

Scottish Social Housing Charter – Annual Return on Charter (ARC report)

From 1st April 2013 all local authorities and housing associations (Registered Social Landlords = RSLs) in Scotland were obliged to collect information on a range of indicators developed by the Scottish Housing Regulator (SHR) in support of The Scottish Social Housing Charter.

In common with all other local authorities and RSLs we submitted our *Annual Return on Charter* (ARC) to the SHR in May 2014. This contained the required information on our housing service for 2013/14.

Argyll and Bute Council no longer has housing stock – all of the housing which was previously Council-owned was transferred to Argyll Community Housing Association (ACHA) in November 2006. This means that the information that we must provide in the ARC is considerably less than that required from other Councils who have housing stock, or from housing associations.

We reported on our services to homeless people in the following categories:-

- The average length of time spent in temporary or emergency accommodation (by type of accommodation provided) (Q25 on ARC)

Average length of time in temporary or emergency accommodation in 2013/14		
	In days	In weeks
Ordinary Local authority dwelling	0	0
RSL (Housing Association) dwelling	46.26	6.61
Local authority owned hostel	0	0
RSL (Housing Association) owned hostel	0	0
Other hostel	0	0
Women's refuge	0	0
Private Sector Leased accommodation	199.62	28.51
Other (supported/serviced) accommodation	356.72	50.96
All types of accommodation	277.45	39.63

- The percentage of homeless households who required temporary or emergency that were offered this accommodation (by type of accommodation provided) (Q26 on ARC)

Offers of temporary or emergency accommodation required and made 2013/14	
All households requiring offer of temporary accom	376 (100%)
Accommodation type	Number of offers made
Ordinary Local authority dwelling	0
RSL (Housing Association) dwelling	102
Local authority owned hostel	0
RSL (Housing Association) owned hostel	0
Other hostel	0
Women's refuge	0
Private Sector Leased accommodation	154
Other (supported/serviced) accommodation	120

- The percentages on of the above offers of accommodation that were refused (Q27 on ARC)

Offers of temporary or emergency accommodation made and refused 2013/14	
All households requiring offer of temporary accom	376 (100%)
Accommodation type	Number of offers refused
Ordinary Local authority dwelling	0
RSL (Housing Association) dwelling	0
Local authority owned hostel	0
RSL (Housing Association) owned hostel	0
Other hostel	0
Women's refuge	0
Private Sector Leased accommodation	1(0.65%)
Other (supported/serviced) accommodation	5 (4.17%)

- The percentages of households (who were homeless in 2013/14) who were satisfied with the quality of their temporary or emergency accommodation (Q28 on ARC)

Satisfied with the quality of temporary or emergency accommodation provided		
	Number	Percentage
All responses	125	
Very satisfied	37	29.6%
Fairly satisfied	35	28%
Neither satisfied nor dissatisfied	35	28%
Fairly dissatisfied	11	8.8%
Very dissatisfied	7	5.6%

Percentage who were either *Very Satisfied* or *Fairly Satisfied* = 57.6%

You can find a copy of the full Argyll and Bute Council ARC report as sent to The Scottish Housing Regulator here <http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/argyll-and-bute-council>

NOTES:-

Although we no longer have “council houses” Argyll and Bute Council retains several important housing functions including

- Developing and delivering a *Local Housing Strategy* for the area, including bringing empty homes back into use
- Administering Scottish Government funding for housing development
- Assisting people who are homeless to make applications and provide temporary accommodation when needed
- Assessing the housing support needs of homeless people and anyone who is at risk of homelessness, and arrange access to support
- Helping with (sometimes fund or part fund) housing aids and adaptations for people with disabilities
- Administering certain housing grants
- Providing support to private sector owners and landlords
- Providing *Housing Options* information and advice to anyone who wants it
- Helping people to access all the welfare benefits to which they are entitled

The Scottish Social Charter is a requirement of Section 31 of the Housing (Scotland) Act 2010.

You can find information on all the ARC returns in Scotland, including those from Argyll Community Housing Association, Dunbritton Housing association, Fyne Homes Ltd and West Highland Housing Association here <http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords>