

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 3 June 2021

Homelessness Services' Performance Dashboard

Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 Committee notes the content of the performance dashboard.
- 1.2 Committee agrees the performance measures contained within the dashboard and reporting cycle for future meetings.

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Report

Homelessness Services' Performance Dashboard

2. Executive Summary

- 2.1 The Council's Internal Audit service recommended that Homelessness Services, in addition to providing an annual report on the service's statutory returns, should provide additional performance information to Committee.
- 2.2 This report seeks Committee's approval of the measures contained in the report and agreement that these reports should be provided on a 6-monthly basis, beginning with a report to coincide with the statutory returns report in August 2021.

3. Background

- 3.1 The Homelessness and Housing Support Service discharges the Council's statutory duties to homeless people or people at risk of homelessness.
- 3.2 The Council is required to complete statutory returns to the Scottish Government on a range of measures related to the delivery of homelessness services.
- 3.3 The returns are currently reported to Committee annually after summer recess, this will continue to be the case.
- 3.4 This reporting framework will ensure that Committee is provided with information around performance measures for the service on a more regular basis, with measures that are directly related to service developments and investment in services.

4. Main report

- 4.1 The performance dashboard provides Committee with performance information which is linked to the Council's Business Plan and the delivery of the Rapid Rehousing Transition Plan activities.
- 4.2 The key service delivery objectives are preventing homelessness in the first place, where temporary accommodation is required it meets the needs of the household,

supporting people to access settled accommodation as quickly as possible and reducing the number of people sleeping rough.

- 4.3 The dashboard will report highlights and key measures that monitor progress towards these objectives including:
- 4.3.1 Average case lengths,
 - 4.3.2 Percentage of lets to homeless households for the Council and RSL's,
 - 4.3.3 Number of Housing First tenancies,
 - 4.3.4 Number of service users accessing private rented sector properties or mid-market rent, including bonds issued through the help to rent scheme,
 - 4.3.5 Number of support referrals including those to employability services,
 - 4.3.6 Number of interventions to avoid court action,
 - 4.3.7 Financial gains to service users due to support of income maximisation officers,
 - 4.3.8 Number of enquires for advice services,
 - 4.3.9 Households in all forms of temporary accommodation,
 - 4.3.10 Average number of rough sleepers.
- 4.4 Analysis of these measures will assist officers to monitor trends, highlight areas of success and identify areas that require further development.
- 4.5 Over the next year there are likely to be legislative changes which impact of the demand for the service.
- 4.6 The changes to the Unsuitable Accommodation Order, the introduction of the new Prevention Duty and the removal of the Local Connection Test from homeless assessments are detailed in the Rapid Rehousing Transition Plan Update report also on the agenda for 3 June 2021.
- 4.7 The performance dashboard will highlight both the ongoing work and also any impact these changes have on service delivery ensuring Committee are aware of increased pressures and demands and the likely impact.

5. Next Steps

- 5.1 This dashboard will be completed twice yearly for Committee.

6. Financial impact

- 6.1 There are no direct financial implications from this performance information report.

7. Stakeholder/Community Impact

7.1 N/A

8. Background reading/external references

8.1 [Homelessness Statutory Returns Report.](#)

9. Appendices

9.1 None.