

[REDACTED]

From: [REDACTED] (Social Work) [REDACTED]@glasgow.gcsx.gov.uk>
Sent: 16 January 2019 13:36
To: [REDACTED] gov.scot>
Cc: [REDACTED]
Subject: HL3 Publication - Additional Footnote for Glasgow

Susan

Further to our telephone conversation this morning, the additional footnote for Glasgow in relation to cases not accommodated has been agreed by our Service Manager, [REDACTED]

We would be much obliged if this could be included in the final version of the publication, and we very much appreciate your help in considering this request at such a late stage.

Glasgow – as a result of data quality concerns around the capture of all offers of temporary accommodation, not accommodated cases from 1st April 2018 are being reviewed, and it is anticipated that this will result in an improvement in the reported percentages for Q1 and Q2 2018/19 when revised data is submitted. The process for recording tenancy offers has also been reviewed and training undertaken.

Our Casework Teams are currently progressing the checks on individual cases. This work has been taken forward as a result of concerns relating to practices and processes around the recording of offers, refusals and tenancies, and the need to improve processes and procedures to increase accuracy. Our initial findings suggest that the action being taken will help to improve our reported number/percentage of instances accommodated.

Please let me know if I can provide anything further to help with this request.
Many thanks
Julie.

[REDACTED]
Senior Officer
Planning and Strategy Team
Adult Services
Glasgow City Health and Social Care Partnership
William Street Clinic
120 - 130 William Street
Glasgow G3 8UR
Phone 0141 314 6239
Email [REDACTED]
Email (PSN) [REDACTED]
www.glasgowcity.hscp.scot
www.glasgow.gov.uk
www.nhsggc.org.uk

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[REDACTED]

From: [REDACTED]@glasgow.gov.uk>
Sent: 02 April 2019 11:03
To: [REDACTED] gov.scot>
Cc: [REDACTED]
Subject: RE: Glasgow - not offered data

Hi Susan

Sorry it has taken so long to reply we have been working through our no accommodation statistics and we have an internal meeting on Monday 15th April to discuss the figures for 2018/19 for the four quarters. There is a reduction to the no offer of accommodation stats but I will be in a better position after our meeting to respond to your question below.

Kind Regards Dianne
WSC Tel. No. 0141 314 6239
Adelphi Tel. No. 0141 276 5889

From: [REDACTED]@scotland.gsi.gov.uk [REDACTED]
Sent: 19 March 2019 08:55
To: [REDACTED]@glasgow.gov.uk>
Cc: [REDACTED]
Subject: Glasgow - not offered data

Hi Dianne,

Hope you are well. I had a question about the 'not offered' temporary accommodation cases in Glasgow which I hope you may be able to help with.

When we published the HL3 data in January, Glasgow had a large number of 'not offered'. We managed to correct some of these cases before the publication, but we also put the below note in;

'As a result of data quality concerns around the capture of all offers of temporary accommodation, all not accommodated cases from 1st April 2018 are being reviewed by Glasgow City. It is anticipated that this will result in a reduction in the reported number for Q1 and Q2 2018/19 when revised data is submitted. The process for recording tenancy offers has also been reviewed and training is being undertaken.'

I wondered if any further work had been undertaken and if you had any idea of the impact that might have on the numbers?

We haven't received the HL3 for Q3, I hadn't chased this up as generally we process HL1 first, so that we have them linked, but we can do it without. I don't believe the HL3 data submission should be affected by the ongoing Data Sharing Agreement issue, as it doesn't contain any personal data. If you have made some corrections that would be reflected in this, would you be able to send it over?

Thanks,

Susan

[REDACTED] | **Statistician –Homelessness Statistics & Analysis**
Scottish Government | Housing and Social Justice Directorate | Communities Analysis Division
2-H Dockside | Victoria Quay | Edinburgh | EH6 6QQ
0131 244 1451 [REDACTED]
Homelessness Statistics: <http://www.gov.scot/homelessstats>

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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.

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[REDACTED]

From: [REDACTED]@glasgow.gov.uk>
Sent: 19 June 2019 16:05
To: [REDACTED] gov.scot>
Cc: [REDACTED]
Subject: RE: TA 'not offered'

Hi Susan

Can you please add a footnote similar to what we provided for the last publication?

“Glasgow City are continuing to evaluate our processes to work more towards consistency on our recording”

Kind Regards Dianne
WSC Tel. No. 0141 314 6239
Adelphi Tel. No. 0141 276 5889

From: [REDACTED]@gov.scot [REDACTED]
Sent: 19 June 2019 12:37
To: [REDACTED]@glasgow.gov.uk>
Cc: [REDACTED]
Subject: TA 'not offered'

Hi Dianne,

As you will be aware, we are publishing the homelessness statistics a week today.

As you'll also know, Glasgow have a large number of 'Not offered' TA. We are aware that this is likely to be picked up by both the Minister and the media, so I just wanted to check if you had any comment/lines we could provide?

If at all possible if you could get back to me today, that would be great. If you could make sure you copy Lee in too, that would be good.

Thanks,

Susan

[REDACTED] | Statistician

The Scottish Government
Homelessness Statistics and Analysis
Communities Analysis Division

2-H Dockside, Victoria Quay, Leith, Edinburgh, EH6 6QQ
T: 0131 244 1451

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<http://www.gov.scot/homelessstats>

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[REDACTED]

From: [REDACTED]@gov.scot>
Sent: 06 June 2019 16:48
To: [REDACTED]@gov.scot>; [REDACTED]
[REDACTED]@glasgow.gov.uk>
Cc: [REDACTED] (Social Work) [REDACTED] glasgow.gov.uk>
Subject: RE: Glasgow - TA not offereds 2018/19

Hi Dianne,

See previous email regarding the high figures for 2018Q2 which I'll now amend. We discussed this briefly on the phone before but are you happy that the 2019Q1 figure is correct, as gain this seems quite high?

Thanks,

Lee

From: [REDACTED] ov.scot>
Sent: 05 June 2019 16:32
To: [REDACTED] lasgow.gov.uk>
Cc: [REDACTED]
Subject: Glasgow - TA not offereds 2018/19

Hi Dianne,

We're just preparing the publication and I just wanted to run the Glasgow 'not offered' past you, as I was a bit surprised by them.

	NOTOFFRD								
	Sum								
	Quarter of offer								Total (ALL)
	2017Q2	2017Q3	2017Q4	2018Q1	2018Q2	2018Q3	2018Q4	2019Q1	
LACODE									
Glasgow City	895	756	567	869	1396	870	440	1222	7015

Q2 2018 (so Q1 2018/19), seems high, especially as when we reported this in January we reported 880 and I was actually expecting this to have reduced following the QA you were doing. Q1 2019 (so Q4 2018/19) also seems high, did you expect this?

No problem at all if they are correct, I just recalled you were QAing a lot of these and we did make changes to the data, so I was a bit confused as why particularly Q1 2018/19 has risen so much.

If you are able to check these at your end that would be much appreciated.

I don't work a Thursday or Friday, so if you could copy Lee into your response that will ensure it is picked up promptly.

Thanks,

Susan

██████████ | Statistician

The Scottish Government
Homelessness Statistics and Analysis
Communities Analysis Division

2-H Dockside, Victoria Quay, Leith, Edinburgh, EH6 6QQ
T: 0131 244 1451

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<http://www.gov.scot/homelessstats>

[REDACTED]

From: [REDACTED]
Sent: 22 January 2019 13:37
To: [REDACTED]@glasgow.gcsx.gov.uk>; [REDACTED]
[REDACTED]@gov.scot>
Cc: [REDACTED]
Subject: RE: Glasgow HL3 Instances sent in error Q1

Hi Dianne,

Just to confirm that we have removed 597 'not offered' cases and 16 refused cases. This will obviously reduce your number of not offered cases for Q1 2018/19 a fair bit, but compared to other LA's you still have a lot. I wondered if you might be able to provide me with a couple of lines as to why this is the situation in Glasgow?

We had put in the below footnote on the table reporting 'not offered' cases. Is this still relevant?

As a result of data quality concerns around the capture of all offers of temporary accommodation, all not accommodated cases from 1st April 2018 are being reviewed by Glasgow City. It is anticipated that this will result in a reduction in the reported number for Q1 and Q2 2018/19 when revised data is submitted. The process for recording tenancy offers has also been reviewed and training is being undertaken.

Thanks,

Susan

[REDACTED] | **Statistician –Homelessness Statistics & Analysis**
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0131 244 1451 [REDACTED]
Homelessness Statistics: <http://www.gov.scot/homelessstats>

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From: [REDACTED]@glasgow.gcsx.gov.uk>
Sent: 21 January 2019 12:58
To: [REDACTED] gov.scot>; [REDACTED] gov.scot>
Cc: [REDACTED]
Subject: FW: Glasgow HL3 Instances sent in error Q1
Importance: High

Hi Susan

Did Lee manage to speak to you today regarding our HL3 data that was to be deleted prior to figures for Glasgow being published as we cannot allow these to be included in our published figures?

Kind Regards Dianne

[REDACTED]
Senior Officer, (Governance & Strategic Planning)
Business Development
Glasgow City Health and Social Care Partnership
Commonwealth House
32 Albion Street
Glasgow G1 1LH
Phone: 0141 276 2241
Email [REDACTED]@glasgow.gov.uk
Email (PSN): [REDACTED]
www.glasgowcity.hscp.scot
www.glasgow.gov.uk
www.nhsgcc.org.uk

From: [REDACTED] (Social Work)
Sent: 17 January 2019 11:53
To: [REDACTED]@scotland.gsi.gov.uk
Subject: FW: Glasgow HL3 Instances sent in error Q1
Importance: High

Sorry don't think this sent the first time, this should help identify the cases that were to be deleted

[REDACTED]
Support Officer
Governance and Strategic Planning
Business Development
Glasgow City Health and Social Care Partnership

Tel - x22239

From: SW_IWorld Help (Social Work)
Sent: 17 January 2019 11:42
[REDACTED]@scotland.gsi.gov.uk
Subject: FW: Glasgow HL3 Instances sent in error Q1
Importance: High

[REDACTED]
Support Officer
Governance and Strategic Planning
Business Development
Glasgow City Health and Social Care Partnership

Tel - x22239

From: [REDACTED]
Sent: 04 September 2018 16:15

To: [REDACTED]@scotland.gsi.gov.uk

Cc: homelessness_statistics_inbox@scotland.gsi.gov.uk; [REDACTED]
[REDACTED]

Subject: RE: Glasgow HL3 Instances sent in error Q1

Importance: High

Hi Susan

I had previously wrote to Joe regarding data we have sent across in our Q1 Apr – Jun 2018 HL3 extract that is inaccurate we had some new staff who were not fully trained on the procedure for creating HL3. Please find attached list of HL1 Reference Numbers that we require all the instances removed for then the next extract mid-October for Q2 will pick up the new data if any for HL3.

Hope this makes sense if not please give me a call to discuss.

Kind Regards Dianne

[REDACTED]
Senior Officer, (Governance & Strategic Planning)
Business Development
Glasgow City Health and Social Care Partnership
Commonwealth House
32 Albion Street
Glasgow G1 1LH
Phone: 0141 276 2241
Email [REDACTED]@glasgow.gov.uk
Email (PSN): [REDACTED]
www.glasgowcity.hscp.scot
www.glasgow.gov.uk
www.nhsgcc.org.uk

From: [REDACTED]@scotland.gsi.gov.uk [REDACTED]

Sent: 22 August 2018 11:13

To: [REDACTED]@glasgow.gov.uk>

Cc: [REDACTED]
[REDACTED]

Subject: RE: Glasgow HL3 Instances sent in error Q1

Hi Dianne,

This sounds fine. Thanks for the update on this.

Kind regards,

Joe

[REDACTED] | **Statistician – Housing & Homelessness Statistics**

Scottish Government | Housing and Social Justice Directorate | Communities Analysis Division
Victoria Quay 1F-North | Edinburgh EH6 6QQ

0131 24 47230 | 07796 707907 [REDACTED] gov.scot

Housing Statistics: www.scotland.gov.uk/Topics/Statistics/Browse/Housing-Regeneration

Homelessness Statistics: www.gov.scot/Topics/Statistics/Browse/Housing-Regeneration/RefTables

From: [redacted]@glasgow.gcsx.gov.uk>
Sent: 22 August 2018 10:23
To: [redacted]@gov.scot>
Cc: homelessness statistics inbox <homelessness_statistics_inbox@gov.scot>; [redacted]
Subject: Glasgow HL3 Instances sent in error Q1
Importance: High

Hi Joe

We have an issue with our HL3 data that we sent you for APR-18 TO JUN-18 (Quarter1) we have sent HL3 Instances that should not have extracted (this could be up to approx.. 1000 Instances). We are in the process of deleting these from our I.T. System but these will not extract to tell you they have to be deleted. My plan was to send you a list of the Application Numbers and Instance Numbers to be deleted (see below). We should have completed this by 7th September. Can you confirm will you be able to delete these from your database before I send you the next quarterly return for Quarter 2 which is usually due by mid October 2018?

686338	686338/3
686338	686338/4
686338	686338/5
686338	686338/6
686338	686338/7
686338	686338/9

Kind Regards Dianne
X22241

From: [redacted]@scotland.gsi.gov.uk [mailto:[redacted]@scotland.gsi.gov.uk]
Sent: 07 August 2018 15:22
To: [redacted]@glasgow.gov.uk>;
homelessness_statistics_inbox@scotland.gsi.gov.uk
Subject: RE: Glasgow - Q4 Problems with Data

Thanks Dianne,

We'll take a look at this. We are running a bit behind with data processing just now but will aim to take a look to see if we can locate which extract that case might have come from

Kind regards,

Joe

From: [redacted]@glasgow.gcsx.gov.uk>
Sent: 02 August 2018 15:39

To: homelessness statistics inbox <homelessness_statistics_inbox@gov.scot>

Subject: Glasgow - Q4 Problems with Data

Hi

I have checked through the Breach cases and have updated the spreadsheet with our comments. There is 1 application that I am concerned about Application Reference 688562. This application has never had an offer of temporary accommodation and also it is a single male so there are no children or anyone pregnant. I have checked back previous extracts and I cannot find when this application extracted as it does not meet any of the HL3 criteria?

Thanks Dianne

[Redacted]
Senior Officer, (Governance & Strategic Planning)
Business Development
Glasgow City Health and Social Care Partnership
Commonwealth House
32 Albion Street
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www.nhsgcc.org.uk

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**

[REDACTED]

From: [REDACTED]
Sent: 18 July 2019 09:18
To: [REDACTED] (Social Work)' [REDACTED]@glasgow.gov.uk>; [REDACTED] (Social Work)' [REDACTED]@glasgow.gov.uk>
[REDACTED]
Subject: RE: Meeting?

Hi – keen to get going on this – please send some information through to me and we can start scoping out, in preparation for the meeting on 2 August. I go on holiday on 8 August so the more I can familiarise myself with this earlier the better

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]
Sent: 08 July 2019 13:58
To: [REDACTED] (Social Work)' [REDACTED]@glasgow.gov.uk>; [REDACTED] (Social Work)' [REDACTED]@glasgow.gov.uk>
Cc: [REDACTED]
Subject: RE: Meeting?

Hi – are you able to send me this information on?
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: 30 June 2019 18:45
To: [redacted]@gov.scot>; [redacted] (Social Work)
[redacted]
[redacted]@glasgow.gov.uk>
Cc: [redacted]
Subject: RE: Meeting?

Marion

Hope you are well

Sorry the way diaries work out the week beginning 29th July would hopefully catch everyone. I've copied Alana into this to coordinate diaries. Will look to see what can be forwarded. There is Vanguard, TADs action plan and notes relating to meetings if tis would help?

Cheers
jim

From: [redacted]@gov.scot [redacted]
Sent: 28 June 2019 08:50
To: [redacted] (Social Work) [redacted]@glasgow.gov.u [redacted] (Social Work)
[redacted]
[redacted]@glasgow.gov.uk>
Cc: [redacted]
Subject: RE: Meeting?

Hi – how are we suited for w/c 22 July? Or is it the next one you are thinking of.

I'm keen to get my head around this early - so is there anything I could see in advance that would be helpful? Or anyone else it would be good to speak to –

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: 27 June 2019 22:39
To: [redacted] (Social Work) [redacted]@glasgow.gov.uk>; [redacted]
[redacted]
[redacted]@gov.scot>
Cc: [redacted]

[REDACTED]
Subject: RE: Meeting?

Marion thanks for getting back. [REDACTED] is on annual leave and I am on annual leave end of next week and Jim K the week after so end of July should be ok for initial meeting if you are ok to wait until then?

Cheers
jim

From: [REDACTED] (Social Work)

Sent: 27 June 2019 15:16

To: [REDACTED]@gov.scot

Cc: [REDACTED]
[REDACTED]

Subject: RE: Meeting?

Thanks Marion

I will leave to Jim McB to sort it .

S

From: [REDACTED]@gov.scot [REDACTED]

Sent: 27 June 2019 15:00

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

Cc: [REDACTED]
[REDACTED]

Subject: Re: Meeting?

Hi, you got in first! There will be a letter but we don't have to wait for it before kicking this off. What you propose is what I was thinking and i've had some initial thoughts about who (non-sg) to be involved which i'll run past them too.

I'm not on leave until 8 August, so hopefully we'll be able to get a date soon.

The Minister is pleased at the way forward, saw him this afternoon.

Thanks
Marion

Sent from my BlackBerry 10 smartphone.

From: [REDACTED] (Social Work)

Sent: Thursday, 27 June 2019 14:09

To: [REDACTED]
[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

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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.

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

[REDACTED]

From: [REDACTED]@gov.scot>

Sent: 07 June 2019 13:40

To: SW_IWorld Help (Social Work) <SW_IWorldHelp@sw.glasgow.gov.uk>; [REDACTED]

[REDACTED]@gov.scot>

Cc: [REDACTED]

Subject: RE: Glasgow HL3 Instances sent in error Q1

Hi all,

Just to confirm this issue is now resolved. The table below gives the current figures for Glasgow:

	2017Q2	2017Q3	2017Q4	2018Q1	2018Q2	2018Q3	2018Q4	2019Q1
Glasgow City	894	756	567	839	833	870	440	1222

I've spoken to Dianne on the phone and she confirmed the 1222 figure for Glasgow is accurate.

Thanks,

Lee

From: SW_IWorld Help (Social Work) <SW_IWorldHelp@sw.glasgow.gov.uk>

Sent: 06 June 2019 10:35

To: [REDACTED] gov.scot>; [REDACTED]@gov.scot>

Cc: [REDACTED]

Subject: FW: Glasgow HL3 Instances sent in error Q1

Hi Susan

Please see your email below regarding removing 597 Instances but this is not what you are reporting in your email yesterday as the figure is sitting at 1396 for data up to 30 June 2018Q2?

Kind Regards Dianne

WSC Tel. No. 0141 314 6239

Adelphi Tel. No. 0141 276 5889

From: [REDACTED]@scotland.gsi.gov.uk [REDACTED]

Sent: 22 January 2019 13:37

To: [REDACTED]@glasgow.gov.uk>; [REDACTED]@scotland.gsi.gov.uk

Cc: [REDACTED]

Subject: RE: Glasgow HL3 Instances sent in error Q1

Hi Dianne,

Just to confirm that we have removed 597 'not offered' cases and 16 refused cases. This will obviously reduce your number of not offered cases for Q1 2018/19 a fair bit, but compared to other LA's you still have a lot. I wondered if you might be able to provide me with a couple of lines as to why this is the situation in Glasgow?

We had put in the below footnote on the table reporting 'not offered' cases. Is this still relevant?

As a result of data quality concerns around the capture of all offers of temporary accommodation, all not accommodated cases from 1st April 2018 are being reviewed by Glasgow City. It is anticipated that this will result in a reduction in the reported number for Q1 and Q2 2018/19 when revised data is submitted. The process for recording tenancy offers has also been reviewed and training is being undertaken.

Thanks,

Susan

██████████ | **Statistician –Homelessness Statistics & Analysis**
Scottish Government | Housing and Social Justice Directorate | Communities Analysis Division
2-H Dockside | Victoria Quay | Edinburgh | EH6 6QQ
0131 244 1451 ██████████
Homelessness Statistics: <http://www.gov.scot/homelessstats>

My working hours are Monday & Tuesday 8am – 4pm and Wednesday (WFH) 9am – 5pm

From: ██████████@glasgow.gcsx.gov.uk>
Sent: 21 January 2019 12:58
To: ██████████ gov.scot>; ██████████ gov.scot>
Cc: ██████████
Subject: FW: Glasgow HL3 Instances sent in error Q1
Importance: High

Hi Susan

Did Lee manage to speak to you today regarding our HL3 data that was to be deleted prior to figures for Glasgow being published as we cannot allow these to be included in our published figures?

Kind Regards Dianne

██████████
Senior Officer, (Governance & Strategic Planning)
Business Development
Glasgow City Health and Social Care Partnership
Commonwealth House
32 Albion Street

Glasgow G1 1LH
Phone: 0141 276 2241
Email: [REDACTED]

www.glasgowcity.hscp.scot
www.glasgow.gov.uk
www.nhsgcc.org.uk

From: [REDACTED] (Social Work)
Sent: 17 January 2019 11:53
To: [REDACTED]@scotland.gsi.gov.uk
Subject: FW: Glasgow HL3 Instances sent in error Q1
Importance: High

Sorry don't think this sent the first time, this should help identify the cases that were to be deleted

[REDACTED]
Support Officer
Governance and Strategic Planning
Business Development
Glasgow City Health and Social Care Partnership

Tel - x22239

From: SW_IWorld Help (Social Work)
Sent: 17 January 2019 11:42
To: [REDACTED]@scotland.gsi.gov.uk
Subject: FW: Glasgow HL3 Instances sent in error Q1
Importance: High

[REDACTED]
Support Officer
Governance and Strategic Planning
Business Development
Glasgow City Health and Social Care Partnership

Tel - x22239

From: [REDACTED]
Sent: 04 September 2018 16:15
To: [REDACTED]@scotland.gsi.gov.uk
Cc: homelessness_statistics_inbox@scotland.gsi.gov.uk; [REDACTED]

Subject: RE: Glasgow HL3 Instances sent in error Q1
Importance: High

Hi Susan

I had previously wrote to Joe regarding data we have sent across in our Q1 Apr – Jun 2018 HL3 extract that is inaccurate we had some new staff who were not fully trained on the procedure for

creating HL3. Please find attached list of HL1 Reference Numbers that we require all the instances removed for then the next extract mid-October for Q2 will pick up the new data if any for HL3.

Hope this makes sense if not please give me a call to discuss.

Kind Regards Dianne

[REDACTED]
Senior Officer, (Governance & Strategic Planning)
Business Development
Glasgow City Health and Social Care Partnership
Commonwealth House
32 Albion Street
Glasgow G1 1LH
Phone: 0141 276 2241
Email: [REDACTED]
Email: [REDACTED]
www.glasgowcity.hscp.scot
www.glasgow.gov.uk
www.nhsgcc.org.uk

From: [REDACTED]@scotland.gsi.gov.uk [REDACTED]
Sent: 22 August 2018 11:13
To: [REDACTED] lasgow.gov.uk>
Cc: [REDACTED]
Subject: RE: Glasgow HL3 Instances sent in error Q1

Hi Dianne,

This sounds fine. Thanks for the update on this.

Kind regards,

Joe

[REDACTED] | **Statistician – Housing & Homelessness Statistics**
Scottish Government | Housing and Social Justice Directorate | Communities Analysis Division
Victoria Quay 1F-North | Edinburgh EH6 6QQ
0131 24 47230 | 07796 707907 [REDACTED]
Housing Statistics: www.scotland.gov.uk/Topics/Statistics/Browse/Housing-Regeneration
Homelessness Statistics: www.gov.scot/Topics/Statistics/Browse/Housing-Regeneration/RefTables

From: [REDACTED]@glasgow.gcsx.gov.uk>
Sent: 22 August 2018 10:23
To: [REDACTED]@gov.scot>
Cc: homelessness statistics inbox <homelessness_statistics_inbox@gov.scot>; [REDACTED]
Subject: Glasgow HL3 Instances sent in error Q1
Importance: High

Hi Joe

We have an issue with our HL3 data that we sent you for APR-18 TO JUN-18 (Quarter1) we have sent HL3 Instances that should not have extracted (this could be up to approx.. 1000 Instances). We are in the process of deleting these from our I.T. System but these will not extract to tell you they have to be deleted. My plan was to send you a list of the Application Numbers and Instance Numbers to be deleted (see below). We should have completed this by 7th September. Can you confirm will you be able to delete these from your database before I send you the next quarterly return for Quarter 2 which is usually due by mid October 2018?

686338	686338/3
686338	686338/4
686338	686338/5
686338	686338/6
686338	686338/7
686338	686338/9

Kind Regards Dianne
X22241

From: [redacted]@scotland.gsi.gov.uk [redacted]
Sent: 07 August 2018 15:22
To: [redacted]@glasgow.gov.uk>;
homelessness_statistics_inbox@scotland.gsi.gov.uk
Subject: RE: Glasgow - Q4 Problems with Data

Thanks Dianne,

We'll take a look at this. We are running a bit behind with data processing just now but will aim to take a look to see if we can locate which extract that case might have come from

Kind regards,

Joe

From: [redacted]@glasgow.gcsx.gov.uk>
Sent: 02 August 2018 15:39
To: homelessness statistics inbox <homelessness_statistics_inbox@gov.scot>
Subject: Glasgow - Q4 Problems with Data

Hi

I have checked through the Breach cases and have updated the spreadsheet with our comments. There is 1 application that I am concerned about Application Reference 688562. This application has never had an offer of temporary accommodation and also it is a single male so there are no children or anyone pregnant. I have checked back previous extracts and I cannot find when this application extracted as it does not meet any of the HL3 criteria?

Thanks Dianne

[Redacted]
Senior Officer, (Governance & Strategic Planning)
Business Development
Glasgow City Health and Social Care Partnership
Commonwealth House
32 Albion Street
Glasgow G1 1LH
Phone: 0141 276 2241
Email: [Redacted]

www.glasgowcity.hscp.scot
www.glasgow.gov.uk
www.nhsgcc.org.uk

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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.

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[REDACTED]

From: SW_IWorld Help (Social Work) <SW_IWorldHelp@sw.glasgow.gov.uk>

Sent: 07 June 2019 09:49

To: [REDACTED] gov.scot>

Subject: RE: Glasgow HL3 Instances sent in error Q1

Hi Lee

I'm in Adelphi today. Adelphi Tel. No. 0141 276 5889

Kind Regards Dianne

WSC Tel. No. 0141 314 6239

Adelphi Tel. No. 0141 276 5889

From: [REDACTED] gov.scot [REDACTED]

Sent: 07 June 2019 09:04

To: SW_IWorld Help (Social Work) <SW_IWorldHelp@sw.glasgow.gov.uk>

Subject: RE: Glasgow HL3 Instances sent in error Q1

Hi Dianne,

Can I give you a quick call about this? Which number is best?

Lee

From: SW_IWorld Help (Social Work) <SW_IWorldHelp@sw.glasgow.gov.uk>

Sent: 07 June 2019 08:11

To: [REDACTED] gov.scot>; SW_IWorld Help (Social Work)

<SW_IWorldHelp@sw.glasgow.gov.uk>; [REDACTED] gov.scot>

Cc: [REDACTED]

Subject: RE: Glasgow HL3 Instances sent in error Q1

Hi Lee

That is great news as I was sure we had completed the work on this. I have a meeting with the Business Manager this afternoon regarding HL3 so it would be good to know what the revised figure is for 2018Q2 currently 1396 for this meeting and I will confirm 2019 Q1 after this meeting.

Kind Regards Dianne

WSC Tel. No. 0141 314 6239

Adelphi Tel. No. 0141 276 5889

From: [REDACTED] gov.scot [REDACTED]

Sent: 06 June 2019 16:42

To: SW_IWorld Help (Social Work) <SW_IWorldHelp@sw.glasgow.gov.uk>; [REDACTED] gov.scot

Cc: [REDACTED]

Subject: RE: Glasgow HL3 Instances sent in error Q1

Hi Dianne, Sandra,

I've looked into this and it appears the cases you highlight were removed from our frozen publication dataset in January but they are still present on our live database. I'll remove them now and amend our tables.

Thanks,

Lee

From: SW_IWorld Help (Social Work) <SW_IWorldHelp@sw.glasgow.gov.uk>
Sent: 06 June 2019 10:35
To: [REDACTED] gov.scot>; [REDACTED] ov.scot>
Cc: [REDACTED] (Social Work) [REDACTED] glasgow.gov.uk>
Subject: FW: Glasgow HL3 Instances sent in error Q1

Hi Susan

Please see your email below regarding removing 597 Instances but this is not what you are reporting in your email yesterday as the figure is sitting at 1396 for data up to 30 June 2018Q2?

Kind Regards Dianne
WSC Tel. No. 0141 314 6239
Adelphi Tel. No. 0141 276 5889

From: [REDACTED] cotland.gsi.gov.uk [REDACTED]
Sent: 22 January 2019 13:37
To: [REDACTED] lasgow.gov.uk>; [REDACTED] @scotland.gsi.gov.uk
Cc: [REDACTED]
Subject: RE: Glasgow HL3 Instances sent in error Q1

Hi Dianne,

Just to confirm that we have removed 597 'not offered' cases and 16 refused cases. This will obviously reduce your number of not offered cases for Q1 2018/19 a fair bit, but compared to other LA's you still have a lot. I wondered if you might be able to provide me with a couple of lines as to why this is the situation in Glasgow?

We had put in the below footnote on the table reporting 'not offered' cases. Is this still relevant?

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Thanks,

Susan

[REDACTED] | Statistician –Homelessness Statistics & Analysis

Scottish Government | Housing and Social Justice Directorate | Communities Analysis Division
2-H Dockside | Victoria Quay | Edinburgh | EH6 6QQ
0131 244 1451 [REDACTED]
Homelessness Statistics: <http://www.gov.scot/homelesstats>

My working hours are Monday & Tuesday 8am – 4pm and Wednesday (WFH) 9am – 5pm

From: [REDACTED]@glasgow.gcsx.gov.uk>

Sent: 21 January 2019 12:58

To: [REDACTED] gov.scot>; [REDACTED] gov.scot>

Cc: [REDACTED]

Subject: FW: Glasgow HL3 Instances sent in error Q1

Importance: High

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Did Lee manage to speak to you today regarding our HL3 data that was to be deleted prior to figures for Glasgow being published as we cannot allow these to be included in our published figures?

Kind Regards Dianne

[REDACTED]
Senior Officer, (Governance & Strategic Planning)
Business Development
Glasgow City Health and Social Care Partnership
Commonwealth House
32 Albion Street
Glasgow G1 1LH
Phone: 0141 276 2241
Email [REDACTED]

www.glasgowcity.hscp.scot

www.glasgow.gov.uk

www.nhsgcc.org.uk

From [REDACTED] (Social Work)

Sent: 17 January 2019 11:53

To: [REDACTED]@scotland.gsi.gov.uk

Subject: FW: Glasgow HL3 Instances sent in error Q1

Importance: High

Sorry don't think this sent the first time, this should help identify the cases that were to be deleted

[REDACTED]
Support Officer
Governance and Strategic Planning
Business Development
Glasgow City Health and Social Care Partnership

Tel - x22239

From: SW_IWorld Help (Social Work)
Sent: 17 January 2019 11:42
To: [REDACTED]@scotland.gsi.gov.uk
Subject: FW: Glasgow HL3 Instances sent in error Q1
Importance: High

[REDACTED]
Support Officer
Governance and Strategic Planning
Business Development
Glasgow City Health and Social Care Partnership

Tel - x22239

From: [REDACTED]
Sent: 04 September 2018 16:15
To: [REDACTED]@scotland.gsi.gov.uk
Cc: homelessness_statistics_inbox@scotland.gsi.gov.uk; [REDACTED]
[REDACTED]
Subject: RE: Glasgow HL3 Instances sent in error Q1
Importance: High

Hi Susan

I had previously wrote to Joe regarding data we have sent across in our Q1 Apr – Jun 2018 HL3 extract that is inaccurate we had some new staff who were not fully trained on the procedure for creating HL3. Please find attached list of HL1 Reference Numbers that we require all the instances removed for then the next extract mid-October for Q2 will pick up the new data if any for HL3.

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Glasgow G1 1LH
Phone: 0141 276 2241
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From: [redacted]@scotland.gsi.gov.uk [redacted]
Sent: 22 August 2018 11:13
To: [redacted]@glasgow.gov.uk
Cc: homelessness_statistics_inbox@scotland.gsi.gov.uk; [redacted]
Subject: RE: Glasgow HL3 Instances sent in error Q1

Hi Dianne,

This sounds fine. Thanks for the update on this.

Kind regards,

Joe

[redacted] | **Statistician – Housing & Homelessness Statistics**
Scottish Government | Housing and Social Justice Directorate | Communities Analysis Division
Victoria Quay 1F-North | Edinburgh EH6 6QQ
0131 24 47230 | 07796 707907 [redacted]
Housing Statistics: www.scotland.gov.uk/Topics/Statistics/Browse/Housing-Regeneration
Homelessness Statistics: www.gov.scot/Topics/Statistics/Browse/Housing-Regeneration/RefTables

From: [redacted]glasgow.gcsx.gov.uk>
Sent: 22 August 2018 10:23
To: [redacted]@gov.scot>
Cc: homelessness statistics inbox <homelessness_statistics_inbox@gov.scot>; [redacted]
Subject: Glasgow HL3 Instances sent in error Q1
Importance: High

Hi Joe

We have an issue with our HL3 data that we sent you for APR-18 TO JUN-18 (Quarter1) we have sent HL3 Instances that should not have extracted (this could be up to approx.. 1000 Instances). We are in the process of deleting these from our I.T. System but these will not extract to tell you they have to be deleted. My plan was to send you a list of the Application Numbers and Instance Numbers to be deleted (see below). We should have completed this by 7th September. Can you confirm will you be able to delete these from your database before I send you the next quarterly return for Quarter 2 which is usually due by mid October 2018?

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686338	686338/4
686338	686338/5
686338	686338/6
686338	686338/7
686338	686338/9

Kind Regards Dianne

X22241

From: [REDACTED]@scotland.gsi.gov.uk [REDACTED]
Sent: 07 August 2018 15:22
To: [REDACTED]@glasgow.gov.uk>;
homelessness_statistics_inbox@scotland.gsi.gov.uk
Subject: RE: Glasgow - Q4 Problems with Data

Thanks Dianne,

We'll take a look at this. We are running a bit behind with data processing just now but will aim to take a look to see if we can locate which extract that case might have come from

Kind regards,

Joe

From: [REDACTED]@glasgow.gcsx.gov.uk>
Sent: 02 August 2018 15:39
To: homelessness statistics inbox <homelessness_statistics_inbox@gov.scot>
Subject: Glasgow - Q4 Problems with Data

Hi

I have checked through the Breach cases and have updated the spreadsheet with our comments. There is 1 application that I am concerned about Application Reference 688562. This application has never had an offer of temporary accommodation and also it is a single male so there are no children or anyone pregnant. I have checked back previous extracts and I cannot find when this application extracted as it does not meet any of the HL3 criteria?

Thanks Dianne

[REDACTED]
Senior Officer, (Governance & Strategic Planning)
Business Development
Glasgow City Health and Social Care Partnership
Commonwealth House
32 Albion Street
Glasgow G1 1LH
Phone: 0141 276 2241
Email [REDACTED]

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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.

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