

North Ayrshire Council

Why we are engaging with North Ayrshire Council (North Ayrshire)

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

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 and the Annual Returns on the Charter. From this we identified areas where we require further information from North Ayrshire:

- how people access the service: North Ayrshire reported a 37% increase on the previous year in the number of homelessness applications.
- North Ayrshire's assessment of homelessness applications:
 - the percentage resolved before assessment is above the Scottish average; and
 - the percentage withdrawn before assessment is above the Scottish average.
- outcomes for people who are homeless:
 - the percentage of its lets North Ayrshire makes to people who are unintentionally homeless is below the Scottish average;
 - the relatively high number of people waiting for more than one year for an outcome;
 - the percentage of tenancies sustained for more than one year following statutory homelessness is below the sector average; and
 - the percentage of repeat homelessness assessments North Ayrshire undertakes is above the Scottish average.

What North Ayrshire must do

North Ayrshire must provide us with the information we require in relation to its homelessness services.

What we will do

We will:

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

Regulatory returns

North Ayrshire 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 North Ayrshire Council >](#)

Our lead officer for North Ayrshire Council is:

Name: Joyce Stewart, Regulation Manager
Address: Buchanan House, 58 Port Dundas Road, Glasgow, G4 0HF
Telephone: 0141 242 5577
Email: Joyce.stewart@scottishhousingregulator.gsi.gov.uk