2012, taking effect from 1 April 2012. Reporting on performance against the Charter is undertaken via the Annual Return of Charter (ARC), which all social landlords are required to return annually by 31st May.
- 3.3. Following consultation a revised Regulatory Framework was introduced in February 2019 detailing revised regulatory requirements for social landlords in Scotland:
  - New requirements for collection and publishing of data,
  - New requirement for social landlords to submit annually an Annual Assurance Statement to the SHR to provide assurance that social landlords are meeting the standards and outcomes set out within the Scottish Social Housing Charter,
  - How forward engagement by the SHR with landlords will take place.
- 3.4. Further to this, and following an extensive consultation with stakeholders, the SHR implemented a revised regulatory framework from 1st April 2024. The SHR's statutory objective remains to safeguard and promote the interests of current and future tenants, people who are homeless, factored owners and Gypsy/Travellers.
- 3.5. Although the Regulator has retained much of the previous framework some notable changes include for:
  - An increased focus on ensuring landlords are compliant with their obligations in relation to tenant and resident safety.
  - A strengthened emphasis on social landlords listening to tenants and service users.
  - A new provision to allow landlords to provide explicit assurance in the Annual Assurance Statement on a specific issue or issues.
- 3.6. The Annual Assurance Statement
- 3.7. The Annual Assurance Statement requires that all social landlords in Scotland provide assurance to the regulator that they comply with the relevant regulatory standards and legal requirements, and are able to provide evidence in support of this. Areas of non-compliance are required to be stated, these termed as "material non-compliances".
- 3.8. The Assurance Statement provides only a short overview of compliance levels with the greater detail contained within supplementary evidence held elsewhere by each landlord.

- 3.9. The supplementary evidence provides assurance that the Council has in place robust mechanisms to ensure that appropriate levels of governance and monitoring of relevant service provision takes place against the statutory and regulatory standards.
- 3.10. Supplementary evidence has been gathered through interrogation of both local and corporate arrangements currently in place to ensure effective service delivery. It is a key requirement by the SHR that assurance be reviewed by each landlord throughout the year, for Clackmannanshire Council the Housing Business Management Team holds regular monthly and quarterly meetings to assess performance and review levels of assurance.
- 3.11. In addition, the Service continue to deliver a scheduled programme of monthly Housing Performance Meetings, these sessions are aimed at facilitating discussion over key housing issues across a variety of areas of service delivery and provide opportunity for those in attendance to directly engage with officers delivering frontline housing services.
- 3.12. Invitation to attend is open to all elected members, union colleagues and the Clackmannanshire Tenants and Residents Federation (CTRF) and the service are actively considering the potential to broaden the scope of the audience invited, with potential for other tenant and resident groups to attend.
- 3.13. The next scheduled Housing Performance Meeting is on Friday 17th October with Scotland's Housing Network (SHN) due to present a review of our 2024/25 housing service performance benchmarked against other local authorities and registered social landlords. The forward plan for upcoming Housing Performance Meetings is attached as Appendix 3.
- 3.14. Clackmannanshire Council's Annual Assurance Statement for 2025 is attached as Appendix 1.
- 3.15. SHR guidance states that the AAS should be submitted to full Council for approval or alternatively to another committee who has the delegated authority as stated in standing orders to approve the statement. As members will be aware no other committee currently has the delegated authority from Council as stated in the standing orders, to approve the statement.
- 3.16. The Housing Spokesperson (Place) is required to sign off on the Annual Assurance Statement as being a true and accurate reflection of assurance within the housing service.

#### **4.0 Considerations**

- 4.1. This years Assurance Statement notes that Clackmannanshire Council achieves all but the following standards and outcomes in the Scottish Social Housing Charter for tenants:

<b>Type of Material Non-Compliance</b>	<b>Area of Material Non – Compliance</b>	<b>Reason for Material Non-Compliance</b>
Legislative	Homelessness	Breach of the Homeless Persons (Unsuitable Accommodation) Order (Scotland) due to use of temporary accommodation out with the local authority area (for more than 7 days).
Legislative	Gypsy/Travellers	Delay in works to redevelop the Westhaugh Gypsy Travellers Site within Clackmannanshire. At the present time residents continue to reside off-site.

- 4.2. The above noted areas of service delivery are contained within the Annual Assurance Statement (Appendix 1) and will be reported to the Scottish Housing Regulator as items of material non-compliance.
- 4.3. Areas of non-compliance must be reported. Where assurance is provided to the SHR that effective plans and the capacity and willingness to improve or resolve the issue are in place then the SHR will ask to be kept up to date on progress within the improvement area.
- 4.4. In these circumstances the SHR will not engage with the landlord unless the issue presents such a significant risk to the interests of tenants and service users that they need to monitor it closely, or take action, to ensure it is resolved successfully.
- 4.5. A forward plan of improvement actions has been developed and is being implemented to address the under performance within the areas noted in the above table. These actions are outlined within the Assurance Statement.
- 4.6. Areas of non-material non compliance are not required to be highlighted within the Assurance Statement but are noted here and relate to the discovery of a number of domestic EPCs which have fallen out of date and require to be renewed – this impacted negatively on the Council's compliance with the SHQS resulting in a reduction in compliance level from 93.54% compliant to 84.65% compliant.
- 4.7. This issue (and the corresponding reduction in SHQS compliance) was reported to Audit and Scrutiny Committee in June 2025 and detailed within the Annual Return of Charter submitted to the Scottish Housing Regulator on 31<sup>st</sup> May 2025.
- 4.8. Works are currently ongoing to provide new and updated EPCs for the 567 properties that require these, an active EPC survey programme has so far provided 120 updated EPCs with the remaining 447 to be completed by the end of the current financial year. We anticipate that our SHQS compliance level will then be restored to its previous position of 93.54% compliant (all other factors being equal).

- 4.9. The service will keep the SHR updated on progress in recovery of our SHQS position and on progress in addressing the areas of non-compliance highlighted.
- 4.10. Updates to the SHR will be provided on both an ad-hoc and planned basis, planned meetings are taking place as part of the SHR's formal Engagement Plan for Clackmannanshire Council (attached as Appendix 4). Meetings have been held this year in June and September, with further engagement sessions scheduled for December and March.
- 4.11. The Engagement Plan highlights the SHR's intention to analyse the council's delivery of services related to people who are homeless, our services to Gypsy/Travellers and our stock quality, this includes for engagement on our asset management plans relating to properties where Reinforced Autoclaved Aerated Concrete (RAAC) was identified.
- 4.12. The context in which local authorities are delivering services to people who are experiencing homelessness has become increasingly challenging in recent years. The SHR's thematic report on homelessness services in Scotland set out that there is a heightened risk of systemic failure in the delivery of some local authorities' services to people experiencing homelessness.
- 4.13. By this they mean that there is a risk that the demands on some local authorities could shortly exceed their capacity to respond. The SHR believes this to be the case in Clackmannanshire.
- 4.14. The SHR have therefore determined that four annual meetings should take place this year (in recent years 2 planned meetings took place) in order to assist in continued monitoring and assessment of Clackmannanshire Council's performance in discharging its duties to people who are homeless.
- 4.15. Although no formal feedback has been received from the meetings held to date, the service believe the sessions to have been open, transparent and positive.
- 4.16. We will continue to work with the SHR to engage and provide the required information on our homeless service, services to Gypsy/Travellers and stock quality/RAAC.

#### Tenant Participation Action Plan Year 2

- 4.17. A Tenant Participation Year 2 Action Plan (attached as Appendix 2) has been developed as part of the overarching Tenant Participation Strategy (approved by Council in August 2024) and follows on from the previous Year 1 Plan.
- 4.18. An update on progress in the delivery of the Year 1 plan was presented earlier this year at May's Housing Performance Meeting. Development of the Year 2 Plan was undertaken throughout August 2025.
- 4.19. Officers worked collaboratively with the Clackmannanshire Tenants and Residents Federation (CTRF) and the Housing Spokesperson to devise the plan.

- 4.20. Objectives were agreed following a review of the outcomes achieved in year 1 with consideration given to which items required to be carried forward to conclusion in year 2, and which new objectives should be added.
- 4.21. Full detail on progress in delivery of the action plans pertaining to both years 1 and 2 of the strategy will be presented at a future Housing Performance Meeting, some key achievements from year 1 included –
- Re-establishment of the Forth Valley Tenant Participation Officers Group, fostering cross-council learning and shared best practice.
  - Pro-active rent consultation activity with a mixture of in person, on-line and on telephone communications achieving a high consultation response rate of 505 completed surveys.
  - Introduction and roll out of short pulse surveys at community events such as gala days and the Clacks Community Carnival.
  - In response to the United Nations Convention on the Rights of the Child (UNCRC), the Housing Service has embedded child-friendly practices into its operations. Key policies are now co-designed with local school pupils and presented in an easy-to-read format. Working in partnership with the CTRF the service visited high schools to engage with pupils in the development of the child friendly policy template.

#### SSST Policy

- 4.22. The Short Scottish Secure Tenancies (SSST) Policy, in place since 2011, outlines the framework within which the Council applies SSSTs and provides appropriate support to tenants. While the policy reflects statutory guidance, it has not been reviewed since its implementation.
- 4.23. Since 2019, the Housing Service has operated in accordance with the updated and recognised legislation and guidance.
- 4.24. Following consideration and review of the policy, and having engaged with Clackmannanshire Council's Legal Services, the Housing Service seeks to formally revoke the SSST policy. The rationale being that the Service already operates fully in line with the statutory framework and associated guidance, rendering the standalone policy redundant.
- 4.25. If approved, the Service will revoke the existing policy and utilise SSST's in line with the existing legislation and guidance.

### **5.0 Sustainability Implications**

- 5.1. The information contained within the Assurance Statement and its supporting evidence demonstrates that housing priorities contribute positively to sustainability.

### **6.0 Resource Implications**

#### *6.1. Financial Details*

6.2. *Finance have been consulted – there are no financial implications arising directly from this report.*

6.3. *Staffing*

*There are no direct impacts to staff arising from this report.*

## 7.0 Exempt Reports

7.1. Is this report exempt? Yes ☐ (please detail the reasons for exemption below) No ☒

## 8.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please click on the check box ☒)

Clackmannanshire will be attractive to businesses and people and ensure fair opportunities for all ☒

Our families, children and young people will have the best possible start in life ☒

Women and girls will be confident and aspirational, and achieve their full potential ☒

Our communities will be resilient and empowered so that they can thrive and flourish ☒

(2) **Council Policies**

Complies with relevant Council Policies Yes ☒

## 9.0 Equalities Impact

9.1. Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?  
Yes ☐ No ☒

## 10.0 Legality

10.1. It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes ☒

## 11.0 Appendices

Appendix 1 Annual Assurance Statement to the Scottish Housing Regulator 2025.

Appendix 2 – Tenancy Participation Action Plan Year 2

Appendix 3 – Housing Performance Meeting Schedule

Appendix 4 – SHR Engagement Plan 2025/26 for Clackmannanshire Council

[Engagement plan from 1 April 2025 to 31 March 2026 | Scottish Housing Regulator](#)

## 12.0 Background Papers

12.1. Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered).

Yes ☒

No ☐

(please list the documents below)

*Clackmannanshire Council – SFHA & ALACHO Self Assurance evaluation working papers*

### Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Murray Sharp	Senior Manager (Housing)	5113
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### Approved by

NAME	DESIGNATION	SIGNATURE
Kevin Wells	Strategic Director - Place	





## Clackmannanshire Council Annual Assurance Statement 2025 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 but the below noted relevant standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services:

### Legislative Duties - Homelessness

Legislative duties associated with housing and homelessness services, equality and human rights, and tenant and resident safety.

- Have assurance and evidence that the Council is meeting all its legal obligations associated with housing and homelessness services.

We do not materially comply with meeting our legal obligations in Homelessness due to our non compliance with the Scottish Governments Homeless Persons (Unsuitable Accommodation) (Scotland) Order. This is due to our current need for use of temporary accommodation located out with our Local Authority area (for greater than seven days).

The below noted actions are planned to be undertaken in order to help us move toward achieving adequate levels of accommodation provision within the Local Authority area and the meeting of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order -

1.	The Service continues to actively purchase properties from the open market. The service will continue to monitor the local housing market for properties which may boost our own stock of suitable accommodation.
2.	The Service will continue to utilise temporary accommodation properties owned by our RSL partners to increase suitable accommodation within Clackmannanshire.
3.	The service is committed to undertake strategic review of the response to homelessness pressures with best utilisation of available funds to be considered as part of a defined forward plan of action to tackle homelessness within Clackmannanshire.
4.	The Service continue to review new housing supply activity against the programme outlined within our Strategic Housing Investment Plan, this to ensure best delivery of the plan with aim of increasing the amount of homes available for social rent within Clackmannanshire.

## Legislative Duties – Other Customers: Gypsy/Travellers

Legislative duties associated with the provision and management of well maintained sites for Gypsy/Travellers.
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We do not materially comply with meeting our responsibility to provide and manage effectively our Gypsy/Traveller site. This is due to significant delay experienced in the re-development of the Westhaugh Gypsy Traveller Site, Alva and that residents continue to reside elsewhere off-site at present.

The below noted actions will be undertaken to ensure that the agreed forward plan for delivery of the Westhaugh Gypsy/Traveller Site is realised -

1. The Service will continue to engage effectively with key delivery partners at the Scottish Futures Trust (Hubco East) and the Scottish Government (Gypsy Traveller Team) to deliver on a planned programme of works to realise a newly developed and culturally appropriate site at Westhaugh.
2. The Service will continue to engage regularly with the Gypsy/Traveller community to ensure residents are kept updated on progress in delivery of the site.
3. The service will ensure that adequate support continues to be provided to residents during the period that they continue to reside elsewhere off-site.
4. The Service will ensure that the Scottish Housing Regulator is kept fully informed of progress in the delivery of the site.
5. An Allocations Policy specific to the Westhaugh Site has been developed with residents and MEECOP, this was approved by Council in August 2025. Consideration will now be given to rent setting, site management arrangements and occupancy agreements which all require to be established ahead of site completion.

## Tenant and Resident Safety Requirements

Clackmannanshire Council have identified Reinforced Autoclaved Aerated Concrete (RAAC) to be present within our housing stock. The Service have taken action to manage the situation and ensure the safety of tenants and residents who's homes are affected. We will continue to provide regular update to the Scottish Housing Regulator as required throughout the ongoing management of this issue.

The service have considered our compliance with relevant obligations toward tenant and resident safety requirements and confirm sufficient process to be in place to ensure compliance to requirements within the below noted areas -

- Gas safety
- Electrical safety
- Water safety
- Fire safety
- Asbestos

- Damp and Mould

#### The Scottish Housing Regulator Engagement Plan - 2025/26

The Scottish Housing Regulator Engagement Plan for Clackmannanshire Council (2025/26) highlights an intention to analyse the council's delivery of services related to people who are homeless, our Gypsy/Travellers site and stock quality, this includes for engagement on our asset management plans relating to properties where Reinforced Autoclaved Aerated Concrete (RAAC) was identified.

There are four planned engagement meetings scheduled during 2025-26.

We will continue to work with the SHR to engage and provide the required information on our homeless service, the Gypsy/Travellers site and stock quality/RAAC.

In determining our level of assurance we have considered appropriate evidence against each of the requirements as set out by the Scottish Housing Regulator and we will continue to review assurance throughout the course of the year.

The Annual Assurance Statement 2025 to the Scottish Housing Regulator was presented and approved at Council on Thursday 2<sup>nd</sup> October 2025.

**Signed**

**Housing Spokesperson (Place): Councillor Jane McTaggart**

**Date:**

**Signed**

**Service Manager (Housing): Murray Sharp**

**Date:**

**Signed**

**Strategic Director – Place: Kevin Wells**

**Date:**



## Appendix 2 - Tenancy Participation Action Plan Year 2



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### **Aim**

Our Action Plan aims to place tenants at the heart of housing policy and decision-making in Clackmannanshire, ensuring they are equal partners-not just consultees-in shaping the future of their homes, communities and quality of life. Through inclusive, transparent, and accountable practices, we commit to co-producing meaningful change with tenants, amplifying underrepresented voices and delivering a standard of participation that aspires to be the best in Scotland.

### **1. Establishment of a Tenant Scrutiny Panel**

#### **Specific:**

Form a Tenant Scrutiny Panel to review housing service performance and make recommendations for improvement. The panel will focus on key service areas and provide structured feedback to inform service delivery and policy.

#### **Measurable:**

- Panel to meet quarterly.
- Produce a minimum of two scrutiny reports by the end of the year, each focusing on a distinct service area.
- Track tenant participation and satisfaction with the scrutiny process.

#### **Achievable:**

- Procure a Tenant Participation (TP) consultancy to support the setup, training and development of the panel.
- Develop Terms of Reference in collaboration with the consultant and tenant representatives.
- Recruit 8-12 tenants from existing groups and provide induction training to ensure readiness and confidence in the role.

#### **Relevant:**

- Enhances tenant influence, transparency, and accountability in housing service delivery.
- Supports strategic goals around continuous improvement and tenant empowerment.

#### **Time-bound:**

- Panel to be fully operational by May 2026, with recruitment and training completed by March 2026.

#### **By Who:**

- Lead: Tenancy Participation Officer
- Support: Team Leader HBMT (procurement), TP Consultant and Communications Team, Policy & Innovation Coordinator, Housing Officers/Seniors, Housing Spokesperson, Clackmannanshire Tenants and Residents Federation (CTRF) and Registered Tenant Organisations (RTOs)

## Appendix 2 - Tenancy Participation Action Plan Year 2



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### **2. Enhancing Tenant Engagement Through Events and Initiatives**

#### **Specific:**

Plan and deliver a variety of tenant engagement opportunities to strengthen relationships between tenants and the housing service. These may include a Housing Open Day, Housing Day Summit, Events at Wimpy Park, participation in local Gala Days, collaboration with The Hive, and other community-based events. Each event will offer direct access to housing staff, service updates, interactive sessions, feedback stations, and showcases of current and upcoming housing initiatives.

#### **Measurable:**

- Target a minimum of 50 tenant attendees per larger event, and 20 tenant attendees at drop in sessions/gala days.
- Achieve 80% feedback form completion rate.
- Track engagement through sign-ups for future tenant panels, forums, or newsletters.
- Monitor social media reach and post-event satisfaction scores.

#### **Achievable:**

- Use existing community venues and staff resources.
- Partner with tenant representatives, local organisations and community groups to co-design and promote events.
- Leverage internal communication channels, newsletters, social media, and local networks for outreach.

#### **Relevant:**

- Supports strategic goals around tenant involvement, transparency, and service improvement.
- Builds community trust and cohesion, and encourages active participation in shaping housing services.

#### **Time-bound:**

- Begin planning in September 2025.
- Launch promotional activities by January 2026.
- Deliver at least one major engagement event by March 2026, with additional events scheduled throughout the year.

#### **By Who:**

- Lead: Tenant Participation Officer
- Support: Policy Officer, Communications Team, Local Community Partners and Housing Operations Staff, Policy & Innovation Coordinator, CTRF & RTOs, Housing Spokesperson

## Appendix 2 - Tenancy Participation Action Plan Year 2



### **3. Increased Tenant Engagement Including Using Digital Forums**

#### **Specific:**

Revamp the Tenants News Page on the Council's website to include a regularly updated "You Said, We Did" section. Develop a Sway page to enhance accessibility and visual appeal. Promote the page through social media, tenant letters, and existing tenant networks to increase visibility and digital engagement.

#### **Measurable:**

- Achieve a 25% increase in page visits within six months of launch.
- Publish at least one "You Said, We Did" update per quarter.
- Ensure monthly updates on the Tenants News Page, including capital programme updates and other relevant service information like what topic is the Housing Performance Meeting and details on how to join in.
- Track engagement through likes, shares, comments, and newsletter sign-ups.

#### **Achievable:**

- Utilise existing digital platforms and communication channels.
- Collaborate with the Communications Team, Tenant Engagement Officers, and relevant service teams to gather content and schedule updates.
- Use feedback from tenant groups to shape content and ensure relevance.

#### **Relevant:**

- Promotes transparency and accountability, showing how tenant feedback leads to service improvements.
- Builds trust and encourages ongoing tenant participation, especially through accessible digital formats.

#### **Time-bound:**

- Complete redesign and launch promotional campaign by December 2025.
- Begin quarterly "You Said, We Did" updates and monthly news updates starting January 2026.

#### **By Who:**

- Lead: Tenant Participation Officer
- Support: Policy Officer, Performance Officer, Communications Team, Policy & Innovation Coordinator, Housing Officers/Seniors, CTRF & RTOs, Housing Spokesperson

## Appendix 2 - Tenancy Participation Action Plan Year 2



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### **4. Improved Communication Between Tenants and the Repairs Service**

#### **Specific:**

Introduce a streamlined communication process between tenants and the repairs service, ensuring clearer updates on repair status, expected timelines, and follow-up procedures. Pilot a dedicated contact channel (e.g. repairs hotline or enhanced messaging system) and improve messaging templates for consistency and clarity.

#### **Measurable:**

- Reduce tenant complaints related to communication by 30% within six months of implementation.
- Achieve a 90% satisfaction rate in follow-up surveys regarding communication about repairs.
- Monitor usage and responsiveness of the new contact channel.

#### **Achievable:**

- Use existing communication tools and staff resources to implement improvements.
- Train staff on enhanced communication protocols and ensure tenants are informed about the new process via newsletters, social media, and tenant forums.
- Collaborate with tenant representatives to test and refine messaging.

#### **Relevant:**

- Improves tenant satisfaction and trust, aligns with service improvement goals, and supports operational efficiency in repairs handling.
- Addresses a key area of tenant concern and enhances the overall service experience.

#### **Time-bound:**

- Launch the improved communication process by February 2026.
- Complete staff training by December 2025.
- Distribute promotional materials and tenant guidance by January 2026.

#### **By Who:**

- Lead: Tenant Participation Officer
- Support: Policy Officer, Repairs Team Leader, Communications Team, Repairs Customer Service Staff, Policy & Innovation Coordinator, Housing Officers/Seniors, CTRF & RTOs, Housing Spokesperson



## Appendix 2 - Tenancy Participation Action Plan Year 2



### **5. Creation of a Youth Housing Panel**

#### **Specific:**

Establish a Youth Housing Panel for tenants aged 14-18 to share views and influence policy.

#### **Measurable:**

- Recruit 5-10 young tenants/people and hold 3 meetings in Year 2.
- Members of panel to be a mix of 5<sup>th</sup> and 6<sup>th</sup> year pupils from the 3 local high schools and could include young tenants who have been housed through the protocol.
- Realisation of a procured TP Consultant to help form the group, set expectations and forward plan of action for the group.

#### **Achievable:**

- Partner with schools, colleges, and youth organisations for outreach. Align with The Promise.

#### **Relevant:**

- Ensures youth voices are represented in housing decisions.
- This will ensure that the service is with UNCRC requirements ensuring that children and young people's voices are being heard.

#### **Time-bound:**

- Panel to be launched by August 2026.

#### **By who:**

- **Lead:** Tenant Participation Officer
- **Support:** Education, Social Work, Policy Officer, Policy & Innovation Coordinator, Housing Officers/Seniors, CTRF & RTOs, Housing Spokesperson

### **6. Creation of a Joint Staff, Member and Tenant Monitoring Group - Tenant Led Board**

#### **Specific:**

Establish a Tenant Led Board composed of tenant representatives, Elected Members, and housing staff to collaboratively monitor housing service performance, review tenant feedback and co-design service improvements. The group will have clearly defined roles, a structured meeting schedule and formal reporting mechanisms. Governance arrangements will include a Terms of Reference, decision-making protocols and a reporting structure to ensure transparency and accountability.

#### **Measurable:**

- Recruit at least 8 tenant members, 4 housing staff, and 2 Elected Members by the end of the recruitment phase.

## Appendix 2 - Tenancy Participation Action Plan Year 2



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- Ensure 1 representative from each RTO is included.
- Hold bi-monthly meetings and produce quarterly reports summarising actions taken and recommendations made.
- Engage a procured TP Consultant to support group formation, set expectations and develop a forward plan of action.
- Finalise and implement a governance framework, including reporting lines to senior management and elected members.

### **Achievable:**

- Use existing tenant engagement channels and RTOs to recruit members.
- Provide induction and training for all participants.
- Leverage internal staff and the TP Consultant to support facilitation, administration and governance development.

### **Relevant:**

- Strengthens the tenant voice in service delivery, promotes transparency, and supports continuous improvement.
- Aligns with strategic goals around co-production, accountability, and inclusive governance.

### **Time-bound:**

- Complete recruitment and planning by May 2026.
- Launch the Tenant Led Board by August 2026.
- Hold the first formal meeting by October 2026.

### **By Who:**

- Lead: Tenant Participation Officer
- Support: Policy Officer, Team Leader HBMT, TP Consultant, Housing Management Team, Elected Member Services, Policy & Innovation Coordinator, Housing Officers/Seniors, CTRF & RTOs, Housing Spokesperson

### Appendix 3 – Housing Performance Meetings, 2025 Schedule

#### **Housing Performance Meetings** **2025**

<b>Date</b>	<b>Topic</b>	<b>Completed Y/N</b>
Feb-25	Q3 Housing Service Delivery - Performance Review	Y
Mar-25	Current and Former Rent Arrears (inc update on recharges)	Y
Apr-25	Repairs/Voids & Capital Works Programme	Y
May-25	Tenant Participation- including Strategy and Action Plan Progress	Y
Oct -25 (rescheduled originally Sep)	2024-25 Housing Service Delivery Performance Review	
Oct-25	Strategic Housing Investment Plan (SHIP)/Housing Needs and Demands Assessment (HNDA)	
Nov-25	Homelessness - Update and Overview	



## **Appendix 4**

### **Scottish Housing Regulator (SHR) Engagement Plan for Clackmannanshire Council (1 April 2025 - 31 March 2026) - Summary**

The Scottish Housing Regulator (SHR) is engaging with Clackmannanshire Council to seek assurance and monitor performance in three key areas:

- Homelessness services
- Gypsy/Traveller site provision
- Stock quality, specifically homes affected by RAAC

Clackmannanshire Council is required to:

- Provide requested data on homelessness services and Gypsy/Traveller site.
- Maintain best efforts to meet statutory duties on temporary accommodation.
- Notify the SHR of any delays to the Gypsy/Traveller site completion.
- Continue resident engagement regarding the new site.
- Update the SHR on asset management decisions related to RAAC-affected properties.
- Submit annual regulatory returns such as Annual Assurance Statement and Annual Return on the Charter.
- Notify the SHR of any material changes or safety-related notifiable events.

The SHR will:

- Review submitted data and meet quarterly with the Council.
- Monitor temporary accommodation provision for those who are homeless.
- Monitor the travelling persons site development.
- Engage on RAAC-related asset management.
- Update the engagement plan if material changes occur.

