

West Dunbartonshire Council

Why we are engaging with West Dunbartonshire Council (West Dunbartonshire)

We are engaging with West Dunbartonshire 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 West Dunbartonshire:

- how people access the service: in Housing Options cases, the low percentage of people West Dunbartonshire recorded as presenting for homelessness reasons for whom the council completed a homelessness application.
- West Dunbartonshire's assessment of homelessness applications:
 - the percentage it assessed as intentionally homeless is above the Scottish average
 - the percentage withdrawn before assessment is above the Scottish average.
- outcomes for people who are homeless:
 - the percentage of unintentionally homeless people with whom West Dunbartonshire lost contact is above the Scottish average;
 - the percentage it did not know the outcome for is above the Scottish average; and
 - the relatively high number of people waiting for more than one year for an outcome.

West Dunbartonshire had previously told us it expected to be compliant with the Scottish Government's minimum standards for its Gypsy/Traveller site by June 2019. The deadline for compliance was June 2018. West Dunbartonshire told us in August 2019 that its site was now compliant with the minimum standards.

What West Dunbartonshire must do

West Dunbartonshire must:

- provide us with assurance that it is delivering the necessary improvements to its homelessness service.

What we will do

We will:

- review the progress West Dunbartonshire is making in delivering improvements to its homelessness service and determine what more we may require it to do;
- meet with it biannually to discuss its progress in making improvements to its homelessness service; and
- review West Dunbartonshire's performance in relation to the outcome for people who are homeless as part of our 2019/20 annual risk assessment.

Regulatory returns

West Dunbartonshire 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 West Dunbartonshire>](#)

Our lead officer for West Dunbartonshire Council is:

Name: John Jellema, Regulation Manager
Address: Buchanan House, 58 Port Dundas Road, Glasgow, G4 0HF
Telephone: 0141 242 5888
Email: john.jellema@scottishhousingregulator.gsi.gov.uk