

Shetland Islands Council

Why we are engaging with Shetland Islands Council (Shetland Islands)

We are engaging with Shetland Islands about its **services for people who are homeless** and **service quality**.

To assess the risks of services to people who are homeless we have reviewed 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 Shetland Islands. From this we identified areas where we require further information and assurance from Shetland Islands:

- how people access the service:
 - Shetland Islands reported an 11% increase on the previous year in homelessness applications;
- Shetland Island'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 - the percentage withdrawn before assessment is above the Scottish average;
 - the percentage it assessed within 28 days is below the Scottish average;
- temporary accommodation: the average length of time people spend in temporary accommodation provided by Shetland Islands is above the Scottish average;
- outcomes for people who are homeless:
 - the percentage unintentionally homeless people with whom Shetland Islands lost contact is above the Scottish average and the percentage it did not know the outcome for is above the Scottish average;
 - the average time it took to discharge its duties to people who are unintentionally homeless from application is above the Scottish average;
 - the relatively high number of people waiting for more than one year for an outcome; and
 - the percentage of its lets Shetland Islands allocates to people who are unintentionally homeless is below the Scottish average.

To assess the risk to social landlord services we have reviewed and compared the 2017/18 service quality performance of all social landlords to identify the weakest performing landlords. Shetland Islands is in the bottom quartile for all social landlords in relation to:

- tenants satisfied with the overall service;
- tenants who feel the landlord is good at keeping them informed about services and decisions;
- tenants satisfied with opportunities given to participate in the landlords decision making;
- tenants satisfied with the quality of home;
- tenants who feel the rent for their property represents value for money;
- days to complete non-emergency repairs;
- repairs completed right first time;
- anti-social behaviour cases resolved within local targets;
- average days to re-let properties; and

- percentage gross rent arrears of rent due.

What Shetland Islands must do

Shetland Islands must provide us with the information we require in relation to its service quality and services to people who are homeless.

What we will do:

We will:

- review Shetland Islands' Annual Return on the Charter in June 2019, the information about its homelessness service and meet with it quarterly to discuss its services;
- review our engagement with Shetland Islands when it has finalised its Rapid Rehousing Transition Plan; and
- review Shetland Islands' stock condition survey plans and progress with the Energy Efficiency Standard for Social Housing (ESSH) when we review the performance of all landlords as part of our annual risk assessment. The deadline for compliance with ESSH is December 2020 and Shetland Islands has achieved 58.2%.

Regulatory returns

Shetland Islands 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 Shetland Islands Council >](#)

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