

North Lanarkshire Council

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

We are engaging with North Lanarkshire 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 Lanarkshire:

- how people access the service:
 - North Lanarkshire reported a 13% increase on the previous year in homelessness applications; and
 - in Housing options cases, the low percentage of households North Lanarkshire recorded as presenting for homelessness reasons for whom the council completed a homelessness application;
- North Lanarkshire's assessment of homelessness applications:
 - the percentage it assessed as intentionally homeless is above the Scottish average; and
 - the percentage resolved before assessment is above the Scottish average;
- temporary accommodation:
 - North Lanarkshire did not make offers of temporary or emergency accommodation on 16 occasions where it had a duty to make an offer; and
 - the percentage offers of temporary or emergency accommodation refused (all types) is above the Scottish average;
- outcomes for people who are homeless:
 - the percentage of its lets North Lanarkshire makes to people who are unintentionally homeless is below the Scottish average; and
 - the relatively high number of people waiting for more than one year for an outcome.

What North Lanarkshire must do

North Lanarkshire must:

- provide us with the information we require in relation to its homelessness service; and
- demonstrate to us that it complies with its duty to offer temporary or emergency accommodation.

What we will do:

We will:

- review the information we require North Lanarkshire to provide and meet with it biannually to discuss its homelessness service;
- monitor North Lanarkshire's compliance with its statutory duty in relation to offers of temporary or emergency accommodation; and
- review our engagement with North Lanarkshire when it has finalised its Rapid Rehousing Transition Plan.

Regulatory returns

North Lanarkshire 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 Lanarkshire Council >](#)

Our lead officer for North Lanarkshire Council is:

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