



T: 0300 244 4000
E: scottish.ministers@gov.scot

Cllr Mhairi Hunter
Glasgow City Council

Copy to Cllr Susan Aitken, Leader Glasgow City
Council; Susanne Millar; Glasgow Health and Social
Care Partnership

9 May 2019

Dear Mhairi,

At a time when there is a strong, concerted national effort to end homelessness – agreed as a priority by local and national government alike - I was concerned to learn that the Glasgow Integration Joint Board has agreed to deliver a £2.6m cut to contracted Homelessness services in the City.

In the context of our shared ambitions on homelessness I want us to continue to work in partnership in the best interests of people facing homelessness in Glasgow. As such I want to understand how this change in funding will work in conjunction with the GCC Rapid Rehousing Transition Plan, which our officials have been discussing.

In particular, I want to understand how those in need will continue to be supported and how you expect to fund the transition to new types of provision, such as Housing First, in the context of this cut to the budget. I am also very interested in whether you are satisfied that partnership working with the crucial partners in the third sector and Housing Associations has been sufficient, and whether this will continue during this transition.

You are aware that the Scottish Government has made £50m available over 5 years to support the transformation and transition required to deliver the joint Ending Homelessness Together action plan. £23.5m has already been allocated from this fund and from health budgets to support the transition to rapid rehousing and Housing First. Scottish Government and COSLA are in discussion about how this funding will be allocated in support of delivering rapid rehousing transition plans, and Glasgow's role in the Housing First pathfinder also means that money is being made available to support the transition within your local system.

Moving to a system of rapid rehousing by default, including Housing First for those who need it, is the right thing to do but this must be done in a way that continues to fully support those in need through the transition period. This was set out clearly by both the Local Government and Communities Committee and by the Homelessness and Rough Sleeping Action Group.

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot



The funding we are making available – in addition to what Councils receive through the local government settlement – is an indication of our commitment to support the transition required. It would be a concern if the decision made by the IJB this week doesn't meet with the spirit of those recommendations.

I expect you will proceed with appropriate regard to the statutory and moral duties to meet housing and support needs for people in vulnerable positions. I trust you will make best use of the advice and guidance provided through your ongoing engagement with the Scottish Housing Regulator in ensuring you meet the duties to provide temporary and emergency accommodation.

I look forward to your reply.

*Yours aye,
Kevin*

KEVIN STEWART

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



INVESTORS
IN PEOPLE

Accredited
Until 2020



Councillor Mhairi Hunter
City Convener for Health and Social Care Integration
Scottish National Party

Phone **0141 287 5372**
E-mail mhairi.hunter@glasgow.gov.uk

Our Ref: MH/EM/L190510_KS

10 May 2019



By email: MinisterLGHP@gov.scot

Kevin Stewart MSP
Minister for Local Government, Housing and Planning

Dear Kevin

Thank you for your letter of 9 May.

Glasgow is leading from the front when it comes to the implementation of Housing First, and Rapid Rehousing. The scale of the challenge in the city means that we must drive innovation in our service reform, while ensuring that we deliver the local priorities and the best possible service to people in the city.

The savings unanimously agreed by the Integration Joint Board at its meeting on 8 May are part of the modernisation of our homelessness services and represent a disinvestment in outdated forms of support and accommodation.

This was a difficult decision to make and clearly all board members discussed and scrutinised the proposals very carefully before agreeing to unanimously approve them. It was approved because, while a difficult decision, it is the right one for the service and the vulnerable people that we support day to day.

Glasgow needs to decrease the amount of emergency/supported accommodation in the city. If we do not do that our transition to Rapid Rehousing and Housing First will not be as effective as it needs to be.

To place this decision in context, the reduction of 68 beds out of 974 Total Interim accommodation in the city represents a reduction of 7 per cent of total capacity. The total level of temporary accommodation in the city is outlined in our RRTP.

Those in need will continue to be supported through the provision of tenancies with housing support, in other supported accommodation or transitioned into their own permanent accommodation without support if they have no ongoing needs.

We know from the desktop exercise we have undertaken on the clients in these services that there are a range of needs and we are confident we have the range of responses and supports able to better meet their needs. The desktop exercise will now be augmented by in-depth assessments and engagement with our clients to explore these options. We have set up a team to undertake these assessments and track progress, reporting to senior management on a fortnightly basis.

Glasgow City Council is investing £7million in revenue and capital to support the Housing First approach that we are pioneering in the city. This is more than double the value of the disinvestment in forms of support which do not align with the Rapid Rehousing approach.

You will further appreciate that, at a time of unprecedented financial constraints, this investment represents a real commitment to improve the lives of the most vulnerable homeless people in our city.

I am satisfied that working with partners in the third sector is sufficient - indeed, Glasgow is moving to a ground-breaking new Alliancing model in partnership with the third sector. The Alliance partners will come together to plan, deliver and transform services and support for those at risk of homelessness and will be in place from autumn of this year.

I fully recognise the negative impact on those third sector providers who will lose funding and regret this. We will do everything we can to support them. However it is inevitable that some services will close as our homelessness system is transformed. The provider sector in Homelessness have been aware of the scale of the budget withdrawal in purchased services for over a year now, and the only new information is those specific services that will be affected.

While I am aware that the Scottish Government has made £50m available over 5 years, to date none of this money has been allocated to local authority's outwith a share to produce RRTPs. There is no clarity on what money will be made available to Glasgow either this financial year, or in the years to come.

There is also no clarity yet on the commitment made to the Leader and Chief Executive of the Council to provide funding within the 18/19 budget for Housing First and I am aware that our finance officers continue to discuss this with Scottish Government officials so that this money can be paid to the city.

In the interim, as I have said, Glasgow has committed £7million of our own money to support the Housing First approach and we have already made very significant progress. Over 70 individuals with complex needs have already been housed in their own homes. This includes people who were formerly housed in supported accommodation at Clyde Place. Our staff have therefore already gained valuable experience in successfully moving individuals from supported accommodation to their own homes.

I hope it is clear from this that Glasgow is not only fully committed to moving to a system of Rapid Rehousing and Housing First but is already well on the way to doing so.

There remain a number of issues of concern to me, including the financial consequences of moving to individual tenancies from emergency accommodation with the consequent loss of income from Housing Benefit. Officers in the Council continue to share information in relation to our modelling of this with the Scottish Government.

I am also concerned that the £21million referred to is massively oversubscribed and may not be able to support the scale of Glasgow's need. As you are aware, Glasgow has a higher than average population of people at risk of homelessness and with multiple and complex needs. You are also aware that the method used to allocate funding through the local government settlement does not reflect this.

I would therefore welcome a discussion of what further support the Scottish Government can provide which matches the scale of our ambition - and investment - to end homelessness in this city.

I look forward to your reply.

Yours sincerely



Councillor Mhairi Hunter
City Convener for Health and Social Care Integration

c.c. Cllr Susan Aitken, Leader of Glasgow City Council
Susanne Millar, Chief Officer Strategy and Operations/CSWO



T: 0300 244 4000
E: scottish.ministers@gov.scot

Cllr Mhairi Hunter
Glasgow City Council

By email: mhairi.hunter@glasgow.gov.uk

21 May 2019

Dear Mhairi,

I appreciated you taking the time to respond to my letter of 9 May, regarding the proposed cut of £2.6m to commissioned homelessness services in Glasgow. The Council's proactive and energetic approach to reimagining homelessness services in Glasgow with the interests of individuals front and centre is very much to be welcomed.

As your letter underlines, there are a number of complex finance and delivery issues under discussion at present. I feel it would be most productive for us to meet in person to examine these. I would be grateful if my office could liaise with yours to arrange a time for us to meet as soon as practicable. I'm keen to look into:

- Funding for commissioned homelessness services in Glasgow following your recently announced service cuts, and how this fit with your proposals for implementing the Rapid Rehousing Transition Plan in the city.
- Funding for Housing First in Glasgow.

I would also appreciate a broader discussion on future homelessness funding related questions. I look forward to continuing to work with you as we develop clarity on what it will take to realise the ambitions we all share around tackling homelessness in Scotland.

Yours aye,

Kevin

KEVIN STEWART

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



T: 0300 244 4000
E: scottish.ministers@gov.scot

Cllr Mhairi Hunter
Glasgow City Health and Social Care Partnership

By email:
mhairi.hunter@glasgow.gov.uk

Copy to: Annemarie O'Donnell, Chief Executive
Susanne Millar, Interim Chief Officer

16 July 2019

Dear Mhairi,

I appreciated you taking the time to meet me on 25 June 2019 to discuss a number of complex finance and delivery issues currently occurring in the Glasgow City's homelessness services.

We discussed the decision to take £2.6m out of contracted homelessness services in the city at some length and I shared with you my concerns about the perceived lack of communication with providers and partners in advance of that decision. As you know, I am supportive of the strategic shift towards moving people to a settled home of their own, with the wrap around support they might require, and appreciate that this will require a reduction in the number of placements in more traditional types of homelessness accommodation. I was reassured to hear of the efforts being made to ensure the changes were both in support of this strategic shift and in the best interests of the individuals concerned. I was heartened to hear that appropriate plans have been put in place to ensure that the people concerned find better, permanent solutions to their housing and support needs.

Strong communication on the case for change, and in support of strong partnership working with our partners including housing providers, will be crucial as we progress with the national shift to rapid rehousing by default, and Housing First for those who need it. We agreed that the approach to communication around the decision could have been better in this regard, not least to highlight that overall an additional £7m will be invested in Homelessness services by the Glasgow City Health and Social Care Partnership.

Despite the number of progressive actions currently being taken by the Council, however, I was deeply disappointed to learn about the high volume of households that were not offered Temporary Accommodation in Glasgow in 2017/2018 and that this has been demonstrated

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot



again in the 2018/2019 data returns. At face value the outcomes recorded in Glasgow's latest data returns indicate that, despite this being a statutory duty for local authorities in Scotland, in 2018/2019, 3,535 households in Glasgow were not offered Temporary Accommodation following a homelessness application. This makes up 94.5% of such cases in Scotland that year and is a matter of great concern to me.

I was pleased that we were able to agree to establish a team, led by [redacted] from the Scottish Government, to work with you to quickly understand the issues which sit underneath these figures and to ensure that plans are put in place to rectify any failures uncovered. We agreed that it will be important to explore practice in other areas as part of ensuring both a consistent approach to reporting across Scotland and that all homeless households are able to access their legal right to temporary accommodation as well as support to secure a settled home. This work will commence following the initial phase of the Vanguard Method currently being undertaken, expected to report in July/August. To clarify, this team will adopt a peer support approach and will assist Glasgow City HSCP in either identifying the recording issue that has potentially led to a disproportionate amount of "failure to provide temporary accommodation" cases in Glasgow, or identifying where improvement can take place. Although led by Marion Gibbs in the homelessness team, this voluntary review is not a Scottish Government intervention and the team will report findings to the GCHSCP for improvement purposes.

The plans set out in the Scottish Government and COSLA's *Ending Homelessness Together: High Level Action Plan*, and mirrored in Glasgow's RRTP, have given us the basis for ensuring that the high volume in households not being offered a Temporary Accommodation is reversed in the years ahead. By working in partnership, we will make the lasting change required to achieve our ambition to eradicate rough sleeping and end homelessness altogether.

I trust you will proceed with appropriate regard to the statutory duties to ensure that the housing needs of vulnerable people of Glasgow are met.

I look forward to continuing to work with you to realise our shared ambitions to tackle homelessness in Scotland.

Yours aye,
Kevin

KEVIN STEWART

[REDACTED]

From: [REDACTED] Social Work) [REDACTED] glasgow.gov.uk>
Sent: 23 June 2019 20:05
To: [REDACTED] gov.scot>
Subject: RE: meeting with Minster next week

Thanks Marion

From: [REDACTED] @gov.scot [REDACTED]
Sent: 21 June 2019 14:30
To: [REDACTED] (Social Work) [REDACTED] @glasgow.gov.uk>
Subject: meeting with Minster next week

Hi I left a message, but just to make sure you are aware that the meeting next week will cover the areas in the letter: reduction in commissioned services in Glasgow; funding for HF in 2018/19; and to alert you that there is an additional one on failure to offer temporary accommodation.

I also said if you or anyone in your team wanted to talk about this then to get in contact with me

Thanks
Marion

[REDACTED] Team Leader - Homelessness | Better Homes Division | Scottish Government

direct line - 0141 242 5435 | [REDACTED]

<http://www.gov.scot/Topics/Built-Environment/Housing>



This e-mail (and any files or other attachments transmitted with it) is intended solely for the attention of the addressee(s). Unauthorised use, disclosure, storage, copying or distribution of any part of this e-mail is not permitted. If you are not the intended recipient please destroy the email, remove any copies from your system and inform the sender immediately by return. Communications with the Scottish Government may be monitored or recorded in order to secure the effective operation of the system and for other lawful purposes. The views or opinions contained within this e-mail may not necessarily reflect those of the Scottish Government.

Tha am post-d seo (agus faidhle neo ceanglan còmhla ris) dhan neach neo luchd-ainmichte a-mhàin. Chan eil e ceadachta a chleachdadh ann an dòigh sam bith, a' toirt a-steach

còraichean, foillseachadh neo sgaoileadh, gun chead. Ma 's e is gun d'fhuair sibh seo gun fhiosd', bu choir cur às dhan phost-d agus lethbhreac sam bith air an t-siostam agaibh agus fios a leigeil chun neach a sgaoil am post-d gun dàil.

Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

Glasgow - UK Council of the Year 2015

Disclaimer:

This email is from Glasgow City Council or one of its Arm's Length Organisations (ALEOs). Views expressed in this message do not necessarily reflect those of the council, or ALEO, who will not necessarily be bound by its contents. If you are not the intended recipient of this email (and any attachment), please inform the sender by return email and destroy all copies. Unauthorised access, use, disclosure, storage or copying is not permitted. Please be aware that communication by internet email is not secure as messages can be intercepted and read by someone else. We therefore strongly advise you not to email any information which, if disclosed to someone else, would be likely to cause you distress. If you have an enquiry of this nature then please write to us using the postal system. If you choose to email this information to us there can be no guarantee of privacy. Any email, including its content, may be monitored and used by the council, or ALEO, for reasons of security and for monitoring internal compliance with the office policy on staff use. Email monitoring or blocking software is also used. Please be aware that you have a responsibility to make sure that any email you write or forward is within the bounds of the law. Glasgow City Council, or ALEOs, cannot guarantee that this message or any attachment is virus free or has not been intercepted and amended. You should perform your own virus checks.

For further information and to view the council's Privacy Statement(s), please click on link below:

www.glasgow.gov.uk/privacy

This email has been scanned by the Symantec Email Security.cloud service.

For more information please visit <http://www.symanteccloud.com>

[REDACTED]

From: [REDACTED]@gov.scot>

Sent: 21 June 2019 14:09

To: [REDACTED]@gha.org.uk; [REDACTED] (Social Work) [REDACTED]@glasgow.gov.uk>

Subject: vanguard method

Hi – tried to phone Jim but you are understandably busy elsewhere and now realise that I don't have a direct number for you Catherine

I hope one of you will be able to get back to me shortly – fairly urgent query before the meeting the Minister is having with Cllr [REDACTED] [REDACTED] and [REDACTED] next week. I've left a message with Susanne that an agenda item will be on failure around providing TA. I know you have particular thoughts around this Jim. I've looked at the vanguard spec and wonder where the non access to Ta features in it?

Be good to talk to one/both of you

Thanks
Marion

[REDACTED] Team Leader - Homelessness | Better Homes Division | Scottish Government

direct line - 0141 242 5435 | [REDACTED]

<http://www.gov.scot/Topics/Built-Environment/Housing>



Scottish Government
Riaghaltas na h-Alba
gov.scot

[REDACTED]

From: [REDACTED]@gov.scot>
Sent: 21 June 2019 14:30
To: [REDACTED] glasgow.gov.uk
Subject: meeting with Minster next week

Hi I left a message, but just to make sure you are aware that the meeting next week will cover the areas in the letter: reduction in commissioned services in Glasgow; funding for HF in 2018/19; and to alert you that there is an additional one on failure to offer temporary accommodation.

I also said if you or anyone in your team wanted to talk about this then to get in contact with me

Thanks
Marion

[REDACTED] Team Leader - Homelessness | Better Homes Division | Scottish Government

direct line - 0141 242 5435 [REDACTED]

<http://www.gov.scot/Topics/Built-Environment/Housing>



Scottish Government
Riaghaltas na h-Alba
gov.scot

[REDACTED]

From: [REDACTED] (Social Work) [REDACTED]@glasgow.gov.uk>
Sent: 01 July 2019 11:40
To: [REDACTED] gov.scot>
Subject: RE: Meeting

Thanks Marion. I've sent an electronic invite for the 2nd of August.

Alana

From: [REDACTED]@gov.scot]
Sent: 01 July 2019 11:30
To: [REDACTED] (Social Work) [REDACTED]@glasgow.gov.uk>
Subject: RE: Meeting

Yes he has – and I've provided him with dates – I can make 2 August pm – 1400?
Where?

And can all three attend then?

Thanks
Marion

[REDACTED] Team Leader - Homelessness | Better Homes Division | Scottish Government

direct line - 0141 242 5435 | [REDACTED]

<http://www.gov.scot/Topics/Built-Environment/Housing>



From: [REDACTED] (Social Work) [REDACTED]@glasgow.gov.uk>
Sent: 01 July 2019 11:27
To: [REDACTED]@gov.scot>
Subject: RE: Meeting

Apologies Marion. Think Jim has been emailing you also.

Jim's availability is as follows :

2nd August – p.m.
6th August – a.m.
8th August – p.m.
9th August – any time

Thanks.

Alana

From: [REDACTED] (Social Work)
Sent: 28 June 2019 12:56
To: [REDACTED]@gov.scot
Subject: RE: Meeting?

Hi Marion – would it be easier for you to let me know your availability and I will arrange?

Many thanks.

Alana

From: McBride, Jim (Social Work)
Sent: 27 June 2019 22:33
To: [REDACTED] (Social Work) [REDACTED]@glasgow.gov. [REDACTED]@gov.scot
Cc: [REDACTED]
Subject: RE: Meeting?

Marion

I've copied Alana into the email to arrange initial meeting

Cheers
jim

From: [REDACTED] (Social Work)
Sent: 27 June 2019 14:01
To: [REDACTED]@gov.scot
Cc: [REDACTED]
Subject: Meeting?

Hi Marion

I just wanted to follow up with you sooner rather than later on making arrangements for you to meet with the team to agree best way of working together on the issues around our failure to accommodate. I wasn't sure if there would be formal correspondence from the Minister to Cllr [REDACTED] or [REDACTED] on this, but in the interim with leave I thought we should try and get something in the diary. I was going to suggest an initial meeting with yourself and 2 Jims as they can fill you in on vanguard work, SHR interface to date, and our proposals around commissioning work from Arnell Johnstone on temporary accommodation as I think that will help your thinking on how, where and when to get involved in Glasgow? If that sounds reasonable will I leave you to arrange something through [REDACTED] secretary? Obviously feel free to bring others along with you.

Thanks
Susanne

Glasgow - UK Council of the Year 2015

Disclaimer:

This email is from Glasgow City Council or one of its Arm's Length Organisations (ALEOs). Views expressed in this message do not necessarily reflect those of the council, or ALEO, who will not necessarily be bound by its contents. If you are not the intended recipient of this email (and any attachment), please inform the sender by return email and destroy all copies. Unauthorised access, use, disclosure, storage or copying is not permitted. Please be aware that communication by internet email is not secure as messages can be intercepted and read by someone else. We therefore strongly advise you not to email any information which, if disclosed to someone else, would be likely to cause you distress. If you have an enquiry of this nature then please write to us using the postal system. If you choose to email this information to us there can be no guarantee of privacy. Any email, including its content, may be monitored and used by the council, or ALEO, for reasons of security and for monitoring internal compliance with the office policy on staff use. Email monitoring or blocking software is also used. Please be aware that you have a responsibility to make sure that any email you write or forward is within the bounds of the law. Glasgow City Council, or ALEOs, cannot guarantee that this message or any attachment is virus free or has not been intercepted and amended. You should perform your own virus checks.

For further information and to view the council's Privacy Statement(s), please click on link below:

www.glasgow.gov.uk/privacy

This email has been scanned by the Symantec Email Security.cloud service.

For more information please visit <http://www.symanteccloud.com>

This e-mail (and any files or other attachments transmitted with it) is intended solely for the attention of the addressee(s). Unauthorised use, disclosure, storage, copying or distribution of any part of this e-mail is not permitted. If you are not the intended recipient please destroy the email, remove any copies from your system and inform the sender immediately by return. Communications with the Scottish Government may be monitored or recorded in order to secure the effective operation of the system and for other lawful purposes. The views or opinions contained within this e-mail may not necessarily reflect those of the Scottish Government.

Tha am post-d seo (agus faidhle neo ceanglan còmhla ris) dhan neach neo luchd-ainmichte a-mhàin. Chan eil e ceadaichte a chleachdadh ann an dòigh sam bith, a' toirt a-steach còraichean, foillseachadh neo sgaoileadh, gun chead. Ma 's e is gun d'fhuair sibh seo gun fhiosd', bu choir cur às dhan phost-d agus lethbhreac sam bith air an t-siostam agaibh agus fios a leigeil chun neach a sgaoil am post-d gun dàil.

Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

This email has been scanned by the Symantec Email Security.cloud service.

For more information please visit <http://www.symanteccloud.com>
