

## **SCOTTISH HOUSING REGULATOR BOARD**

**Board Meeting 26 November 2019**

### **Present**

George Walker (GW)	SHR Chair
Anne Jarvie (AJ)	SHR Deputy Chair
Andrew Watson (AW)	SHR Board member
Helen Trouten Torres (HTT)	SHR Board member
Ewan Fraser (EF)	SHR Board member
Siobhan White (SW)	SHR Board member
Mike Dailly (MD)	SHR Board member (By telephone item 1 & part of item 2)

### **In attendance**

Michael Cameron (MC)	Chief Executive
Iain Muirhead (IM)	Director of Digital & Business Support
Ian Brennan (IB)	Director of Regulation
Kathleen McNulty (KM)	Assistant Director
Roisin Harris (RH)	Corporate Governance Manager

### **1. Apologies**

GW welcomed all present. The Board noted members Colin Stewart (CS) and Bob Gill (BG) had submitted apologies.

### **2. Homelessness**

MC presented an update to the Board on SHR's ongoing engagement with Glasgow City Council on its homelessness services.

MC explained that:

- in March 2018, SHR published a report on housing homeless people in Glasgow, including a series of recommendations that the Council accepted;
- since then SHR has been monitoring the Council's progress against key outcomes;
- SHR committed to visit the Council to directly test its performance;
- the homelessness policy context has changed since 2018 with the introduction of rapid re-housing transition plans and associated annual funding;
- the Scottish Government is continuing its review of services in Glasgow and SHR continues to liaise closely with it; and
- the Council has taken a Vanguard performance improvement approach to reviewing its homelessness services.

KM reported that SHR has met officers of the Council on several occasions to discuss progress with planned improvements, including a meeting with the team leader at the Council for temporary accommodation in September to help understand access, allocations, void management and inform future evidence gathering. SHR has also met with relevant stakeholders to get their perspective on the impact of the improvements the Council is making.

MC presented an update on key outcomes that SHR has been monitoring and reported that the Council:

- continues to fail to meet its duties to provide temporary and emergency accommodation to a significant number of people who approach it for help; and
- people who are homeless are still waiting for significant time for settled accommodation.

KM reported that following a data cleansing exercise the Council has found that it was over reporting failures to the Scottish Government, although it still failed to discharge its duty to a significant number of people.

The Board discussed the importance of SHR having its own evidence of the Council's current performance and any improvements it has made. MC reported that SHR will write to the Council soon to start a statutory inquiry under section 42, part 4 of the Housing (Scotland) Act 2010 to gain evidence on outcomes and test some of the recent improvements reported by the Council. This would include a specific focus on temporary accommodation, and the possibility of an interim report of findings in that regard.

MC welcomed the discussion with the Board. MC confirmed that the Council did not submit an annual assurance statement on time.

MC explained the range of escalating statutory powers that SHR had availability to it ranging from improvement targets to placing a special manager in to a local authority.

The Board noted SHR plans to confirm next steps with the Council by mid-December and that SHR will publish a new engagement plan and press release.

The Board asked GW to consider which two Board members would form an appeal panel if it was required. The Board noted these members would not participate in any further Board updates or discussions relating to the Council.

The Board thanked MC and KM for the update. It also noted that engagement continues with other local authorities around homelessness and that SHR will soon publish a report on Dumfries & Galloway Council.

The Chair thanked the Board for participating in the meeting.

**Action: GW to consider which two Board members would form an appeal panel if it was required.**

### **3. DONM**

The Board will next meet on 10 December 2019.