

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 3 October 2023

Homelessness Services' Performance Dashboard

Executive/Routine
Wards

Routine
All

1. Recommendations

- 1.1 It is recommended that Housing, Homelessness and Fair Work Committee:
 - 1.1.1 Notes the content of the performance dashboard for quarter 4 of 2022/23 and quarter 1 of 2023/24 (attached in Appendix 1); and
 - 1.1.2 Agrees to remove measure 30 as the Covid-19 isolation unit is no longer in use.
 - 1.1.3 Agrees to remove measure 8 as Edinburgh Help to Rent has now ended.

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Executive Director of Place

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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 [Councils 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 last quarter of 2022/23 and the first quarter of 2023/24. Data is also provided for comparison with the previous year and 2019/20 as per the request of Committee.

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. The latest returns are on this agenda.
- 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 4 of 2022/23 and quarter 1 of 2023/24 is attached in Appendix 1. Data for the previous year and 2019/20 is also provided as per the request from Committee. Measures are provided under each of the four Business Plan and Poverty Commission Delivery Indicators relating to Homelessness.

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

- 4.2 The total number of households assessed as unintentionally homeless or threatened with homelessness in 2022/23 rose by 37% from 2,399 in 2021/22 to 3,293 in 2022/23. This remains lower than pre Covid where the number of households assessed as homeless was 3,416 in 2019/20.
- 4.3 For the first quarter of 2023/24 the number of households assessed as unintentionally homeless or threatened with homelessness (743) is slightly lower than pre-Covid (887 in quarter 1 of 2019/20) but higher than the previous year (662 in quarter 1 of 2022/23). Officers will continue to monitor this on a regular basis.
- 4.4 There is a RRTP commitment regarding social rented lets to homeless households. This is:
- 4.4.1 A minimum of 70% of Council social rented lets to be allocated to homeless households.
- 4.4.2 A minimum of 50% of Registered Social Landlord (RSL) social rented lets to be allocated to homeless households.
- 4.5 The Council and RSL partners have allocated 71% and 50% of social rented lets to homeless households in 2022/23. In the first quarter of 2023/24 they allocated 70% and 55% respectively. Whilst this meets the RRTP target the actual number of lets has reduced.
- 4.6 The number of households accessing settled housing in the Private Rented Sector as a move on from temporary accommodation continues to drop. This reduced from 56 in 2021/22 to 24 for 2022/23.
- 4.7 This reflects the changes in the Private Rented Sector over time and is also reflected in the number of Edinburgh Help to Rent Bonds issued in the period. This reduced from 35 bonds issued in 2021/22 to 11 bonds issued in 2022/23 and 0 in the first quarter of 2023/24. As noted in the RRTP Annual Update on Progress, Edinburgh Help to Rent has now ended in its current form.

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).

- 4.8 Homelessness prevention continues to be a priority and the service is currently finalising recruitment into a number of posts following agreement as part of the Council's budget setting process to continue and expand these services.
- 4.9 Whilst there remains challenges in accessing the Private Rented Sector, the Council's Private Rented Sector team prevented homelessness for 302 households by helping them to remain in their current PRS tenancy or by supporting them into a new PRS or Mid-Market Rent (MMR) tenancy in 2022/23. In quarter 1 of 2023/24 the team have prevented homelessness for 83 households, compared to 87 in quarter 4 of 2022/23.

- 4.10 There continues to be a shift in the way people contact the Advice Shop. In 2019/20 people predominantly made contact via the Advice line, with 9,509 calls and 680 email enquiries. This shifted during Covid-19 and in 2022/23 there were 4,190 calls and 4,387 email enquiries, almost equal. This trend is continuing with quarter 1 of 2023/24 seeing 1,102 calls and 1,107 email enquiries.

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

- 4.11 The number of households in unsuitable temporary accommodation has risen from 22% in 2019/20 to 26% in 2022/23. This remains at 26% in the first quarter of 2023/24. This is predominantly related to an increase in the use of bed and breakfast accommodation.
- 4.12 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).

- 4.13 The total number of households in temporary accommodation on the last day of the month has been rising since 2019/20, from 3,585 to 4,859 at the end of 2022/23.
- 4.14 Particular increases have been seen in bed and breakfast accommodation, rising from 156 in 2019/20 to 607 at the end of quarter 1 2023/24. There have also been rises in the number of Private Sector Leasing properties, homeshare properties and private rented temporary accommodation, all of which are suitable temporary accommodation.

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 May 2024.

6. Financial impact

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

7. Equality and Poverty Impact

- 7.1 An Integrated Impact Assessment (IIA) was completed and found positive impacts from the projects contained within the dashboard relating to equality, health and wellbeing and human rights and economic impacts.

8. Climate and Nature Emergency Implications

- 8.1 As a public body, the Council has statutory duties relating to climate emissions and biodiversity. The Council

“must, in exercising its functions, act in the way best calculated to contribute to the delivery of emissions reduction targets”

(Climate Change (Emissions Reductions Targets) (Scotland) Act 2019), and

“in exercising any functions, to further the conservation of biodiversity so far as it is consistent with the proper exercise of those functions”

(Nature Conservation (Scotland) Act 2004)

- 8.2 The City of Edinburgh Council declared a Climate Emergency in 2019 and committed to work towards a target of net zero emissions by 2030 for both city and corporate emissions and embedded this as a core priority of the Council Business Plan 2023-27. The Council also declared a Nature Emergency in 2023.

Environmental Impacts

- 8.3 There are no environmental impacts as a direct result of this report.

9. Risk, policy, compliance, governance and community impact

- 9.1 The performance dashboard includes information on the number and percentage of temporary accommodation properties are deemed as unsuitable under the Unsuitable Accommodation Order.
- 9.2 The Council recognises this as an area of risk and officers continue to work to address this.

10. Background reading/external references

- 10.1 [Homelessness Services' Performance Dashboard](#)

11. Appendices

- 11.1 Appendix 1 – Homelessness Services Performance Dashboard.

Homelessness & Advice Services Performance Dashboard

Measure Number	Measure	2022/2023		2021/2022		2019/20		2023/2024	2022/2023	2019/2020
		Total or average Q4	Total or average Q1 - Q4	Total or average Q4	Total or average Q1 - Q4	Total or average Q4	Total or average Q1 - Q4	Total or average Q1	Total or average Q1	Total or average Q1
Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Number of households assessed as homeless.		924	3293	719	2399	770	3416	743	662	887
1	Average case length for closed cases (in days)	540.5	555.5	580	620	394.6	380.6	525	559	399.9
2	Percentage of households moving into settled accommodation (households assessed as homeless)	51.0%	64.7%	61.5%	68.4%	54.5%	58.1%	63.2%	71%	61.1%
3	No and % of CEC lets to homeless households	149 out of 217 (69%)	669 out of 948 (71%)	243 out of 357 (68%)	816 out of 1126 (73%)	168 out of 240 (70%)	813 out of 1129 (72%)	170 out of 243(70%)	220 out of 310 (71%)	226 out of 310 (73%)
4	No and % of RSL lets to homeless households	129 out of 264 (49%)	527 out of 1060 (50%)	135 out of 299 (45%)	492 out of 1007 (49%)	137 out of 263 (52%)	586 out of 1149 (52%)	160 out of 290 (55%)	154 out of 298 (52%)	145 out of 295 (49%)
5a	Number of people moving into housing first tenancies in period	8	23	5	30	14	36	5	6	12
5b	Total number of people moving into housing first tenancies	174	174	NA	NA	51	51	179	159	24
5c	Total number of people currently in housing first tenancies	110	110	NA	NA	50	50	109	113	24
6	Number of households accessing MMR	3	19	10	44	NA	NA	4	9	NA
7	Number of households accessing settled housing in PRS	9	24	10	56	NA	NA	5	7	NA
8	Number of bonds issued via Edinburgh Help to Rent (Rent Deposit Guarantee Bond Service)	0	11	2	35	7	22	0	6	6
9	Repeat Homelessness (%)	2.30%	2.10%	1.40%	1.50%	4.60%	5.10%	3%	1.8%	6%
10	Number of employability referrals	35	102	37	57	NA	NA	34	23	NA
11	Number of households who have a support assessment completed	1049	3818	909	2704	815	3499	858	799	942
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.		336	1145	185	1242	391	1611	393	306	444
12	MDT Team Court Case interventions	21 referrals 5 allocated	126 referrals 63 allocated	30 referrals 29 allocated	103 referrals 92 allocated	NA	NA	21 referrals 11 allocated	40 referrals 36 allocated	NA
13a	PRS Team supported to remained in their current PRS accommodation?	54	167	53	75	NA	NA	45	21	NA
13b	PRS Team households diverted to PRS	22	89	21	88	NA	NA	20	23	NA
14	PRS Team households diverted to MMR	11	46	11	65	NA	NA	18	8	NA
15a	PRS Team Financial Inclusion Officer Financial Gains	£151,382.36	£549,593	£103,764.54	£280,862.58	NA	NA	£103,120.15	£154,325.24	NA
15b	Advice Shop Income Max Officers Financial Gains	£60,079.00	£435,190.00	£140,341.00	£184,632.02	NA	NA	£116,675.00	£101,471.00	NA
16	Partnership & Prevention Officer - Training Sessions / No.s of people trained	10 sessions 126 attendees	32 sessions 354 attendees	5 sessions 45 attendees	11 sessions 139 attendees	NA	NA	4 sessions 95 attendees	8 sessions 57 attendees	NA
17	Income Max Capacity Building Officer - Training Sessions / Staff No's Trained	28 sessions 191 staff	99 sessions 751 staff	NA	42 sessions 217 staff	NA	NA	17 sessions 157 staff	3 sessions 48 participants	NA
18	Number of Advice Line calls answered	1075	4190	1369	5978	2138	9509	1102	1460	2809

19	Number of email enquiries (Advice Shop)	1068	4387	786	3550	217	680	1107	1145	197
Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Percentage of households in unsuitable temporary accommodation.		26%	26%	26%	26%	21%	21%	26%	26%	32%
20	Number of households in shared houses on last day of the month	674	674	673	673	611	611	666	669	578
21	Number of households in bed & breakfast on last day of the month	556	556	522	522	156	156	607	543	113
Sub Indicators Related to Poverty Commission Delivery Plan - The total number of households in temporary accommodation on last day of the month.		4859	4859	4709	4709	3585	3585	4876	4670	3296
22	Average length of stay in temporary accommodation - all households	325.2	316.3	308	301	226.8	206	334.7	315	205.1
23	Average number of rough sleepers	24	21	18	14	80-120	80-120	22	13	80-120
24	Number of households in PSL on last day of the month	1740	1740	1696	1696	1311	1311	1738	1693	1310
25	Number of households in Homeshare on last day of the month	79	79	50	50	21	21	89	53	4
26	Number of households in Private Rented Temporary Accommodation on last day of the month	582	582	640	640	381	381	569	629	241
27	Number of households in managed units / CEC run Homeless Accommodation With Support (HAWs) on last day of the month	116	116	114	114	113	113	115	114	116
28	Number of households in commissioned services on last day of the month	546	546	503	503	512	512	545	491	496
29	Number of households in dispersed flats on last day of the month	491	491	459	459	480	480	472	455	438
30	Number of households in Covid-19 isolation accommodation on last day of the month	N/A	N/A	NA	NA	NA	NA	N/A	NA	NA
31	Welcome Centre (Rapid Reaccommodation October - May)	75	75	52	52	NA	NA	75	23	NA