

Inverclyde Council

Why we are engaging with Inverclyde Council (Inverclyde)

We are engaging with Inverclyde about its **services for people who are homeless** and its plans to transfer a small number of tenanted, council-owned homes to a local RSL.

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 Inverclyde. From this we identified areas where we require further information and assurance from Inverclyde:

- how people access the service: in Housing Options cases, the low percentage of people Inverclyde recorded as presenting for homelessness reasons for whom the council completed a homelessness application.
- Inverclyde's assessment of homelessness applications:
 - the percentage it assessed as intentionally homeless is above the Scottish average;
 - the percentage resolved before assessment is above the Scottish average;
 - the percentage where contact was lost before assessment is above the Scottish average;
 - the percentage withdrawn before assessment is above the Scottish average; and
 - the percentage assessed within 28 days is below the Scottish average.
- temporary accommodation: the percentage of offers of temporary or emergency accommodation refused is above the Scottish average; and
- outcomes for people who are homeless:
 - the percentage of unintentionally homeless people with whom Inverclyde lost contact is above the Scottish average;
 - the percentage of unintentionally homeless people for whom Inverclyde secured accommodation is below the Scottish average;
 - the relatively high number of people waiting for more than one year for an outcome; and
 - the number of repeat homelessness assessments Inverclyde has undertaken is above the Scottish average.

Inverclyde has told us that it owns around 12 tenanted homes. It is implementing plans to transfer the majority of these homes in consultation with the tenants.

What Inverclyde must do

Inverclyde must:

- provide us with the information we require in relation to its homelessness service; and
- ensure that it meets all of its obligations to its tenants.

What we will do

We will:

- review the information we require Inverclyde to provide and meet with it quarterly to discuss its homelessness service; and
- review our engagement with Inverclyde when it has finalised its Rapid Rehousing Transition Plan.

Regulatory returns

Inverclyde 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 Inverclyde Council >](#)

Our lead officer for Inverclyde Council is:

Name: John Jellema, Regulation Manager
Address: Buchanan House, 58 Port Dundas Road, Glasgow, G4 0HF
Telephone: 0141 242 5888
Email: John.jellema@scottishhousingregulator.gsi.gov.uk