

Glasgow City Council

Why we are engaging with Glasgow City Council (Glasgow)

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

We have been engaging with Glasgow for a number of years around its failure to discharge its statutory duties to provide temporary or emergency accommodation and settled accommodation for significant numbers of people who present to it as homeless.

In March 2018 we published [Housing people who are homeless in Glasgow](#) setting out the findings from our review of how effectively Glasgow City Council and Registered Social Landlords (RSLs) house people who are homeless. In summary, our main findings for the Council were:

- It was not housing enough people who are homeless quickly enough. In 2016/17 it housed around half of those it had a duty to house.
- Its target for the number of homes it needed to secure for people who are homeless each year was too low, and it was not referring enough people to RSLs to meet the level of need from people who are homeless.
- Many people who were homeless had to wait a long time in temporary accommodation.
- The Council and its partners have made some important improvements to the process they use to find homes for people, and they are working together more effectively.
- The Council's aims for a person-centred, needs-led approach for people who are homeless is positive, but a full and detailed assessment is not necessary for everyone.
- The Council's phased approach to assessing the housing needs of people who are homeless resulted in duplication of work and unnecessary delay in referring people who are homeless to RSLs.
- The Council lost contact with around a quarter of people who were homeless while they waited for a home. The length and complexity of the process in Glasgow was a significant factor in this.

Glasgow accepted our findings and developed a plan to implement our recommendations within its wider programme of work to transform services for people who are homeless.

Since April 2018 we have been monitoring Glasgow's performance on a number of key aspects of its services for people who are homeless. Glasgow provides us with performance information each month. From this we can see that Glasgow:

- continues to fail to meet its duties to provide temporary and emergency accommodation to a significant number of people who approach it for help; and
- people who are homeless are still waiting for significant time for settled accommodation.

Glasgow told us that it expects the pace of improvements to increase as the changes in its reporting and practice take effect.

What Glasgow must do

Glasgow must:

- demonstrate to us that it is discharging its statutory duties to all of those people who approach it for assistance because of homelessness or potential homelessness; and
- continue to provide us with monthly performance information.

What we will do

We will:

- continue to monitor Glasgow's performance on key aspects of its services to people who are homeless and meet with Glasgow at least quarterly;
- visit the Council to directly test its performance, following which we will determine what further action we may require to take; and
- review our engagement with Glasgow when it has finalised its Rapid Rehousing Transition Plan.

Regulatory returns

Glasgow 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 Glasgow City Council >](#)

Our lead officer for Glasgow City Council is:

Name: Kathleen McNulty, Assistant Director, Regulation Group
Address: Buchanan House, 58 Port Dundas Road, Glasgow, G4 0HF
Telephone: 0141 242 5885
Email: Kathleen.mcnulty@scottishhousingregulator.gsi.gov.uk