

## West Lothian Council

### Why we are engaging with West Lothian Council (West Lothian)

We are engaging with West Lothian 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, the Annual Returns on the Charter and information from our previous engagement with West Lothian. From this we identified areas where we require further information and assurance from West Lothian:

- how people access the service: in Housing Options cases, the low percentage of people West Lothian recorded as presenting for homelessness reasons for whom the council completed a homelessness application;
- West Lothian's assessment of homelessness applications:
  - the percentage it assessed as neither homeless or threatened with homeless is above the Scottish average;
  - the percentage where contact was lost before assessment is above the Scottish average;
  - the percentage West Lothian assessed with 28 days is below the Scottish average
- temporary accommodation: West Lothian breached the unsuitable accommodation order on 65 occasions;
- outcomes for people who are homeless:
  - the number of people waiting for more than a year for an outcome is above the Scottish average; and
  - the average time it took to discharge its duties to people who are unintentionally homeless from application is above the Scottish average.

### What West Lothian must do

West Lothian must:

- provide us with the information we require in relation to its homelessness service; and
- demonstrate to us that it is complying with the unsuitable accommodation order.

### What we will do

We will:

- review the information from West Lothian about its homelessness service and determine what more we may require it to do;
- monitor West Lothian's compliance with the unsuitable accommodation order;
- review our engagement with West Lothian when it has finalised its Rapid Rehousing Transition Plan; and
- review West Lothian's service quality performance with a particular focus on the following areas when it submits its next Annual Return on the Charter
  - tenants who feel the landlord is good at keeping them informed about services and decisions;
  - tenants satisfied with opportunities to participate in landlords decision-making;
  - tenant satisfaction with the quality of home;

- days to complete non-emergency repairs; and
- factored owners' satisfaction with the factoring service.

## Regulatory returns

West Lothian 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 Lothian Council >](#)**

### Our lead officer for West Lothian Council is:

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