

The inspection of the City of Edinburgh Council's homelessness services took place in December 2005. 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. We awarded the following grade:

Homelessness	A	Excellent	Major strengths.
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### Inspection findings

The City of Edinburgh is Scotland's capital and a major tourism and commercial centre. It has a population of 453,670. The Council owns just under 24,000 houses, and just over 12% of the city's population rent their homes from the Council.

The Council has recently made a number of significant changes to its homelessness service including the introduction of a new choice based approach to letting its houses, new ICT systems and new ways of working in its local area offices. The Council had also recently reorganised many of its services in preparation for the proposed transfer of its housing stock to a new RSL. Following the no vote in the transfer ballot, the Council is in the process of reviewing its plans for the delivery of housing and homelessness services in the future.

The Council has a strong customer focused approach, and is responsive to the needs of homeless people. Working with partner organisations is also a major strength.

The Council's approach to how it plans, monitors and reports its delivery of homelessness services is excellent. It has developed a comprehensive set of service standards, sets targets for all the key areas of service delivery and monitors and manages performance against these well.

Key strengths in the City of Edinburgh Council's services are:

- strategic planning;
- assessment decision making;
- preventing homelessness and sustaining tenancies;
- gathering and using service user views in service improvements;
- working with partner organisations;
- performance management and measuring service outcomes; and
- the provision of specialist services for rough sleepers.

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

- ensuring that there is sufficient accommodation available out of hours to enable the Council to meet its statutory obligations;
- reviewing the operation of Choice to ensure that more vulnerable households are fully supported in bidding for houses; and
- reducing the number of people it places in bed and breakfast establishments.

## Next steps

We have not asked the City of Edinburgh Council to produce an improvement plan. 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 the full report or want more details about how the Council is responding to this report you should contact::

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

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