

# Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 2 September 2021

## Homelessness Services' Performance Dashboard

Executive/routine  
Wards  
Council Commitments

### 1. Recommendations

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- 1.1 Housing, Homelessness and Fair Work Committee is asked to note:
  - 1.1.1 The content of the performance dashboard for quarter one of 2021/22 attached at Appendix 1; and
  - 1.1.2 That the next Performance Dashboard will be presented to Committee in March 2022.

**Paul Lawrence**

Executive Director of Place

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# Report

## Homelessness Services' Performance Dashboard

### 2. Executive Summary

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- 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 Committee agreed the measures to be contained in the performance dashboard on [3 June 2021](#). The dashboard provides Committee with performance information which is linked to the [Council's Business Plan](#), the [Poverty Commission Delivery Plan](#) and the delivery of the [Rapid Rehousing Transition Plan](#) activities. This report provides data related to the first quarter of 2021/22.

### 3. Background

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- 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

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- 4.1 The dashboard is attached as Appendix 1. Measures are provided under each of the four Business Plan and Poverty Commission Delivery Indicators relating to Homelessness. Below is an overview of performance related to each of the four sub indicators.

**Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Number of households assessed as homeless (measures 1 – 11).**

- 4.2 There continues to be fewer households assessed as homeless when compared to pre-Covid levels. The Council and RSL partners continue to allocate a significant proportion of homes to homeless households at an average of 75% and 53% of total lets respectively.
- 4.3 The Council and partners continue to support homeless households to access the Private Rented Sector with 15 rent deposit guarantee bonds issued in the period, via Edinburgh Help to Rent.

**Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Number of households who seek housing advice who do not go on to present as homeless (measures 12 – 19).**

- 4.4 Homelessness prevention continues to be a priority with 341 households who sought housing advice not going on to present as homeless. The Private Rented Services Team diverted 24 households to the Private Rented Sector and 12 households to Mid-Market Rent properties in the period, meaning homelessness was prevented for these households.
- 4.5 The Income Maximisation Capacity Building Officer has delivered training to over 200 staff over 40 sessions, building frontline officers' knowledge in this area. Prevention work will be bolstered in the next quarter with additional staff commencing in post in the following roles: Income Maximisation Officers, Partnership & Prevention Officer, and the Multi-Disciplinary Team Officers.

**Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Percentage of households in unsuitable temporary accommodation (measures 20 - 21).**

- 4.6 The percentage of households in unsuitable temporary accommodation on the last day of the month was on average 24% of households. Between April and June there was a decrease in the number of households in shared house and bed & breakfast accommodation.
- 4.7 Officers continue to work towards increasing the stock of suitable temporary accommodation which will meet the requirements of the Unsuitable Accommodation Order, due to commence on 1 October 2021.

**Sub Indicators Related to Poverty Commission Delivery Plan - The total number of households in temporary accommodation on last day of the month (measures 22 -30).**

- 4.8 The total number of households in temporary accommodation on the last day of the month has fluctuated during the period, averaging 4, 406. There was a slight reduction in the number of households in temporary accommodation between April and June (27).
- 4.9 PSL properties, which will be classed as suitable accommodation and form a key part of the strategy to transform temporary accommodation stock continues to grow,

with 1,552 households in a PSL property at the end of April and 1,602 households in this form of accommodation at the end of June, an increase of 50.

- 4.10 There also continues to be significantly fewer people rough sleeping in the city than there was prior to Covid-19 when there was an average of 80 – 120 people per night. This has reduced to an average of 13 people between April and June 2021.

## **5. Next Steps**

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- 5.1 The performance dashboard will be completed twice yearly for Committee with the next report presented to Committee in March 2022.

## **6. Financial impact**

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

## **7. Stakeholder/Community Impact**

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- 7.1 N/A

## **8. Background reading/external references**

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- 8.1 Homelessness Statutory Returns Report

## **9. Appendices**

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- 9.1 Appendix 1 – Homelessness Services Performance Dashboard.

## Homelessness & Advice Services Performance Dashboard

Homelessness & Advice Services Performance Dashboard						
		Quarter 1				
Measure Number	Measure	Apr-21	May-21	Jun-21	Quarter 1 Total or Average	Commentary
<b>Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Number of households assessed as homeless.</b>		<b>143</b>	<b>145</b>	<b>116</b>	<b>404</b>	
1	Average case length for closed cases	661	614	602	<b>626</b>	Quarter total provided as average
2	Percentage of households moving into settled accommodation	66.0%	73.90%	57.40%	<b>65.70%</b>	
3	No and % of CEC lets to homeless households	79 lets out of 101 (78%)	59 out of 78 (76%)	55 out of 79 (70%)	<b>193 out of 258 (75%)</b>	
4	No and % of RSL lets to homeless households	36 lets out of 55 (65%)	31 out of 70 (44%)	32 out of 61 (52%)	<b>99 out of 186 (53%)</b>	
5	Number of people moving into housing first tenancies	5	3	1	<b>9</b>	Total for Pathfinder project 120
6	Number of households accessing MMR	0	5	2	<b>7</b>	
7	Number of households accessing settled housing in PRS	5	16	6	<b>27</b>	
8	Number of bonds issued via Edinburgh Help to Rent	3	5	7	<b>15</b>	Total bonds issued since service start 97
9	Repeat Homelessness (%)	0.70%	2.10%	0.90%	<b>1.20%</b>	
10	Number of employability referrals	Information not available at present	Information not available at present	2	<b>Information not available at present</b>	
11	Number of households who have a support assessment completed	143	145	116	<b>404</b>	
<b>Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Number of households who seek housing advice who do not go on to present as homeless.</b>		<b>119</b>	<b>88</b>	<b>134</b>	<b>341</b>	

12	MDT Team Court Case interventions	5 referrals and 4 allocated cases	22 referrals and 15 allocated cases	5 referrals and 5 allocated	<b>32 referrals and 24 allocated</b>	
13	PRS Team households diverted to PRS	10	5	9	<b>24</b>	
14	PRS Team households diverted to MMR	5	5	2	<b>12</b>	
15a	PRS Team Financial Inclusion Officer Financial Gains	Staff not in post yet	£19,500	£21,150	<b>£ 40,650</b>	Postholder started in May
15b	Advice Shop Income Max Officers Financial Gains	Staff not in post yet	Staff not in post yet	Staff not in post yet	<b>Staff not in post yet</b>	
16	Partnership & Prevention Officer - Training Sessions / Staff No's Trained	Staff not in post yet	Staff not in post yet	Staff not in post yet	<b>Staff not in post yet</b>	
17	Income Max Capacity Building Officer - Training Sessions / Staff No's Trained	11 sessions delivered 71 staff trained	19 sessions delivered 100 staff trained	10 sessions delivered 32 staff trained	<b>40 sessions delivered 203 staff trained</b>	
18	Number of Advice Line calls answered	501	562	576	<b>1639</b>	
19	Number of email enquiries (Advice Shop)	288	300	380	<b>968</b>	
<b>Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Percentage of households in unsuitable temporary accommodation.</b>		<b>25%</b>	<b>24%</b>	<b>24%</b>	<b>24%</b>	Quarter total provided as average
20	Number of households in shared houses on last day of the month	686	641	659	<b>662</b>	
21	Number of households in bed & breakfast on last day of the month	420	419	399	<b>413</b>	
<b>Sub Indicators Related to Poverty Commission Delivery Plan - The total number of households in temporary accommodation on last day of the month.</b>		<b>4440</b>	<b>4365</b>	<b>4413</b>	<b>4406</b>	Quarter total provided as average
22	Average length of stay in temporary accommodation (including SH & B & B)	301*	*	*	*	
23	Average number of rough sleepers	8	11	19	<b>13</b>	
24	Number of households in PSL on last day of the month	1552	1575	1602	<b>1576</b>	Quarter total provided as average
25	Number of households in Homeshare on last day of the month	34	33	34	<b>34</b>	Quarter total provided as average
26	Number of households in Private Rented Temporary Accommodation on last day of the month	657	660	654	<b>657</b>	Quarter total provided as average
27	Number of households in managed units / CEC run HAWS on last day of the month	98	97	107	<b>101</b>	Quarter total provided as average
28	Number of households in commissioned services on last day of the month	476	472	487	<b>478</b>	Quarter total provided as average
29	Number of households in dispersed flats on last day of the month	464	466	469	<b>466</b>	Quarter total provided as average

30	Number of households in Covid-19 isolation accommodation on last day of the month	3	2	2	2	Quarter total provided as average
	Welcome Centre	50	0	0	N/A	

\*Average figure to Dec 2020 - issues extracting figures after swith to Northgate, work ongoing to rectify this