



SCOTTISH EXECUTIVE



# Glasgow Homelessness Partnership

Section 5 Issues in  
relation to stock transfer

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# Introduction

- Glasgow approach –
  - Then
  - Now
- How referrals have operated
- Issues which are emerging
- What other Stock Transfer authorities should consider



# Glasgow's Approach

Cosla/SFHA Model Protocol

GCC/GHA/SFHA Protocol

- 2 different versions - GHA and RSLs
- Main differences
  - Levels of information provided
  - Methodology for contracting RSLs
- Varies considerably from Model Protocol

# Where did we come from?

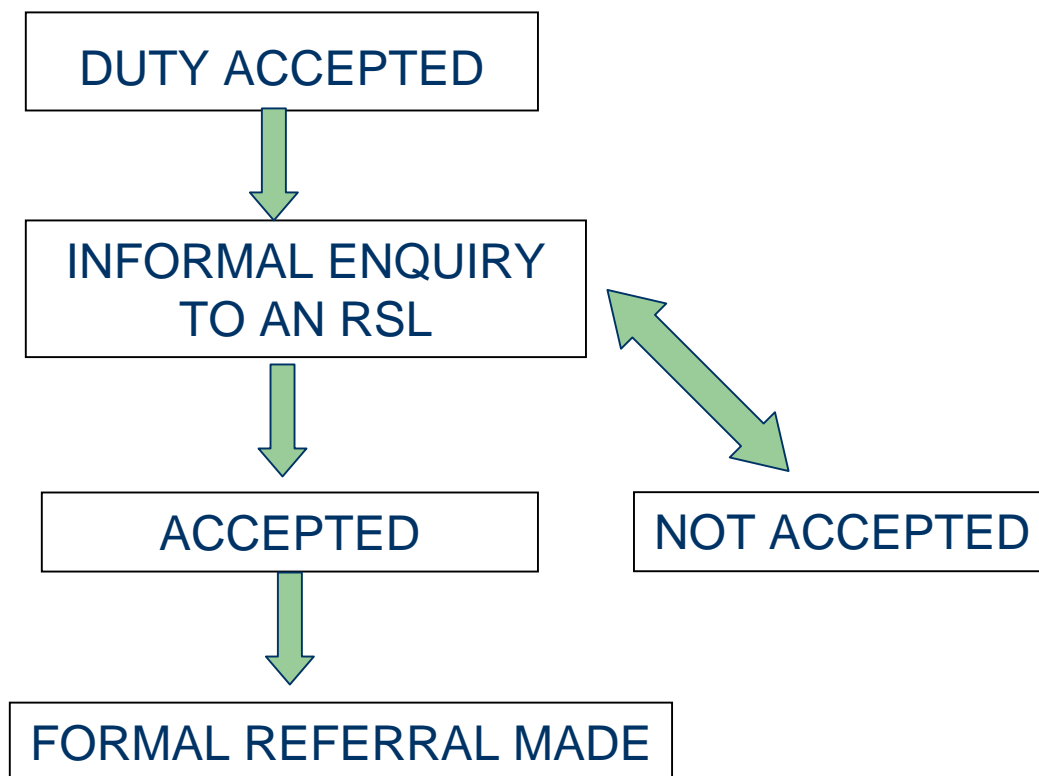
## **Pre March 03:**

- Small Furnished Accommodation Team
- 24/7 service in Hamish Allan Centre
- Hostels for single men and women
- Family homelessness dealt with by neighbourhood offices
- Limited role for RSLs in accommodating homeless households

## Where we are now!

- Homelessness Partnership
- 9 x Community Casework Teams
- 2 x Specialist Casework Teams
- 24/7 service in Hamish Allan Centre
- Closing large scale hostels
- Network of specialist supported accommodation and floating support projects
- Homeless Health Centre/Services

# Summary of Process



# Issues that Arise

## Information Systems

- GCC/GHA IT disengagement
- Interfaces with key IT systems
  - GHA – Some
  - RSLs – None
- Difficulties in providing good quality Management Information
  - GHA LHO – now get monthly
  - Other RSLs – Community Scotland Annual return and local information



## Issues that Arise (2) Information Systems

- Recording outcomes of formal offers
- Meaningfulness of recorded outcomes
  - GCC – has household been accommodated
  - RSLs – has offer been made!

## Issues that arise (3)

### Management Issues

- Quality of referral information - too much too early?
- Quality of support packages
- Contact arrangements after household accommodated
- Relationships with Social Work Area Teams about ongoing support

## Issues that arise (4)

### Awareness Issues

- Not all RSLs - Committee members and staff – understand their statutory obligations in relation to homelessness
- Still not significant use being made of the housing support packages available

## Issues that arise (5)

- Planning
  - Not all RSLs have Lettings Plans and not all lettings plans reflect homelessness statutory duty
  - Constraints in dealing with a large number of individual organisations
  - Quality of houses allocated and tenancy sustainment issues

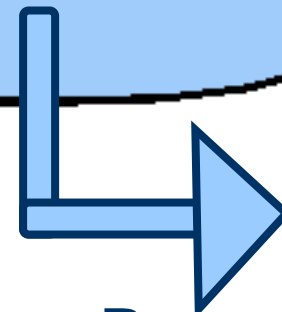


## Homeless Households with Statutory Duty to rehouse

Current Position

Temporary  
Accommodation

Permanent Lets



# What is Glasgow doing now?

- Research in to the operation of the S5 protocols
- Identification of the key barriers
  - Informal referral process
  - Dealing with individual RSLs/LHOs
  - Operating 2 different protocols

## What is Glasgow doing now? (2)

- Next stage – working with GHA and SFHA/RSLs
- 2 working groups from Awareness Raising Day in November to be established
- Areas to be considered include:
  - Removal of informal enquiry stage
  - Development of local consortia and local lettings plans to include statutory homeless households
  - Use of CHR to make S5 referrals

# Thinking of Stock transfer?

- Where does the homelessness duty sit – Council or new RSL?
- IT
- Management information
- Resources – admittedly Glasgow is complex but homelessness seems always to be under resourced – look at some of the English examples
- Quality/Service standards