I am pleased to provide you and the Committee with an update on our work since March 2015.

The Committee asked us to prioritise updates on our progress towards introducing an appeals process and on our work with the Scottish Federation of Housing Associations (SFHA) to agree a model policy on entitlements, payments and benefits.

We will implement a new appeals process on 1 April 2016; this will be an important way for us to be open to appropriate challenge. We are developing an appeals process that is transparent, accessible, proportionate, cost effective, allowing us to continue to act swiftly where necessary to protect the interests of tenants and service users. We will engage and consult widely to ensure all our stakeholders have a range of opportunities to contribute to the development of our appeals process, especially tenants, landlords and their representative bodies.

I am pleased to report we have agreed to endorse the SFHA’s model policy on entitlements, payments and benefits. The model policy takes account of the needs of landlords working in rural and remote communities. The SFHA has issued the model policy to its members to review and hopes to publish the final version soon.

In April we published our new Corporate Plan 2015-18 and in May a concise summary of the work that we plan to do during 2015/16. We will continue to focus on our three priorities: good services, financial health and good governance.

I have attached further details on these and other aspects of our work.

We are fully committed to achieving our objective, to safeguard and promote the interest of tenants and others who use the services of social landlords. I look forward to discussing our work with you and the Committee on 24 June 2015.

Kind regards

Kay Blair, Chair
16 June 2015
Appendix

1. **What we said we would do:**
   Publish more information on how we work.

**What we have done:**
- In April 2015 we published the first in a new series of information notes about *How We Work*. This first information note explains how we work with registered social landlords (RSLs) about a potentially serious issue or concern. We worked with Glasgow and West of Scotland Forum of Housing Associations (GWSF) and the Scottish Federation of Housing Associations (SFHA) in producing this note.
- In May we published a statement on the work we will do in the year to supplement what we set out in our three-year Corporate Plan. This was the first time we have published such a statement and we will do this annually.
- We issue regular editions of our electronic stakeholder newsletter ‘SHR Update’.

2. **What we said we would do:**
   Publish more detail on how we deliver the annual risk assessment, including in the autumn of each year the main risks and issues that the annual risk assessment will focus on and in the spring of each year a summary of all regulation plans highlighting which RSLs we are engaging with and why.

**What we have done:**
- We have published a summary of all regulation plans highlighting which RSLs we are engaging with and why.
- We have published a summary of all local scrutiny plans highlighting which local authorities we are engaging with and why.
- We will publish by the end of June 2015 further editions in the *How We Work* series to provide more information about how we assesses risk in RSLs and local authorities.
- We will publish a Regulatory Advice Note in November setting out the key risks and issues we will focus on during the risk assessment of all RSL and local authority shared risk assessment.
- We are engaging with the GWSF, the SFHA and the Association of Local Authority Chief Housing Officers (ALACHO) to help us produce these notes.

3. **What we said we would do:**
   Issue updated information leaflets about whistleblowing for both employers and staff explaining what we will do if a whistleblower reports concerns to us.

**What we have done:**
- In April we published updated factsheets on whistleblowing; one for whistleblowers and one for landlords.
- We consulted with the GWSF and the SFHA in producing the factsheets.
4. **What we said we would do:**
From our next annual report we will publish information on the numbers of whistleblowing cases we handle.

**What we have done:**
- We will publish information on whistleblowing in our annual report for 2014/15, which we will lay before Parliament in September.

5. **What we said we would do:**
Publish more positive examples of practice in future editions of Governance Matters and Performance Matters.

**What we have done:**
- Earlier this month we published the third edition of Performance Matter focusing on the outcome of our data accuracy work with landlords. We found that landlords had a strong commitment to accurate performance reporting and are responding to the challenges of reporting on the Charter. This edition included four examples of positive practice.

6. **What we said we would do:**
Update the Committee on the timescales for consultation and implementation of an appeals process.

**What we have done:**
- Met with the Scottish Government to discuss its expectations on the requirements around appeals set out in its strategic code of practice for Scottish regulators.
- Announced our plan to undertake a two-stage consultation process, which will enable us to engage meaningfully with tenants, landlords and other stakeholders throughout the development of our approach. The outcome of stage one discussions will inform our detailed proposals.
  - stage one: September 2015 - discussion paper and dialogue with stakeholders on proposed principles of appeals process;
  - stage two: November 2015 – January 2016 – formal public consultation with stakeholders;
  - go live: 1 April 2016.

7. **What we said we would do:**
Issue revised regulatory guidance on Notifiable Events, following consultation, by August 2015.

**What we have done:**
- The consultation on the guidance finished on 24 April 2015. We received responses from 36 stakeholders, including from all of the main representative groups.
- We published stakeholders’ responses to the consultation on 5 June.
- We will publish an independent review of the responses in July, and publish the revised guidance in August.
8. **What we said we would do:**
   Explore the potential to develop a procurement framework agreement that both the Regulator and RSLs can use to appoint special managers, professional investigators and interim Chief Executives.

**What we have done:**
- We are currently working with legal and procurement advisors to test the feasibility of putting in place such a procurement framework agreement for both the Regulator and RSLs.

9. **What we said we would do:**
   Update the Committee on our work with the SFHA on its proposed model Payments and Benefits Policy.

**What we have done:**
- We have agreed to endorse the SFHA’s proposed model policy on entitlements, payments and benefits.
- The model policy takes account of the needs of landlords working in rural and remote communities.
- The SFHA has issued the model policy to its members to review and hopes to publish the final version soon.
- We worked intensively and constructively with the SFHA to achieve this outcome.

10. **Other activity and publications:**
- In March we published our first National Report on the Scottish Social Housing Charter and a summary version aimed at tenants and service users.
- Also in March we published our analysis of the finances of RSLs.
- At the end of March we published regulation plans for 65 RSLs and contributed to the local scrutiny plans published by Audit Scotland for all 32 councils with SHR scrutiny in 23.
- We consulted on a range of revised and streamlined regulatory guidance. We will publish an independent review of the responses in July, and publish the revised guidance in August.
- Completed the outcome of the second year of our National Panel of Tenants and Service Users and we will publish this in late June.
- Published our new Corporate Plan for 2015 to 2018.
- Our programme of thematic inquiries across a range of Charter outcomes is well under way. This will give us more detailed information on landlords’ performance on the Charter and help to identify good practice.
- We have completed the research and fieldwork phases of our thematic inquiry into Gypsy / Traveller sites. We will publish the report in the summer. We will provide the Committee with our inquiry report and would be happy to provide further briefing to the Committee on the outcome of this important work.
- In May our Board had the first in what will be a regular series of meetings with the Boards of the SFHA and GWSF.
- We hosted the first in a series of Board engagements with our main stakeholders around key topics. The first meeting discussed how we might develop a regulatory position around value for money in social housing.
In June we held our annual meeting with representatives of the major private lenders to RSLs. At this we explained the outcome of the RSL risk assessment and heard their concerns about the financial risk RSLs face. Lenders have told us that the value of our regulation to the sector is of the order of £40 million per annum.