

Dumfries and Galloway Council

This inspection was carried out by Communities Scotland under section 72 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of homelessness service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. The inspection of Dumfries and Galloway Council took place in March 2007. The inspection covered Homelessness Services only. We awarded the following grade:

Homelessness	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses
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Inspection Findings

The context within which the homelessness service is delivered is relevant and important. The report identifies this in detail. Dumfries and Galloway Council is the third largest council in Scotland and the service is delivered in all the main settlements. This is the first inspection of a local authority's homelessness service following whole stock transfer.

The Council transferred its houses to a registered social landlord in April 2003, and it then had to bring homelessness and the other strategic housing functions together. This included having to reshape how homelessness was delivered and develop consistent policies and practices across the area.

The Council experienced a slight decrease in 2005/06 in the number of people applying to it for assistance under the Homeless Persons legislation. The Council assessed a total of 1607 applications in 2005/06 which was a decrease of 4.9% compared to a national increase of 4.3% in the same period. It assessed 51% as unintentionally homeless and in priority need, which increased from 45% in the previous year.

The supply of social rented housing in Dumfries and Galloway is lower than the national figure, and this places increased pressure on the private sector to meet demand. The Council is currently determining how it will meet the 2009 and 2012 target dates, and is considering the options available.

Key Strengths are:

- it has secured permanent accommodation for 82% of applicants to whom it has a duty;
- it has substantially increased its supply of temporary accommodation since 2002 and has plans to further increase this;
- it has effective partnership arrangements with the voluntary sector;
- it has been successful in preventing homelessness by developing a range of services to prevent and alleviate homelessness;
- it has been successful in achieving and maintaining broadly consistent decision making across all offices; and
- it has a clear corporate commitment to resource management.

Key areas for improvement are:

- developing and implementing an updated homelessness strategy;
- developing and implementing a performance management system, aligned to strategic direction, including targets for improving performance;
- ensuring it always takes an application when it is appropriate;
- ensuring there is always sufficient appropriate temporary accommodation available to eliminate breaches of the Unsuitable Accommodation Order;
- further improving how it works with all partners in order to meet its statutory duties;
- continuing to improve how service user views are gathered and used; and
- developing public reporting.

Next steps

Dumfries and Galloway Council should produce an improvement plan to show how it intends to respond to our findings within 8 weeks of the publication of this report. The plan will be agreed with us.

How to get more information and contact details

If you would like to see Dumfries and Galloway Council's improvement plan, or find out how it plans to respond to the findings of this inspection, you should contact:

NAME: John Lynch

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The full report is on our website at www.communitiescotland.gov.uk.

A Summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5162 or email janette.campbell@communitiescotland.gsi.gov.uk.

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی
جینیٹ کمپبل Janette Campbell کو 0131 479 5162 پر فون کریں یا اس پتے پر ای میل کریں

janette.campbell@communitiescotland.gsi.gov.uk

如果索取這文件的翻譯版本，請致電 Janette Campbell
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আপনার সম্প্রদায়ের ভাষায় এই দলিলপত্রের অনুবাদের জন্য জ্যানেট ক্যাম্পবেল-কে 0131 479 5162 নম্বরে
ফোন করবেন অথবা janette.campbell@communitiescotland.gsi.gov.uk ঠিকানায় ই-মেইল
করবেন।

لمزيد من المعلومات عن ترجمة هذا المستند الى لغة جاليتكم، الرجاء الإتصال ب:
Janette Campbell على رقم الهاتف 0131 479 5162. أو عن طريق البريد الإلكتروني على
النّالّي: janette.campbell@communitiescotland.gsi.gov.uk

Panal eadar-theangachaidh

Faodar am pàipear seo eadar-theangachadh le iarratas gu do chànan
coimhearsnachd. Cur fios gu Seònaid Caimbeul, Conaltradh, Coimhearsnachdan na
h-Alba, àireamh fòn, 0131 479 5162 no air post-d,
janette.campbell@communitiescotland.gsi.gov.uk

Zespół tłumaczy

Na życzenie, niniejszy dokument zostanie przetłumaczony na język mający
zastosowanie w danej społeczności. Prosimy o kontakt z Janette Campbell,
Komunikacja, Społeczności Szkockie, nr telefonu, 0131 479 5162 lub drogą mailową
na adres: janette.campbell@communitiescotland.gsi.gov.uk.