

## City of Edinburgh Council

### Why we are engaging with City of Edinburgh Council (Edinburgh)

We are engaging with Edinburgh about its **services for people who are homeless.**

To assess the risk to people who are homeless we have reviewed and compared the data for all councils from the Scottish Government's 2017/18 national homelessness statistics, the Annual Returns on the Charter and information from our previous engagement with Edinburgh. From this we identified areas where we require further information and assurance from Edinburgh:

- how people access the service: in Housing Options cases, the low percentage of people Edinburgh recorded as presenting for homelessness reasons for whom the council completed a homelessness application.
- temporary accommodation:
  - Edinburgh did not make offers of temporary or emergency accommodation on 1873 occasions where it had a duty to make an offer;
  - Edinburgh breached the unsuitable accommodation order on 280 occasions; and
  - the average length of time people spend in temporary accommodation provided by Edinburgh is above the Scottish average.
- outcomes for people who are homeless:
  - the percentage of unintentionally homeless people with whom Edinburgh loses contact is above the Scottish average;
  - the number of people waiting for more than one year for an outcome is above the Scottish average;
  - the time it took to discharge its duties to people who are unintentionally homeless from application is above the Scottish average;
  - the percentage of unintentionally homeless people for whom Edinburgh secured accommodation is below the Scottish average; and
  - the percentage of repeat homelessness assessments Edinburgh undertakes is above the Scottish average.

We have engaged with Edinburgh to seek assurance that it is aware of its performance issues and is committed to making improvements. Edinburgh has taken steps to improve its performance including improving the quality of temporary accommodation it provides. Edinburgh is developing a comprehensive improvement plan to cover all aspects of its homelessness service.

### What Edinburgh must do

Edinburgh must:

- provide us with the information we require about its homelessness service. It must assure us about the accuracy of the figure on the number of offers of temporary and emergency accommodation; and

- demonstrate to us that it complies with its duty to offer temporary or emergency accommodation and the unsuitable accommodation order.

## What we will do

We will:

- review the information we require Edinburgh to provide and meet with it at least quarterly to discuss its homelessness service;
- monitor Edinburgh's compliance with its statutory duties in relation to offers of temporary or emergency accommodation and the unsuitable accommodation order;
- review our engagement with Edinburgh when it has finalised its Rapid Rehousing Transition Plan; and
- review Edinburgh's progress with the Energy Efficiency Standard for Social Housing (ESSH) when we review the performance of all landlords as part of our annual risk assessment. The deadline for compliance is December 2020 and Edinburgh has achieved 56.6%.

## Regulatory returns

Edinburgh must provide us with the following annual regulatory returns:

- Annual Assurance Statement;
- Annual Return on the Charter; and
- the return on the Energy Efficiency Standard for Social Housing.

It should also notify us of any material changes to its Annual Assurance Statement and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.



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### Our lead officer for City of Edinburgh Council is:

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