

Stirling Council

Why we are engaging with Stirling Council (Stirling)

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

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

- satisfaction with the overall service;
- tenants who feel the landlord is good at keeping them informed about services and decisions;
- tenancy offers refused;
- complaints management;
- anti-social behaviour cases resolved within local targets;
- average days to re-let properties; and
- percentage gross rent arrears of rent due.

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

- the 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 - the percentage withdrawn before assessment is above the Scottish average; and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 Stirling assessed within 28 days is below the Scottish average;
- temporary accommodation:
 - the average length of time people spend in temporary accommodation provided by Stirling is above the Scottish average;
 - Stirling did not make offers of temporary or emergency accommodation on 10 occasions where it had a duty to do make an offer; and
 - Stirling breached the unsuitable accommodation order on 5 occasions.
- outcomes for people who are homeless:
 - the time it took to discharge its duties to people who are unintentionally homeless from application is above the Scottish average;
 - the percentage of its lets Stirling makes to people who are unintentionally homeless is below the Scottish average; and
 - the percentage of repeat homelessness assessments Stirling has undertaken is above the Scottish average.

In 2018/19 Stirling commissioned an independent review of its housing and homelessness services which made recommendations for improvement. Stirling has developed an improvement plan to implement the recommendations.

What Stirling must do

Stirling must:

- provide us with the information we require in relation to its service quality and services to people who are homeless;
- provide us with quarterly updates in relation to its homeless service; and
- demonstrate to us that it complies with its duty to make offers of temporary and emergency accommodation and the unsuitable accommodation order.

What we will do

We will:

- review Stirling's Annual Return on the Charter in June 2019, the information about its homelessness service, progress on its improvement plan and meet with Stirling biannually to discuss progress;
- monitor Stirling's compliance with its statutory duties in relation to offers of temporary or emergency accommodation and the unsuitable accommodation order;
- review the information we require Stirling to provide and meet with the Council bi-annually to discuss its performance; and
- review our engagement with Stirling when it has finalised its Rapid Rehousing Transition Plan.

Regulatory returns

Stirling 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 Stirling Council >](#)

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