
To: Communities, Housing and Planning Policy Board

On: 29 October 2019

Report by: Director of Communities, Housing and Planning

Heading: Regulation of Social Housing: Annual Assurance Statement 2019

1. Summary

- 1.1 The Council is required to submit its first Annual Assurance Statement to the Scottish Housing Regulator by 31 October 2019. This is a new requirement which was included in the Scottish Housing Regulator's Framework for the Regulation of Social Housing in Scotland, published in February 2019.
 - 1.2 The Regulator's Framework sets out the requirements for all local authorities and Registered Social Landlords (RSLs). Appendix 2 lists these requirements and provides evidence to demonstrate Renfrewshire Council's compliance.
 - 1.3 The proposed Annual Assurance Statement 2019 for Renfrewshire Council is attached at Appendix 1 for approval.
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2. Recommendations

- 2.1 It is recommended that the Policy Board:
 - (i) approves Renfrewshire Council's Annual Assurance Statement 2019 for submission to the Scottish Housing Regulator (Appendix 1); and
 - (ii) notes the Regulatory Requirements and evidence of Renfrewshire Council's compliance as set out in Appendix 2.
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3. Background

3.1 Members were advised on 29 May 2019 of the new Framework for the Regulation of Social Housing and the requirement to prepare an Annual Assurance Statement.

3.2 The regulatory requirements for all social landlords include:

- Meeting duties, obligations and responsibilities placed on landlords by legislation and through statutory guidance;
- Achieving the standards and outcomes in the Scottish Social Housing Charter;
- Duties to help people who are homeless, including a statutory duty to prevent and alleviate homelessness;
- Duties relating to the safety of tenants' homes and promoting equality and human rights;
- Meeting the requirements and adhering to relevant guidance from other regulatory bodies.

3.3 The Scottish Housing Regulator lists the regulatory requirements for local authorities under five headings in Chapter 3 of the Regulatory Framework:

- Assurance and Notification;
- Scottish Social Housing Charter Performance;
- Tenants and Service Users Redress;
- Whistleblowing;
- Equality and Human Rights.

3.4 Appendix 2 lists each of the requirements and shows how Renfrewshire Council meets these requirements.

3.5 Arrangements are already in place to report regularly to the Policy Board on a range of matters relevant to the above requirements. This includes tenant and resident engagement, service improvement planning, service performance and associated financial and risk management. Where appropriate, these reports address areas for improvement as well as highlighting areas where the service is performing well. The annual cycle of reports is detailed in the table below.

Table 1: Annual Cycle of Reports

Subject	Month
Housing Revenue Account Budget and Rent Levels (report to Council)	February
Private Sector Grant Investment Programme	March
3-year Service Improvement Plan	March
Service Improvement Plan (overview of performance in the previous year)	May
Annual Return on the Charter (and management information on allocations, repairs, homelessness and rent collection)	August
Service Improvement Plan Mid-Year Monitoring	October
Charter Half Year Update (and management information on allocations, repairs, homelessness and rent collection)	October
Annual Housing Performance Benchmarking	October
Annual Customer Engagement report	October
Budget reports (including Housing Revenue Account)	Each cycle

3.6 As part of the preparatory work for the first Annual Assurance Statement, a self-assessment exercise was undertaken to see if the Council is achieving the 15 standards and outcomes in the Social Housing Charter. This showed that while all requirements are being met, there are several areas for improvement:

- **Equalities:** Work will be undertaken to improve the collection of data relating to equalities in order to ensure that the Council fully understands the needs of tenants and other customers.
- **Participation:** The Council has well-established arrangements for tenant participation, customer engagement and tenant scrutiny. While tenants report high levels of satisfaction with opportunities for participation, the customer engagement strategy needs to be reviewed and updated to ensure that the Council is taking full account of the views of existing and new tenants and is making the best use of new technologies in a rapidly changing environment.
- **Quality of Housing and Repairs, Maintenance and Improvements:** The repairs service performs well across most areas of the service. In three cases out of over 11,000 properties, the gas safety certificate was not issued by the anniversary date in 2018/19. Procedures continue to be reviewed in order to achieve and maintain 100% performance on this issue.

94.5% of the Council's housing stock meets the Scottish Housing Quality Standard (SHQS). This is similar to the average compliance rate for local authorities and RSLs across Scotland. Taking account of abeyances and exclusions, the Council is 100% compliant, with most of the abeyances resulting from refusal by tenants to allow access for works to be carried out. A programme is in place to target these properties and carry out necessary works and to maintain properties at the SHQS through a planned programme of improvement works. Just under three-quarters (74%) of the Council's housing stock currently meets the EESSH 2020 standard. The rate of compliance with EESSH will increase considerably over the next year through planned improvement works. It is estimated that by the 2020 target date, over 90% of the Council's stock will be compliant or will be reported as temporarily exempt due to technical or excessive cost reasons

- **Tenancy Sustainment:** While overall rates of tenancy sustainment have remained steady in Renfrewshire and are similar to other local authorities, work is in progress to better understand the reasons for the lower rate of tenancy sustainment among new tenants who were previously homeless and to develop responses to address this.
- **Value for money:** While the average time to re-let properties improved over the last four years and remained steady in 2018/19, work is continuing to identify opportunities to further improve performance in this area and to reduce void rent loss.

4. Changes to the Annual Assurance Statement during the year

- 4.1 The Council must notify the Scottish Housing Regulator of any material changes to the Annual Assurance Statement during the year. Any such changes would be reported to the Policy Board.

Implications of the Report

1. **Financial** – None.
2. **HR & Organisational Development** – None
3. **Community Planning:**
Empowering our Communities – improving and maintaining neighbourhoods and homes
Safer and Stronger – increasing tenant satisfaction with neighbourhoods and communities
4. **Legal** – None
5. **Property/Assets** – None

6. **Information Technology** - None
 7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report as it is for noting only. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
 8. **Health and Safety** - None
 9. **Procurement** – None
 10. **Risk** – None
 11. **Privacy Impact** – None
 12. **Cosla Policy Position** – None
 13. **Climate Risk** – n/a
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List of Background Papers

- I. Report to Communities, Housing and Planning Policy Board on 15 January 2019, 'Regulation of Social Housing- Response to Consultation by The Scottish Housing Regulator'.
- II. Report to Communities, Housing and Planning Policy Board on 29 May 2019, Regulation of Social Housing in Scotland.
- III. Report to Communities, Housing and Planning Policy Board on 20 August 2019, Scottish Social Housing Charter: Annual Return 2018/19.
- IV. Report to Communities, Housing and Planning Policy Board on 29 October 2019, Scottish Social Housing Charter Half yearly report 2019/20.
- V. Report to Communities, Housing and Planning Policy Board on 29 October 2019, Annual Housing Performance Benchmarking Report 2018/2019.

The foregoing background papers will be retained within Communities, Housing and Planning Services for inspection by the public for the prescribed period of four years from the date of the meeting.

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Renfrewshire Council Assurance Statement 2019

Renfrewshire Council complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework.

We achieve the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.

The Council's Communities, Housing and Planning Policy Board regularly receives reports which provide information and evidence to support assurance.

The Annual Assurance Statement 2019 was considered and approved by the Communities, Housing and Planning Policy Board on 29 October 2019.

Signed

Councillor Marie McGurk
Convener of the Communities Housing and Planning Policy Board

Date: _____

Checklist of Regulatory Requirements/Standards

1. Assurance and Notification

Ref	Requirement	Evidence	Compliance
AN1	Prepare an Annual Assurance Statement in accordance with SHR published guidance, submit it to the SHR between April and the end of October each year, and make it available to tenants and other service users.	<p>CHAPS Board Report 29 October 2019 – Regulation of Social Housing Assurance Statement</p> <p>People's News Article and Council Website</p> <p>CHAPS Board Report 15 January 2019 – Response to Consultation by SHR on ARC Return.</p>	<p>A separate briefing session was held for Members of the Policy Board on the Annual Assurance Statement prior to the October 2019 meeting of the Policy Board.</p> <p>The Policy Board has been advised in previous reports of the changes to the Regulatory Framework implemented in 2019.</p> <p>Officers have undertaken an extensive self-assessment and information gathering exercise to ensure that we have sufficient evidence to provide assurance to the Policy Board of compliance with the regulatory requirements.</p> <p>We have taken account of the SHR's guidance on Annual Assurance Statements when preparing this report. Reference has also been made to the toolkit prepared for the Scottish Federation of Housing Associations (SFHA) in conjunction with the Scottish Housing Regulator (SHR), the Glasgow and West of Scotland Forum of Housing Associations (GWSF) and the Association of Local Authority Chief Housing Officers (ALACHO).</p>

Ref	Requirement	Evidence	Compliance
			<p>No areas of material non-compliance have been identified.</p> <p>Some areas for improvement have been identified and these are detailed within this report and in other reports to the Policy Board.</p> <p>The first Annual Assurance Statement has been prepared for consideration and approval by the Policy Board on 29 October 2019 prior to submission to the SHR.</p> <p>The contents of the Annual Assurance Statement were discussed with the Tenants Scrutiny Panel and will be published on the Council's website.</p>
AN2	Notify the SHR during the year of any material changes to the assurance in the Council's Assurance Statement.	CHAPS Board Report 29 October 2019 – Regulation of Social Housing Assurance Statement	<p>If there are any material changes to the Council's Assurance Statement during 2019/20, this will be reported to the Policy Board and the SHR will be notified.</p> <p>Procedures are in place to monitor ongoing compliance and any changes will be communicated to relevant stakeholders as well as the SHR.</p>

Ref	Requirement	Evidence	Compliance
AN3	Have assurance and evidence that the Council is meeting all its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.	<p>Assurance and Evidence Includes:</p> <p>Council and Housing Strategies, Plans, Policies and Procedures.</p> <p>Performance and Benchmarking Reports</p> <p>Tenants Satisfaction Surveys</p> <p>Consultation on Policy changes and rent setting.</p> <p>Other Regulatory body reports.</p> <p>People's News – Annual Return on the Charter Tenant Supplement.</p> <p>Tenant Newsletters and Information</p> <p>Corporate Health and Safety Policies and Procedures</p> <p>Internal Audit Statement of Compliance.</p> <p>Compliance Certificates – e.g. Gas Safety</p> <p>Secure Tenancy Agreement</p> <p>Rapid Rehousing Transition Plan</p>	<p>An extensive self-assessment exercise has been carried out to ensure that the Council is meeting all legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.</p> <p>The Council is compliant with this requirement. However, work to improve the collection of data and achieve a better understanding of the needs and requirements for all equalities groups will be carried out to improve the Council's information base and to inform future policy development and service delivery.</p> <p>If any significant shortfalls are identified during 2019/20, this will be reported to the Policy Board and the SHR.</p> <p>The service monitors performance monthly/quarterly/6 monthly and annually and reports findings to board bi-annually.</p> <p>If any legal issues are identified when new policies or procedures are being developed, officers seek advice from the Council's Legal Services team. Any relevant issues are highlighted for Elected Members in reports to the Policy Board.</p>

Ref	Requirement	Evidence	Compliance
			<p>The Council's newly implemented Common Housing Allocation Policy has been developed in line with current legislation and good practice and is operated on a housing needs basis.</p> <p>The housing allocation process is monitored, and targets and outcomes are reported to the Policy Board annually.</p> <p>We have identified an increase in the number of offers of housing which are refused. Work is in progress to review the reasons for refusal and inform future improvement action.</p>
AN4	<p>Notify the 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>Corporate Health and Safety Policies and Procedures</p>	<p>Any reportable HSE incidents are logged in H&S Database and investigated in accordance with the Council's Corporate H&S Policies and Procedures. Outcomes of investigations are notified directly to the Council by the HSE and copied to the Director and Head of Service.</p> <p>There were no cases reported to HSE during 2018/19 relating to the safety of our tenants. However HSE were advised of one case regarding a void property in 2018/19</p>

Ref	Requirement	Evidence	Compliance
AN5	Make the Council's Engagement Plan easily available and accessible to tenants and service users, including online.	<p>Council website which includes link to Regulator website</p> <p>People's News</p> <p>CHAPS Board Report 29 October 2019 – Regulation of Social Housing Assurance Statement</p>	The Council's Engagement Plan is published on the Council's website and will be promoted in People's News.

2. Scottish Social Housing Charter Performance

Ref	Requirement	Evidence	Compliance
CH1	Submit an Annual Return on the Charter (ARC) to the SHR each year in accordance with published guidance.	<p>Scottish Social Housing Charter: Annual Return 2018/19 CHAPS Board Report, 20/08/19</p> <p>CHAPS Board report, 30/10/18, Annual Housing Benchmarking Performance Report 2017/18</p> <p>CHAPS Board report, 29/10/19, Scottish Social Housing Charter Half yearly report 2018/19</p> <p>Agenda, Presentation and Minute of Joint Tenant Representative Groups Meeting on 17 July 2019</p>	<p>The Annual Return on the Charter was submitted to the Scottish Housing Regulator in May 2019. Prior to submission internal checks are undertaken and a sample data check is independently verified by the Scottish Housing Network.</p> <p>Charter performance is reported bi-annually to the CHAPS board along with an annual report on performance benchmarking.</p>

Ref	Requirement	Evidence	Compliance
CH2	<p>Involve tenants, and where relevant other service users, in the preparation and scrutiny of performance information. This must include:</p> <ul style="list-style-type: none"> • Agreeing the approach with tenants • Ensuring that it is effective and meaningful – that the chosen approach gives tenants a real and demonstrable say in the assessment of performance • Publicising the approach to tenants • Ensuring that it can be verified and be able to show that the agreed approach to involving tenants has happened • Involve other service users in an appropriate way, having asked and had regard to their needs and wishes. 	<p>Agenda, Presentation and Minute of Joint Tenant Representative Groups Meeting on 17 July 2019</p> <p>CHAPS Board report, 30/10/18, Housing Customer Engagement Annual Report 2017/18</p> <p>CHAPS Board report, August 2010, Housing Customer Engagement Strategy</p> <p>CHAPS Board Report, 21/08/18 Tenant Satisfaction Survey 2017/18</p> <p>Tenant Scrutiny Panel Reports</p> <p>Quality Circle Reports</p> <p>Neighbourhood Forum budget monitoring Sheet</p> <p>2019/2020 Rent Consultation and CHAPs Board report on rent increase, 28 February 2019.</p> <p>Renfrewshire Common Housing Allocation Policy Consultation – Board Report CHAPS 15 January 2019.</p> <p>Service Improvement Plan 2019-2020 – 2023-2024</p>	<p>Tenant representatives receive presentations on the Annual Charter Return and the Council's performance in comparison to other social housing providers.</p> <p>In July 2019, officers met with members of various tenant groups to review how well the Council has performed against the indicators set out in the Charter.</p> <p>The Council is compliant with the requirements set out in the Regulatory Framework with respect to tenant and service user involvement. However, a revised Customer Engagement Strategy is being prepared which will take account of good practice, tenants' views and make full use of new technology in a rapidly changing environment to enhance the opportunities for tenant participation.</p> <p>Tenants are consulted on how performance information is presented, what indicators should be highlighted and how performance is benchmarked.</p> <p>Our last Tenants' Satisfaction Survey noted that 88% of Council tenants said they were satisfied with the opportunities to participate in decision-making processes.</p>

Ref	Requirement	Evidence	Compliance
		<p>Council Wide Forums</p> <p>Tenant & Residents Meetings (4 public incl AGM plus Adhoc Mtgs)</p> <p>Repairs Development Group</p>	<p>The Council has a range of methods to involve Tenants in monitoring our performance including the Council Wide Forum, Scrutiny Panel, Quality Circles and the Repairs Development Group. The service will work with these groups to review customer feedback and inform future improvements.</p> <p>Annual updates to the Policy Board on the Customer Engagement Strategy show how the Council reports to tenants on service performance.</p> <p>These discussions are documented in the papers for meetings of the tenant representative groups.</p> <p>There are a range of opportunities for both individuals and groups to participate, such as: surveys, meetings with Tenants and Residents Associations, the Council Wide Forum, Neighbourhood Forums, Quality Circles, the Repairs Development Group and the Tenant Scrutiny Panel</p>

Ref	Requirement	Evidence	Compliance
CH3	Report performance in achieving or progressing towards the Charter outcomes and standards to its tenants and other service users (no later than October each year). The format of performance reporting must be agreed with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon-free language.	<p>Agenda, Presentation and Minute of Joint Tenant Representative Groups Meeting on 17 July 2019</p> <p>People's News – Annual Return on the Charter Tenant Supplement</p> <p>Council website</p>	<p>Each year tenants are consulted on how the performance information should be presented, what indicators should be highlighted and how performance is benchmarked.</p> <p>The Tenant Report is published and distributed to tenants and made available in Customer Service Centres, other Council locations such as Libraries and on the Council's website by the end of October each year.</p>
CH4	<p>When reporting performance to tenants and other service users, this must:</p> <ul style="list-style-type: none"> • Include providing them with an assessment of performance in delivering each of the Charter outcomes and standards which are relevant to the Council • Include relevant comparisons – these should include comparisons with previous years, with other landlords and with national performance. 	<p>Scottish Social Housing Charter: Annual Return 2018/19 CHAPS Board Report, 20/08/19</p> <p>CHAPS Board Report, 21/08/18 Tenant Satisfaction Survey 2017/18</p> <p>Self-Assessment Exercise</p> <p>Service Improvement Plan 2019-2020 – 2023-2024</p> <p>People's News – Annual Return on the Charter Tenant Supplement.</p> <p>CHAPS Board report, 30/10/18, Annual Housing Benchmarking Performance Report 2017/18</p>	<p>Tenant feedback is used to develop the publication of our Annual Report to Tenants which includes current performance against previous years and benchmarking against Scottish averages.</p> <p>The Report to Tenants provides a balanced appraisal of performance and highlights areas that can be improved.</p> <p>A full self-assessment exercise was undertaken as part of the preparation for the Annual Assurance Statement. This also included a self-assessment exercise with the Tenants Scrutiny Panel against the Charter outcomes.</p>

Ref	Requirement	Evidence	Compliance
	<ul style="list-style-type: none"> Set out how and when the Council intends to address areas for improvement Give tenants and other service users a way to feed back their views on the style and form of the reporting 	<p>CHAPS Board report, 29/10/19, Scottish Social Housing Charter Half yearly report 2018/19</p> <p>Agenda, Presentation and Minute of Joint Tenant Representative Groups Meeting on 17 July 2019</p> <p>Council website</p> <p>Self-Assessment Exercise</p>	<p>Charter information presented to tenant groups includes performance information, comparisons with previous years' data and other social landlords.</p> <p>The annual report to the Policy Board on the Charter Return advises Members of areas that require improvement.</p> <p>The three-year Service Improvement Plan provides details of service review and development.</p> <p>The Peoples News provides opportunities for tenants to "Tell us what you think" inviting comments on the format and content of the newsletter. The content and design of the newsletter is also discussed regularly with tenant groups.</p>
CH5	Make the report on performance easily available to tenants, including online.	<p>People's News – Annual Return on the Charter Tenant Supplement.</p> <p>Council website</p>	<p>The Annual report to tenants is published in the Peoples News and distributed to all tenants. The report is also published on the Council website and made available in Customer Service Centres and other Council locations such as Libraries.</p>

3. Tenants and Service Users Redress

Ref	Requirement	Evidence	Compliance
TS1	Make information on reporting significant performance failures, including the SHR's leaflet, available to tenants.	<p>Council website which includes link to Regulator website</p> <p>SHR Significant Failures Leaflet available in Customer Service Centres.</p> <p>Council website</p>	Information for tenants on reporting significant performance failures, including the SHR's leaflet is available from the Customer Service Centres. A link to the SHR's website is also publicised on the Council's website.
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 the Council's service standards, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO).	<p>Complaints Handling Procedures:</p> <p>Customer Guide</p> <p>Complaints Form</p> <p>People's News</p> <p>Council's website</p> <p>Scottish Social Housing Charter: Annual Return 2018/19 CHAPS Board Report, 20/08/19</p> <p>CHAPS Board report, 30/10/18, Annual Housing Benchmarking Performance Report 2017/18</p>	<p>Information on how to complain is publicised widely, including on line and in tenant newsletters.</p> <p>The Council adheres to the SPSO guidance in relation to timescales.</p> <p>The Council monitors complaints handling, and this is reported to the Scottish Housing Regulator through the Annual Return on the Charter.</p> <p>Quarterly meetings to gain further insight into complaints and how we can improve services have been arranged.</p> <p>Complaints performance information is covered in our Report to Tenants, including benchmarking comparison against Scottish averages.</p>

Ref	Requirement	Evidence	Compliance
TS3	Ensure the Council has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO guidance.	<p>Corporate Complaints Handling Procedure</p> <p>Laggan Complaints Management System</p> <p>SPSO – Link on Council website</p> <p>Sheltered Housing Newsletters</p> <p>Service Improvement Plan2019-2020 - 2023-2024</p>	<p>Further investigation has taken place on the number and type of complaints received, to identify any themes that require addressing.</p> <p>Recently the focus for this has been to learn from complaints regarding the repairs service. Quarterly officer meetings to gain insight into these complaints have been arranged.</p> <p>The Sheltered Housing Service newsletter includes a “you said we did” section which highlights to customers the action that has been taken following feedback received.</p>

4. Whistleblowing

Ref	Requirement	Evidence	Compliance
WB1	Have effective arrangements and a policy for whistleblowing by staff and elected members which the Council makes easily available and which it promotes.	<p>Staff Code of Conduct</p> <p>Council Intranet site</p>	<p>The Council’s Staff Code of Conduct includes information on Whistleblowing. This is available for staff on the Councils intranet.</p>

5. Equality and Human Rights

Ref	Requirement	Evidence	Compliance
EH1	Have assurance and evidence that the Council 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>Council Guide for Assessing Equality and Human Rights Impacts</p> <p>Leadership Board Report 1 May 2019 - Progress Report on Equality Outcomes and Mainstreaming Equality 2019</p> <p>Language Line translation service & Alternative formats are available on request.</p> <p>Loop hearing system in Customer Service Centres</p> <p>Common Housing Allocation Policy</p> <p>Common Housing Allocation Policy Equalities Impact Assessment.</p> <p>Tenants Satisfaction Survey 2017/18</p> <p>Service Improvement Plan 2019-2020 – 2023-2024</p>	<p>All matters being reported to Board are reviewed for any equality and/or human rights implications.</p> <p>Corporately the Council monitors Equality Outcomes and reports on this annually.</p> <p>All policy changes are subject to Equality Impact Assessments and approved by the relevant Board. e.g. the recently approved Common Housing Allocation Policy.</p> <p>Our performance in promoting equalities is reported to the Leadership Board annually. There is also a statement in the Service Improvement plan annually on performance relating to equalities.</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, governing body	<p>Scottish Social Housing Charter: Annual Return 2018/19 CHAPS Board Report, 20/08/19</p> <p>Service Improvement Plan 2019-2020 – 2023-2024</p>	<p>We understand that further guidance is being issued in relation to this indicator, however, currently we ask all applicants at housing options interviews for information in relation to protected characteristics.</p>

Ref	Requirement	Evidence	Compliance
	<p>members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/ Traveller sites must also collect data on protected characteristics for these service users.</p>	<p>CHAPS Board Report 30/10/18, Digital Support for Council Tenants.</p> <p>Final ARC Submission 18/19 – May 2019</p> <p>Unauthorised Encampments Procedures (Gypsy/ Travellers)</p>	<p>The Council collects protected characteristic information from tenants (where the tenant has chosen to provide this information), waiting list applicants and new tenants. Data from each protected characteristic has previously been reported to the Scottish Housing Regulator as part of the Annual Return on the Charter (ARC) submission and reported to the CHAPS Board annually.</p> <p>There are currently no Gypsy/Traveller sites in Renfrewshire, however arrangements are in place to engage with Gypsy/Travellers who temporarily stay in Renfrewshire to inform our assessment of future needs.</p>