



**Scottish Housing  
Regulator**

**Homelessness information  
on council websites:  
A review**

June 2018



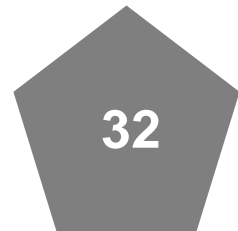
## About this review

We asked our Tenant Advisors to test how easy it was to find information for people who are homeless or at risk of homelessness.

This short booklet gives a summary of the findings of their review of council websites.



### They examined:



**Council  
websites**

### They assessed:

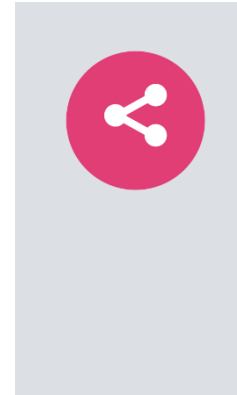
- ✓ how easy it is to find information,
- ✓ what type of information is available; and
- ✓ how helpful the information was in telling people who are homeless or at risk of homelessness how to access homelessness services.

# What our tenant advisors found

## Accessibility of information

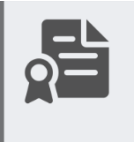
**Most** councils provide easy to find, helpful information for people who are homeless or at risk of homelessness.

Some could do more to make information easier to find and improve the range of information available.



### Councils make information available on the website through:

	Councils
a link on the home page	26
✓ Tenant Advisors said this was the easiest way.	
an A-Z list of council services	4
using the search facility	2



**Most councils** offered information in different languages and formats, but Tenant Advisors said it was not always easy to see what range of accessible information was available.

## The Charter outcomes



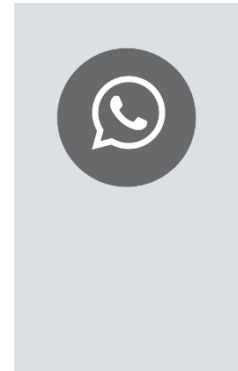
- homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.

Scottish Social Housing Charter, outcome 12



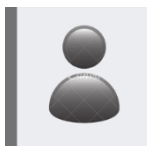
## Contacting the homelessness service

All councils displayed information about how to contact them about homelessness services.



### Ways to contact the homeless services:

	Councils
Contact details & opening hours	32
Phone numbers for an out of hours service	32
Freephone service	13



Most councils offer a drop-in service for homeless presentations or they give people the opportunity to make an appointment.



### Housing options

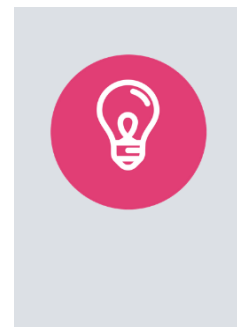
- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them;
- tenants and people on housing lists can review their housing options; and
- people at risk of losing their homes get advice on preventing homelessness.

Scottish Social Housing Charter, outcomes 7,8 & 9.



## Types of advice available

**Most** councils offer a good range of advice and support for people who are homeless or may become homeless.



### Equalities

- every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

**Scottish Social Housing Charter, outcome 1**

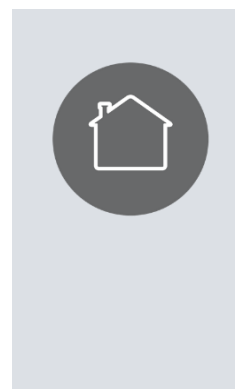


### *The types of information available:*

	<i>Councils</i>
<i>How to contact the homelessness services &amp; out of hours service</i>	<b>32</b>
<i>Types of available accommodation</i>	<b>26</b>
<i>How to contact independent advice agencies like Shelter or Citizens Advice Scotland</i>	<b>26</b>
<i>How to seek support from specialist agencies or services for help with drug or alcohol abuse, domestic violence or mental health issues.</i>	<b>24</b>
<i>Information and advice about the process to seek assistance</i>	<b>21</b>
<i>Downloadable leaflets with a range of useful information such as: what to bring to an interview, housing options, specialist support organisations and independent advocacy services.</i>	<b>17</b>

## Information about temporary accommodation

**Most** councils offer information about temporary accommodation, but some could do more to provide details about location, type, cost and eligibility.



### Information available about temporary accommodation:

	Councils
Information on how to access temporary accommodation	<b>26</b>
The type of temporary accommodation that may be available	<b>12</b>
Eligibility for temporary accommodation	<b>12</b>

## We expect councils to...

consider these findings and make any improvements they can to the information they make available for people who are homeless or at risk of homelessness.



## What we will do

We will continue to consider how social landlords meet their responsibilities in providing information and advice in line with Charter responsibilities.

We will consider the findings as we take forward the review of our framework.





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[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)