

South Ayrshire Council

The inspection of South Ayrshire Council took place in June 2005. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing and homelessness service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. We awarded the following grades:

Housing management	B	Good	Many strengths and some areas where improvement is needed.
Property maintenance	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.
Homelessness	C	Fair	Some strengths, but with many areas where improvement is required or with a small number of significant weaknesses.

Inspection findings

South Ayrshire is a semi-rural area in the south west of Scotland with a population of 112,160. The Council owns over 9000 houses, and just over 20% of South Ayrshire's population rent their homes from the Council.

This is a period of considerable change for the Council. It has had a number of relatively recent changes at chief officer and management level, and it is in the midst of a major structural re-organisation of its housing services. This has been a significant undertaking for the Council and the attention of councillors and senior staff has been on this major change exercise for much of the last year.

The Council's working with tenants is a major strength, and tenants we spoke with feel involved and supported.

The Council's current approach to how it plans, monitors and reports its delivery of housing services is underdeveloped, and it needs to develop and promote a comprehensive set of service standards. It also needs to improve its management and use of information from complaints.

Key strengths in South Ayrshire Council's services are:

- access to its housing list and giving choice for people who apply to it for a home;
- it meets housing need in most of its allocations;
- its good support for homeless people and new and vulnerable tenants;
- its successful area regeneration projects in partnership with local tenants and residents;
- its developing approach to tackling antisocial behaviour;
- its good approach to maximising its rental income;
- its houses are generally in a reasonable condition with modern facilities;
- its good access to its repairs service;

- tenants are generally very satisfied with the quality of repairs;
- the South Ayrshire Standard and its re-let standard;
- it treats people well when it conducts homeless assessment interviews;
- it gives homeless people good opportunities to secure alternative accommodation;
- its approach to preventing homelessness; and
- its excellent work with partners on homelessness.

Key areas for improvement in the Council's services are:

- its poor approach to the exclusion, cancellation and suspension of applications for housing;
- its local lettings initiative, and its use of age to restrict access to some of its houses;
- its poor management of gas safety;
- its management of performance and costs in response repairs;
- out-of-hours access to temporary accommodation for homeless people;
- its compliance with its legal duties on the management of asbestos in common areas and on Right to Repair;
- its reliance on bed and breakfast accommodation for homeless people;
- its management of the quality and progress of homeless assessments; and
- its approach to allocating permanent accommodation to homeless people.

Next steps

South Ayrshire Council should respond to our findings by submitting an improvement plan for agreement with us within eight weeks of the publication of this report. We require the Council to give this summary of the inspection report to all its tenants.

How to get more information and contact details

If you would like to see South Ayrshire Council's improvement plan you should contact:

Ken Hamilton
 Head of Regeneration and Housing
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 South Ayrshire Council
 Holmston House
 Holmston Road
 Ayr
 KA7 3BA

Telephone: 0845 601 2020

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The full report is on our website at <http://www.communitiesscotland.gov.uk>.

This 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@communitiesscotland.gsi.gov.uk.

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

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**如果索取這文件的翻譯版本，請致電 Janette Campbell
0131 479 5162，或電郵以下地址
janette.campbell@communitiesscotland.gsi.gov.uk**

আপনার সম্প্রদায়ের ভাষায় এই দলিলপত্রের অনুবাদের জন্য জ্যানিট ক্যাম্পবেল-কে 0131 479 5162 নম্বরে
ফোন করবেন অথবা janette.campbell@communitiesscotland.gsi.gov.uk ঠিকানায় ই-মেইল
করবেন।

لمزيد من المعلومات عن ترجمة هذا المستند الى لغة جاليتكم، الرجاء الإتصال بـ:
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