








Key to performance ratings

RAG Rating	
	Target not achieved
	Target slightly missed (within 10%)
	Target met
	Data Only















Direction	
	Performance has improved
	Previous data not captured
	Performance has declined
N/A	No previous data to compare

Performance Summary




























RAG Rating	Green	Amber	Red	N/A <sup>1</sup>	Total
KPIs	2	0	1	8	11
Direction	Up	No Change	Down	N/A	Total
Last Quarter	6	0	5	0	11
Last Year	3	0	8	0	11

- 66.7% (2 of 3) targetable quarterly key performance indicators (KPIs) reportable to this Committee achieved their Quarter 1 (Q1) target<sup>1</sup>.
- Compared to last quarter (Q4 2021/22), performance for 54.5% (6 of 11) KPIs have improved, and for 45.5% (5 of 11) KPIs have declined<sup>1</sup>.
- Compared to last year (Q1 2021/22), performance for 27.3% (3 of 11) KPIs have improved, and for 72.7% (8 of 11) KPIs have declined<sup>1</sup>.

Communities

Performance Indicator	Q1 2022/23				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Number of households living in temporary accommodation last night of the month (NI 156 & SDL 009-00) (average taken from April – June)	169				
Number of households living in nightly paid temporary accommodation last night of the month (average taken from April–June)	73				
Percentage of successful Prevention Duty outcomes	71.65%	60%			
Number of households prevented or relieved from becoming homeless	140	112.5			

<sup>1</sup> PIs rated N/A are not included in the summary calculations.

Performance Indicator	Q1 2022/23				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Percentage of successful Relief Duty outcomes	47.12%	60%			
Number of Rough Sleepers accommodated by the Council on the last night of the month (average taken from April – June)	30				
Number of Rough Sleepers newly engaged in the period	18				
Number of households newly in temporary accommodation due to loss of tenancy and home ownership	14				
Number of homeless cases where the cause of homelessness is domestic abuse	46				
Percentage of CPWs to CPNs in period (CPT/SMP)	31.4%				
Percentage of noise complaints followed up with diary sheets by a customer	20.1%				

The “**Percentage of successful Relief Duty outcomes**” indicator achieved a result of 47.12% against a target of 60% and missed it by 12.88%. The performance of 47.12% of homelessness relieved in the quarter demonstrates average performance and is much higher than the national average of homelessness relieved for the quarter of 38.2%, taken from the detailed LA tables for statutory homelessness Jan-Mar 22. It is also much higher than the Kent average of 33.8%, also taken from the LA tables for statutory homelessness.

It is recognised that relieving homelessness is more difficult than preventing homelessness, in particular with restricted access to the Private Rented Sector as a result of unaffordable market rents and an increase in demand for private rented accommodation from those who are not economically disadvantaged.

Additionally, we have experienced a sharp increase in the number of households that are presenting as homeless on the day due to domestic abuse, which limits the opportunity to relieve the homelessness before the main housing duty is triggered.