

Dundee City Council

Why we are engaging with Dundee City Council (Dundee)

We are engaging with Dundee about its **services for people who are homeless** and its **approach to gas safety**.

To assess the risks 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 Dundee. From this we identified areas where we require further information and assurance from Dundee:

- how people access the service: Dundee reported a 10% increase on the previous year in homelessness applications;
- Dundee's assessment of homelessness applications:
 - the percentage resolved before assessment is above the Scottish average;
 - the percentage withdrawn before assessment is above the Scottish average;
 - the percentage where contact was lost before assessment is above the Scottish average; and
 - the percentage it assessed within 28 days is below the Scottish average;
- temporary accommodation: the percentage of offers of temporary or emergency accommodation refused (all types) is above the Scottish average; and
- outcomes for people who are homeless: the relatively high number of people waiting for more than one year for an outcome.

Dundee has updated us on the progress of its homelessness initiatives in relation to access to services, rough sleeping, lost contacts and its targets for allocating lets to people who are homeless. This indicated improved access to its homelessness service, a reduction in the numbers of people sleeping rough in the council area, a slight decrease in the number of lost contacts before assessment and that Dundee has increased its target for allocating lets to homeless applicants.

We have been monitoring Dundee's performance on gas safety since 2017/18 after we found that improvements were required in its process, performance, audit and reporting. We required Dundee to take immediate steps to establish the accuracy of its performance on gas safety and to provide us with an improvement plan. Dundee has made good progress in delivering improvements including:

- improved identification of properties with gas appliances and the introduction of regular gas register audit/monitoring;
- updated procedures for gas servicing and the introduction of a specific team to pursue access where normal procedures are ineffective; and
- improved performance monitoring and steps taken to ensure comprehensive reports are provided regularly on the process and outcomes.

Dundee reported in its Annual Report on the Charter that it had not met its statutory duty to complete gas safety checks on 13 occasions during 2018/19. However, it has revised its

processes, continues to make performance improvements and is now reporting 100% compliance.

We have also been engaging with Dundee about its consultation with tenants in relation to its decision in October 2017 to demolish flats. Our assessment is that whilst the Council consulted the individual tenants affected, it did not consult the Dundee Federation of Tenants Associations (DFTA), a Registered Tenants Organisation when it should have. Dundee has accepted this and has agreed a revised consultation strategy with the DFTA.

What Dundee must do

Dundee must:

- continue to provide us with the information we require in relation to its homelessness service; and
- continue to provide us with progress updates on the outcomes of its gas safety improvement plan.

What we will do

We will review the information we require from Dundee and meet with it in quarter four to discuss its homelessness service and its progress in its gas safety improvement plan.

Regulatory returns

Dundee 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.



[Read more about Dundee >](#)

Our lead officer for Dundee City Council is:

Name: Lynn Sweeney, Regulation Manager
Address: Buchanan House, 58 Port Dundas Road, Glasgow, G4 0HF
Telephone: 0141 242 5865
Email: Lynn.sweeney@shr.gov.uk