



How people access the service  
The assessment of homeless applications  
Access to and quality of temporary accommodation  
Outcomes for people who are homeless

The SHR are engaging with Argyll and Bute Council in relation to Argyll and assessment of homeless applications and the outcomes for people who are homeless. The elements within these categories are detailed in the Annual Assurance Statement (**Appendix 1**) and the progress made. The only cause for concern is the percentage of intentionally homeless cases in Argyll and Bute (7%) compared to the Scottish average (3%). The 7% equates to 32 out of a total of 436 homeless cases in 2019/20. Housing Services are in the process of analysing the intentionally homeless applications for 2019/20 along with the intentionally homeless cases for the current year, 2020/21. We may ask that Area Housing Officers discuss potential intentioning



## Appendix 1



### Legislative Compliance

We can confirm that Argyll and Bute Council achieves all the standards and outcomes for people who are homeless and others who use our services:-

- All relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework
- All relevant standards and outcomes in the Scottish Housing Social Charter
- All relevant legislative duties

Argyll and Bute Council can confirm that there were no breaches of the Unsuitable Accommodation Order in 2019/20.

Argyll and Bute Council can confirm that there were no health and safety breaches in 2019/20 in relation to homelessness resulting in intervention by the Health and Safety Executive.

In 2019 The Scottish Housing Regulator notified Argyll and Bute Council that they would be engaging with the Council over 2 areas of work based on the Scottish Government national statistics for 2017/18 and the Annual Returns of the Charter :-

### Outcomes for people who are homeless

Due to Covid-19 the Scottish Housing Regulator was not able to engage with the Council about the 2019/20 position. The tables below provide an update on the areas of engagement previously notified by the Regulator in 2019.

No.	Area of Engagement	Progress Made
1.	The percentage of households assessed as not homeless nor threatened with homelessness is above the Scottish average	<b>Argyll and Bute figures</b> 5% of cases at the end of 2019/20 compared to 5% of cases in 2018/19 and 8% of cases in 2017/18 <b>Scottish Average for 2019/20</b> 3%
2.	The percentage of households assessed as intentionally homeless is above the Scottish average	<b>Argyll and Bute figures</b> 7% of cases at the end of 2019/20 compared to 6% of cases at the end of 2018/19 and 7% in 2017/18 <b>Scottish Average for 2019/20</b> 3%
3.	The percentage of households withdrawing their homeless application before decision is above the Scottish average	<b>Argyll and Bute figures</b> 3% of cases at the end of 2019/20 compared to 4% of cases at the end of 2018/19 and 5% of cases in 2017/18 <b>Scottish Average for 2019/20</b> 4%

No.	Area of Engagement	Progress Made
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