

# Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 29 September 2022

## Homelessness Services' Performance Dashboard

Executive/routine Wards Council Commitments	Routine All
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### 1. Recommendations

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- 1.1 It is recommended that Housing, Homelessness and Fair Work Committee notes:
  - 1.1.1 The content of the performance dashboard for Quarter 1 2022/23 (attached in Appendix 1); and
  - 1.1.2 That the next Performance Dashboard will be presented to Committee in March 2023.

**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 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.
- 2.3 This report provides data related to the first quarters of 2022/23.

### 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 and this will continue.
- 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 for Quarter 1 2022/23 is attached in 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 Households assessed as homeless have risen by 258 (64%) when compared to the first quarter of last year but are still lower than pre-covid levels. Support assessments completed in the Quarter 1 period show a 98% rise, to 799 compared

to 404 in the same period in 2021/22. 49% of people were identified as having no support needs in the Quarter 1 period.

- 4.3 The Council and RSL (Registered Social Landlord) partners have continued to allocate a significant proportion of homes to homeless households at an average of 71% and 52% of total lets respectively in this period. The number of properties available from both Council and RSLs is higher than in the same period last year, however, Council lets are slightly down on the last quarter of 2021/22.

**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 In this quarter 341 households who sought housing advice did not go on to present as homeless. The PRS (Private Rented Sector) team prevented homelessness for 52 households in the period, by supporting them to remain in their current PRS property or to move to a new PRS or Mid Market Rent (MMR) property.
- 4.5 Homelessness prevention continues to be a priority. The Partnership Prevention Housing Officer has provided more training to an increased number of staff in this quarter ensuring that internal and external personnel can identify the risks of homelessness and can make appropriate referrals.
- 4.6 Referrals to the Multi-Disciplinary Team have increased, with intensive casework continuing to prevent homelessness for Council tenants who have serious rent arrears and are not engaging with their housing officer.

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

- 4.7 On average 26% of households were in unsuitable temporary accommodation on the last day of the month during this quarter. This reflects an increase of 1% on the previous quarter and reflects an increase in the use of bed and breakfast accommodation. This corresponds with increased presentations from households who may have No Recourse to Public Funds (NRPF) who continue to be accommodated in response to the ongoing public health emergency.
- 4.8 Officers continue to work on increasing the stock of suitable temporary accommodation to meet the requirements of the Unsuitable Accommodation Order (UAO) 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).**

- 4.9 The total number of households in temporary accommodation on the last day of the month increased to 4,640 on the last day of the quarter, a 5% rise on the same period last year.
- 4.10 Private Sector Leasing (PSL) properties, which are classed as suitable accommodation and form a key part of the strategy to transform temporary

accommodation stock, continue to grow with 1,602 households in a PSL property at the end of June 2021 and 1,693 households in this form of accommodation at the end of June 2022, an increase of 91 (6%).

- 4.11 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 during this quarter.

## **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 2023.

## **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 None

## **9. Appendices**

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- 9.1 Appendix 1 – Homelessness Services Performance Dashboard.  
9.2 Appendix 2 – Glossary.

Appendix 1

Homelessness & Advice Services Performance Dashboard							
		2022			2021		
Measure		Apr-22	May-22	Jun-22	Quarter 1 Total or Average	Quarter 1 Total or Average	Quarter 4 Total or Average
<b>Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Number of households assessed as homeless.</b>		217	245	200	<b>662</b>	404	682
1	Average case length for closed cases (in day)	577	624	476	<b>559</b>	626	597
2	Percentage of households moving into settled accommodation	44.60%	41.80%	42.60%	<b>43.00%</b>	65.77%	37.67%
3	No and % of CEC lets to homeless households	78 out of 110 (71%)	57 out of 88 (65%)	85 out of 112 (76%)	<b>220 out of 310 (71%)</b>	193 out of 258 (75%)	243 out of 357 (68%)
4	No and % of RSL lets to homeless households	44 out of 107 (41%)	56 out of 92 (61%)	54 out of 99 (55%)	<b>154 out of 298 (52%)</b>	99 out of 186 (53%)	135 out of 299 (45%)

Measure		Apr-22	May-22	Jun-22	Quarter 1 Total or Average	Quarter 1 Total or Average	Quarter 4 Total or Average
5	Number of people moving into housing first tenancies	1	2	3	6	9	5
6	Number of households accessing MMR	3	3	3	9	7	10
7	Number of households accessing settled housing in PRS	3	3	1	7	27	10
8	Number of bonds issued via Edinburgh Help to Rent	2	4	0	6	15	2
9	Repeat Homelessness (%)	0.40%	1.90%	1.70%	1.33%	1.23%	1.23%
10	Number of employability referrals	8	9	6	23	2	37
11	Number of households who have a support assessment completed	248	313	238	799	404	747
<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>		85	113	143	341	341	254

Measure		Apr-22	May-22	Jun-22	Quarter 1 Total or Average	Quarter 1 Total or Average	Quarter 4 Total or Average
12	MDT Team Court Case interventions	19 referrals 19 allocated	11 referrals 9 allocated	10 referrals 8 allocated	<b>40 referrals</b> <b>36 allocated</b>	32 referrals 24 allocated	30 referred 29 allocated
13a	PRS Team supported households to remain in their current PRS accommodation	8	9	4	<b>21</b>	-	45
13b	PRS Team households diverted to PRS	7	5	11	<b>23</b>	24	21
14	PRS Team households diverted to MMR	1	6	1	<b>8</b>	12	11
15a	PRS Team Financial Inclusion Officer Financial Gains	£65,973	£30,591	£57,761	<b>£154,325</b>	£40,650	£103,765
15b	Advice Shop Income Max Officers Financial Gains	£46,515	£31,313	£23,643	<b>£101,471</b>	£0	£140,341
16	Partnership & Prevention Officer - Training Sessions / No.s of people trained	1 session 15 attendees	4 sessions 30 attendees	3 sessions 12 attendees	<b>8 sessions</b> <b>57 attendees</b>	Post not filled	5 sessions 45 attendees
17	Income Max Capacity Building Officer - Training Sessions / Staff No's Trained	n/a	n/a	3 sessions 48 attendees	<b>3 sessions</b> <b>48 attendees</b>	40 sessions 203 attendees	Post not filled

Measure		Apr-22	May-22	Jun-22	Quarter 1 Total or Average	Quarter 1 Total or Average	Quarter 4 Total or Average
18	Number of Advice Line calls answered	512	415	249	1176	1639	1369
19	Number of email enquiries (Advice Shop)	410	431	304	1145	968	786
<b>Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Percentage of households in unsuitable temporary accommodation.</b>		25%	26%	26%	26%	24%	25%
20	Number of households in shared houses on last day of the month	674	681	669	675	659	671
21	Number of households in bed & breakfast on last day of the month	525	557	541	541	399	511
<b>Sub Indicators Related to Poverty Commission Delivery Plan - The total number of households in temporary accommodation on last day of the month.</b>		4739	4685	4640	4688	4413	4699
22	Average length of stay in temporary accommodation (including SH & B & B) measured in days	341	330	274	315	293	308



Measure		Apr-22	May-22	Jun-22	Quarter 1 Total or Average	Quarter 1 Total or Average	Quarter 4 Total or Average
23	Average number of rough sleepers	12	15	13	<b>13</b>	13	18
24	Number of households in PSL on last day of the month	1692	1687	1693	<b>1691</b>	1602	<b>1686</b>
25	Number of households in Homeshare on last day of the month	55	53	53	<b>54</b>	34	<b>50</b>
26	Number of households in Private Rented Temporary Accommodation on last day of the month	643	629	624	<b>632</b>	654	<b>640</b>
27	Number of households in managed units / CEC run HAWS on last day of the month	111	112	114	<b>112</b>	107	<b>114</b>
28	Number of households in commissioned services on last day of the month	511	507	491	<b>503</b>	487	<b>503</b>
29	Number of households in dispersed flats on last day of the month	463	459	455	<b>459</b>	469	<b>459</b>
30	Number of households in Covid-19 isolation accommodation on last day of the month	0	0	0	<b>0</b>	2	<b>0</b>

<b>Measure</b>		<b>Apr-22</b>	<b>May-22</b>	<b>Jun-22</b>	<b>Quarter 1 Total or Average</b>	<b>Quarter 1 Total or Average</b>	<b>Quarter 4 Total or Average</b>
31	Welcome Centre	65	-	-	<b>22</b>	0	<b>52</b>

## Appendix 2

### Homelessness Services' Performance Dashboard

#### Glossary

<b>TERM</b>	<b>MEANING</b>
Closed Case	A homeless household case has reached a conclusion. <ul style="list-style-type: none"><li>- Offer of permanent housing;</li><li>- Refused a suitable offer of permanent housing and failed in an appeal. Duty Discharged under homeless legislation; or</li><li>- Lost contact with household.</li></ul>
Commissioned Services	Purchased homeless services providing support and/or accommodation. Might be Third Sector or Private Sector.
Dispersed Flats	Self-contained Council flats used as temporary accommodation.
Edinburgh Help to Rent	Commissioned service supplied by Crisis, providing bonds to cover deposit and first month's rent for private accommodation for homeless people.
Homelessness Prevention	Services provided for households where there is a recent or imminent risk of homelessness that help them to avoid this outcome or quickly access suitable settled accommodation.
Home-share	Temporary accommodation generally with 3 or 4 bedrooms provided as shared houses with no support.
Housing Advice	Assisting people to make the most appropriate housing choice to meet their short and long-term aspirations, looking at all tenure types and providing support to help people find options to address the person's immediate needs and personal circumstances.
Housing First	The provision of housing with intensive support for homeless people. Priority is given for quicker rehousing to qualifying households.

Housing Support	The assistance offered to households who are homeless, or at risk of homelessness, described by the <a href="#">Housing Support Services (Homelessness) (Scotland) Regulations 2012</a> with reference to Scottish Government guidance on the provisions of Housing Support.
MMR (Mid-Market Rent)	Homes to rent to households on low to middle incomes. Rents for mid-market homes are generally set lower than private rent but higher than the Council or housing association rents.
Multi-Disciplinary Team	<p>A response team consisting of a dedicated housing / homelessness specialist, a debt advisor and income maximisation officer supervised by a team leader and representation from housing, family and household support, adult protection, children and families social work services and family group decision making.</p> <p>The aim of the team is to actively reach out to Council tenants who are at serious risk of court/eviction action and are not engaging with their locality Housing Officer to offer joined up support with the aim of keeping the tenant in their home, thus avoiding homelessness.</p>
Private Sector Leasing (PSL)	Managed by Link Housing Association Limited, properties are leased from private landlords and sublet to homeless people.
PRS	Private Rented Sector.
Repeat Homelessness	Repeat homelessness is where a household is assessed as homeless, less than a year after their previous homelessness is resolved.
Settled Accommodation	Permanent accommodation: usually social tenancy but may be private rented tenancy.
Shared Housing	Home in Multiple Occupation: some properties with shared bathroom facilities; access to a kitchen and laundry.
Temporary Accommodation	Interim accommodation provided to households formally assessed as homeless. Either directly provided by the Council or commissioned by the Council.

Unsuitable Accommodation Order (or Unsuitable temporary accommodation)	Now applying to all homeless households, places limits on accommodation to be provided usually excluding B&B or shared houses and commercial hotels for periods over 7 days.
Welcome Centre	Provides accommodation for those who may otherwise sleep rough. Provided in partnership between Bethany Christian Trust and the Council with 24-hour support provided from October to May.