

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 24 March 2022

Homelessness Services' Performance Dashboard

Executive/routine
Wards
Council Commitments

1. Recommendations

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

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Report

Homelessness Services' Performance Dashboard

2. Executive Summary

- 2.1 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 three quarters of 2021/22.

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 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.
- 3.5 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 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 Registered Social Landlord (RSL) partners continue to allocate a significant proportion of homes to homeless households, at an average of 75% and 50% of total lets respectively.
- 4.3 The Council and partners continue to support homeless households to access the Private Rented Sector (PRS) with 33 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 1,104 households who sought housing advice not going on to present as homeless. The PRS Team diverted 67 households to the PRS and 54 households to Mid-Market Rent properties in the period, meaning homelessness was prevented for these households.
- 4.5 Prevention work has been bolstered in the second and third quarter with additional staff commencing in post in the following roles: Income Maximisation Officer, Partnership and Prevention Officer and the Multi-Disciplinary Team Officer. The Multi-Disciplinary Team have taken 63 referrals to work with Council tenants with serious rent arrears, who are not engaging with other services.

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 25% of households. There has been a slight increase in the number of households in bed and breakfast accommodation. This is directly related to increased presentations from households who may have No Recourse to Public Funds, who continue to be accommodated in response to the ongoing public health emergency.
- 4.7 Officers continue to work on increasing the stock of suitable temporary accommodation to meet the requirements of the Unsuitable Accommodation Order, which commenced 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 reporting period, averaging 4,503.
- 4.9 Private Sector Leasing (PSL) properties, which are 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 1,621 households in this form of accommodation at the end of December, an increase of 69.

- 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. An average of 13 people slept rough each night between April and December 2021.

5. Next Steps

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

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 Appendix 1 – Homelessness Services Performance Dashboard.

Homelessness & Advice Services Performance Dashboard

Measure Number	Measure	Quarter 1 Total or Average	Quarter 2 Total or Average	Quarter 3 Total or Average	Cumulative Total
Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Number of households assessed as homeless.		404	333	660	1397
1	Average case length for closed cases	626	672	596	631
2	Percentage of households moving into settled accommodation	65.77%	62.17%	52.10%	60.01%
3	No and % of CEC lets to homeless households	193 out of 258 (75%)	206 out of 277 (74%)	174 out of 234 (74%)	573 out of 769 (75%)
4	No and % of RSL lets to homeless households	99 out of 186 (53%)	107 out of 186 (58%)	151 out of 336 (45%)	357 out of 708 (50%)
5	Number of people moving into housing first tenancies	9	12	4	25
6	Number of households accessing MMR	7	9	18	34
7	Number of households accessing settled housing in PRS	27	10	9	46

Measure Number	Measure	Quarter 1 Total or Average	Quarter 2 Total or Average	Quarter 3 Total or Average	Cumulative Total
8	Number of bonds issued via Edinburgh Help to Rent	15	12	6	33
9	Repeat Homelessness (%)	1.20%	1.13%	1.33%	1.22%
10	Number of employability referrals	2	7	11	20
11	Number of households who have a support assessment completed	404	333	695	1432
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.		341	443	320	1104
12	MDT Team Court Case interventions	32 referrals and 24 allocated	19 referrals and 17 allocated	22 referrals and 22 allocated	73 referrals and 63 allocations
13	PRS Team households diverted to PRS	24	24	19	67
14	PRS Team households diverted to MMR	12	17	25	54
15a	PRS Team Financial Inclusion Officer Financial Gains	£40,650.00	£69,882.80	£66,565.24	£177,098.04
15b	Advice Shop Income Max Officers Financial Gains	£0.00	£7,462.52	£36,828.50	£44,291.02
16	Partnership & Prevention Officer - Training Sessions / No.s of people trained	Staff not in post yet	commenced 18/10/21	n/a	6 sessions delivered 94 staff trained

Measure Number	Measure	Quarter 1 Total or Average	Quarter 2 Total or Average	Quarter 3 Total or Average	Cumulative Total
17	Income Max Capacity Building Officer - Training Sessions / Staff No's Trained	40 sessions delivered 203 staff trained	2 sessions delivered, 14 staff trained	n/a	42 sessions delivered 217 staff trained
18	Number of Advice Line calls answered	1639	1464	1506	4609
19	Number of email enquiries (Advice Shop)	968	940	856	2764
Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Percentage of households in unsuitable temporary accommodation.		24%	25%	25%	25%
20	Number of households in shared houses on last day of the month	662	652	662	659
21	Number of households in bed & breakfast on last day of the month	413	476	495	470
Sub Indicators Related to Poverty Commission Delivery Plan - The total number of households in temporary accommodation on last day of the month.		4406	4460	4574	4503
22	Average length of stay in temporary accommodation (including SH & B & B)	293	300	303	301
23	Average number of rough sleepers	13	14	13	13

Measure Number	Measure	Quarter 1 Total or Average	Quarter 2 Total or Average	Quarter 3 Total or Average	Cumulative Total
24	Number of households in PSL on last day of the month	1576	1567	1619	1609
25	Number of households in Homeshare on last day of the month	34	36	35	35
26	Number of households in Private Rented Temporary Accommodation on last day of the month	657	679	667	667
27	Number of households in managed units / CEC run HAWS on last day of the month	101	105	104	104
28	Number of households in commissioned services on last day of the month	478	477	491	488
29	Number of households in dispersed flats on last day of the month	466	467	453	455
30	Number of households in Covid-19 isolation accommodation on last day of the month	2	1	1	1
	Welcome Centre	17	0	48	40

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