



Communities Scotland

a Scottish Executive agency

Working with others to ensure decent housing and strong communities across Scotland

Inspecting homelessness services

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Regulation & Inspection
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Session Overview

- Our approach
- What we assess
- Inspection techniques
- Key findings
 - grades
 - positives
 - negatives
- Developing the process




Our approach

- How good is the service?
- How well is it managed for improvement?
 - Not about catching people out
 - Not about inspecting individuals
 - Not about unrealistic expectations
 - Do take account of context
 - Do focus on outcomes for service users

What we assess

- access
- Assessing applications
- temporary accommodation
- permanent accommodation
- Prevention
- Responsiveness to service users
- Working with partners
- performance management
- Resource management and efficiency
- Public reporting

Inspection techniques

- Assessment of information in landlord's inspection submission and key documents
 - Case reviews
 - Discussions with staff
 - Discussions with councillors
 - Observation/shadowing
 - Speaking to service users
 - Visits
 - Briefings from third parties
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Key findings- grades

East Lothian Council	D
Angus Council	C
West Dunbartonshire Council	B
Inverclyde Council	D
Stirling Council	C
East Renfrewshire	C
South Ayrshire	C
Aberdeen City	D
City of Edinburgh	A

Key findings - positives

- Very committed staff
- Applicants interviewed quickly
- Partnership working on information and advice – especially for young people
- Shift in focus to prevention
- Appropriate review and appeal procedures
- Recognition of need to increase/improve temporary accommodation

Key findings - negatives

- Gatekeeping
- Weak recording of initial approaches
- Investigation/consideration of applicants' circumstances
- Publicising appeals procedures
- Planning for increases in temporary accommodation
- Access to permanent accommodation
- Performance management
- Feedback from service users



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