

# Paragon Housing Association Limited

## Annual Assurance Statement – 29<sup>th</sup> October 2019

### Annual Assurance Statement

The Scottish Housing Regulator (SHR) requires that all registered social landlords produce an Annual Assurance Statement in relation to compliance with Chapter 3 of the Regulatory Framework including Standards of Governance & Financial Management. This is the first Annual Statement produced by Paragon Housing Association.

### Section 1: Gaining Assurance

The Management Committee has carried out a review of compliance with the Regulatory Standards of Governance and Financial Management and the requirements of Chapter Three of the Regulatory Framework.

The evidence bank considered by the Management Committee combines reports, policies, advice and information which the Management Committee monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that Paragon Housing Association is compliant. Additionally, the evidence bank incorporates relevant documents and information that contribute to our assurance and which form the structure the Association's business and governance activities.

From the evidence reviewed, we have not been able to gain assurance that Paragon Housing Association fully complies with the regulatory requirements.

The areas of non-compliance we have identified are:

- Our Tenant Participation Strategy requires review as the most recent version covers the period 2014-17 therefore does not comply with the Housing (Scotland) Act 2001 Section 53 which sets out the requirements in relation to Tenant Participation.
- In addition we considered the results of our most recent full tenant satisfaction survey (2018) which was used for our 2018-19 ARC return. Benchmarking of the following indicators highlights areas where improvement is required:
  - satisfaction with the overall service
  - tenants who feel the landlord is good at keeping them informed about services and decisions
  - tenants satisfied with the opportunities to participate in landlord's decision making
  - tenants satisfied with the quality of home
  - tenants who feel the rent for their property represents value for money

A number of actions have been taken to address these issues to date and others are planned. These are detailed in our Compliance Action Plan at Annexe 1.

## **Section 2: Improvement Focus**

The Management Committee is not complacent about matters of performance and compliance. In reviewing compliance, we have adopted an improvement focus and have also identified a number of improvement actions which we will progress during the course of the year in addition to our Compliance Action Plan.

To support effective implementation, these actions form an Improvement Action Plan which will be monitored by the Management Committee at agreed intervals to ensure successful achievement.

## **Section 3: Compliance Action Plan**

The Compliance Action Plan is attached at Annex A. The Management Committee will monitor progress at each meeting until it is concluded.

We will confirm our compliance as soon as we are satisfied that all of the necessary actions and improvements have been completed successfully.

## **Section 4: Authority**

As Chair, I was authorised by the Management Committee at a meeting held on 29<sup>th</sup> October 2019 to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Name	Flora Wallace
Designation	Chair
Signature	
Date	

## Annex A : Compliance Action Plan

### Actions To Date

In 2018, in recognition of the requirement to improve in relation to a number of ARC indicators, the Association successfully applied to participate in the Scottish Government’s Tenant Engagement Programme , ‘Next Steps’.

The resulting detailed Action Plan was developed with significant tenant involvement and the support of the Tenants Information Service (TIS) and this has formed the basis of our Compliance Action Plan. Actions around the key aims of the Next Step Action Plan are detailed below.

To test and evaluate the effectiveness of the Action Plan the Management Committee approved an ongoing programme of independent tenant survey “reality checks” and these have been incorporated into the Compliance Action Plan. These commenced in September 2019.

We believe that by delivering this Compliance Action Plan we will be able to approve a Tenant Participation Strategy and drive performance in relation to the ARC indicators in as highlighted above.

Note on abbreviations/terms used in the plan

TP	Tenant Participation
TARA	Tenant and Residents Associations
Realty Checks	Ongoing sample tenant satisfaction surveys
VFM	Value for Money

Action Reference	Aim	Example Action	Intended Outcome	Target Completion Date	Monitoring Arrangements
NS1	Have current TP Strategy in place by April 2020	Develop TP Strategy in partnership with Clacks Council and in consultation with tenants and other stakeholders	Fully compliant Tenant Participation Strategy	Strategy to Management Committee for approval March 2020	Strategy in place by March 2020 - ongoing progress reports to Management Committee detailing progress against milestones.
NS2	Raise awareness of tenant participation opportunities, through communication to tenants, RTO's, customers and others.	Develop online quarterly reports a) performance reports and b) a you said we did report	Tenants and other stakeholders provided with regular performance information and actions taken to improve	November 2019	Reality Checks' will give early indication of success of actions, ongoing reports to Management Committee detailing progress against milestones
		Develop use of Social Media to promote benefits and successes of TP at PHA		March 2020	
NS3	Support the development of new and existing tenants and residents' organisations and support their members to participate and influence PHA Policy and Service Delivery.	Promote TARA and tenant involvement in Estate Walkabouts with PHA and other partners	Increased awareness of local issues and concerns, improved joint working.	Immediate	Ongoing reports to Management Committee detailing progress against milestones. 'Reality Checks' will give early indication of success of actions
		Support communities to set up new TARAs	Increased number of groups & increased tenant involvement	Ongoing	Ongoing reports to Management Committee

Action Reference	Aim	Example Action	Intended Outcome	Target Completion Date	Monitoring Arrangements
NS4	Provide opportunities for individual tenants and customers to participate and influence PHA Policy and Service Delivery	Further develop and maintain Focus and Policy consultation group registers	Increased number of tenants involved in Focus groups and PHA Consultation	Ongoing	'Reality Checks' will give early indication of success of actions
		Develop alternative methods of communicating and consulting with tenants (text, email, on line surveys etc)	Additional communication from customers, increased feedback and participation	March 2020	Ongoing reports to Management Committee detailing progress against milestones. 'Reality Checks' will give early indication of success of actions
		Develop Business Plan Consultation opportunities re tenants needs, priorities and rental income	Increased awareness of business plan, budgets and rents. Increased tenant and customer influence in decision making	Commence April 2020	Reality Checks will give early indication of success with VFM indicator,
NS5	Investigate Opportunities to encourage 'Involving all' Groups to participate and influence PHA Policy and Service Delivery	Work with schools and other organisations to raise awareness of housing and involvement opportunities	Young people aware of housing options and role of PHA, increased involvement of young people in housing and community activity.	April -June 2020	Ongoing reports to Management Committee detailing progress against milestones

**Published By:**

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