

# Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 9 March 2023

## Homelessness Services' Performance Dashboard

Executive/routine Wards Council Commitments	Routine All
---	----------------

### 1. Recommendations

---

- 1.1 It is recommended that Housing, Homelessness and Fair Work Committee notes the content of the performance dashboard for Quarter 1 to Quarter 3 2022/23 (attached in Appendix 1).

**Paul Lawrence**

Executive Director of Place

Contact: Jill Thomson, (Interim) Head of Homelessness

E-mail: [jill.thomson@edinburgh.gov.uk](mailto:jill.thomson@edinburgh.gov.uk)

# 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 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. As per 4.2 the next dashboard will be revised as necessary to ensure it reflects the refreshed [Business Plan](#).
- 2.3 This report provides data related to the first three quarters of 2022/23.

### 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 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

---

- 4.1 The dashboard for quarter 1 to quarter 3 of 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.
- 4.2 Whilst the Council's refreshed Business Plan has been approved, the performance framework is still being developed. The next dashboard presented to Committee will be revised to reflect this. 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).**

- 4.3 Households assessed as homeless have risen by 56.8% in Q1-Q3 of 2022/23 when compared to the same period in 2021/22. Whilst this figure remains lower than pre-covid levels, should the trend continue through to the end of Q4 it is likely that the numbers will be comparable to pre-covid.
- 4.4 Average case length for closed cases in the year so far is 137 fewer days than in the same period in 2021/22. The average case length for Q1-Q3 is still higher when compared to 2019/20.
- 4.5 The Council and Registered Social Landlord (RSL) partners have allocated an average of 71% and 50% of total lets respectively to homeless households. Council lets are slightly lower than in the same period in 2021/22, and both RSL and Council lets are still lower than in the same period in 2019/20.

**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).**

- 4.6 Homelessness prevention continues to be a priority. The Partnership and Prevention Officer has provided 22 training sessions to 228 internal and external attendees in Q1 – Q3 of this year. These sessions focus on how partners can identify a risk of homelessness and ensure partners know what to do in this situation.
- 4.7 In the first three quarters of the year the Private Rented Sector (PRS) team prevented homelessness for 215 households by supporting them to remain in their current PRS property or to move to a new PRS or MMR (Mid-Market Rent) property.
- 4.8 Referrals for homelessness prevention continue for Council tenants who have serious rent arrears and are not engaging with their housing officer. The Multi-Disciplinary Team continues to reach out to tenants and engage in intensive casework, supporting Council tenants with a range of issues.
- 4.9 Telephone and email contacts have increased significantly for April to December 2022 when compared to the same period in 2021. Telephone contacts remain 58% lower than pre-Covid levels, but in 2022 email enquiries have increased to over seven times the number of email enquiries received in the April to December 2019.

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

- 4.10 26% of households were in unsuitable temporary accommodation on 31 December 2022. This is an increase of 1% on the same period in the previous year and is predominantly related to an increase in the use of bed and breakfast accommodation.

- 4.11 Officers continue to work on increasing the stock of suitable temporary accommodation to meet the requirements of the UAO (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).**

- 4.12 The total number of households in temporary accommodation on the last day of the third quarter of 2022-23 increased by 7% on the same period last year.
- 4.13 Private Sector Leasing (PSL) properties are classed as suitable accommodation and form a key part of the strategy to transform temporary accommodation stock. There were 1,736 households in this form of accommodation at the end of December 2022, increased from 1,619 at the end of December 2021.
- 4.14 There are significantly fewer people rough sleeping in the city than there were prior to Covid-19. An average of 23 people slept rough each night during this period, prior to Covid-19 this was an average of 80 – 120 people per night.

## **5. Next Steps**

---

- 5.1 The performance dashboard is completed twice yearly for Committee with the next report due to be presented to Committee in September 2023. Officers propose that the timing of reports be adjusted to allow for an annual summary of progress. Future reports would be presented to Committee in December 2023 and June 2024.
- 5.2 The format of the dashboard will be updated as necessary to ensure that it remains in line with the Councils refreshed Business Plan.

## **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	2022-23				2021-22	2019-20
		Total or average Quarter 1	Total or average Quarter 2	Total or average Quarter 3	Cumulative Total Q1 - Q3	Cumulative Total Q1 - Q3	Cumulative Total Q1 - Q3
<b>Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Number of households assessed as homeless.</b>		662	652	877	2191	1397	2506
1	Average case length for closed cases (in days)	559	559	364	494	631	378
2	Percentage of households moving into settled accommodation	43.0%	47.6%	18.4%	36.3%	60.01%	54.4%
3	No and % of CEC lets to homeless households	220 out of 310 (71%)	160 out of 223 (72%)	140 out of 198 (71%)	520 out of 731 (71%)	573 out of 769 (75%)	606 out of 882 (69%)
4	No and % of RSL lets to homeless households	154 out of 298 (52%)	91 out of 198 (46%)	153 out of 300 (51%)	398 out of 796 (50%)	357 out of 708 (50%)	459 out of 898 (51%)
5a	Number of people moving into housing first tenancies in period	6	4	5	15	18	24
5b	Total number of people moving into housing first tenancies	159	163	168	168	149	36
5c	Total number of people currently in housing first tenancies	113	112	109	109	120	34
6	Number of households accessing MMR	9	3	3	15	34	NA
7	Number of households accessing settled housing in PRS	7	4	3	14	46	NA
8	Number of bonds issued via Edinburgh Help to Rent	6	2	3	11	33	15
9	Repeat Homelessness (%)	1.3%	1.6%	2.1%	1.7%	1.22%	5.2%
10	Number of employability referrals	23	18	27	68	20	NA
11	Number of households who have a support assessment completed	799	491	710	2000	1432	2684

Measure Number	Measure	2022-23				2021-22	2019-20
		Total or average Quarter 1	Total or average Quarter 2	Total or average Quarter 3	Cumulative Total Q1 - Q3	Cumulative Total Q1 - Q3	Cumulative Total Q1 - Q3
<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>		341	389	205	935	1104	1231
12	MDT Team Court Case interventions	40 referrals 36 allocated	40 referrals 4 allocated	55 referrals 18 allocated	135 referrals 58 allocated	73 referrals and 63 allocations	NA
13a	PRS Team supported to remained in their current PRS accommodation?	21	28	64	113	NA	NA
13b	PRS Team households diverted to PRS	23	25	19	67	67	NA
14	PRS Team households diverted to MMR	8	13	14	35	54	NA
15a	PRS Team Financial Inclusion Officer Financial Gains	£154,325.24	£87,816.22	£156,069.35	£398,210.81	£66,565.24	NA
15b	Advice Shop Income Max Officers Financial Gains	£101,471.00	£166,990.00	£106,650.00	£375,111.00	£36,828.50	NA
16	Partnership & Prevention Officer - Training Sessions / No.s of people trained	8 sessions 57 attendees	7 sessions 110 attendees	7 sessions 61 attendees	22 sessions 228 attendees	NA	NA
17	Income Max Capacity Building Officer - Training Sessions / Staff No's Trained	3 sessions 48 attendees	24 sessions 187 attendees	44 sessions 325 staff	71 sessions 560 staff	NA	NA
18	Number of Advice Line calls answered	1176	969	970	3115	1506	7371
19	Number of email enquiries (Advice Shop)	1145	1042	1132	3319	856	463

Measure Number	Measure	2022-23				2021-22	2019-20
		Total or average Quarter 1	Total or average Quarter 2	Total or average Quarter 3	Cumulative Total Q1 - Q3	Cumulative Total Q1 - Q3	Cumulative Total Q1 - Q3
<b>Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Percentage of households in unsuitable temporary accommodation.</b>		26%	26%	26%	26%	25%	31%
20	Number of households in shared houses on last day of the month	669	676	672	672	662	596
21	Number of households in bed & breakfast on last day of the month	541	615	587	587	495	116
<b>Sub Indicators Related to Poverty Commission Delivery Plan - The total number of households in temporary accommodation on last day of the month.</b>		4707	4862	4857	4857	4527	2330
22	Average length of stay in temporary accommodation (including SH & B & B) - all	315	286	303	302	303	201
23	Average number of rough sleepers	13	22	25	23	13	80-120
24	Number of households in PSL on last day of the month	1693	1736	1736	1736	1619	108
25	Number of households in Homeshare on last day of the month	53	64	77	77	35	18
26	Number of households in Private Rented Temporary Accommodation on last day of the	624	599	591	591	667	308
27	Number of households in managed units / CEC run HAWS on last day of the month	181	192	196	196	104	188
28	Number of households in commissioned services on last day of the month	491	512	521	521	491	532
29	Number of households in dispersed flats on last day of the month	455	468	477	477	453	464
30	Number of households in Covid-19 isolation accommodation on last day of the month	0	0	0	0	1	0
31	Welcome Centre	0	0	72	72	48	NA