








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 ¹	Total
KPIs	2	0	1	8	11
Direction	Up	No Change	Down	N/A	Total
Last Quarter	4	1	6	0	11
Last Year	4	0	7	0	11

- 18.2% (2) of (11) targetable quarterly key performance indicators (KPIs) reportable to this Committee achieved their Quarter 3 (Q3) target¹.
- Compared to last quarter (Q2 2022/23), performance for 36.4% (4) of (11) KPIs have improved, 9% (1) of (11) didn't change and for 54.5% (6) of (11) KPIs have declined¹.
- Compared to last year (Q3 2021/22), performance for 36.4% (4) of (11) KPIs have improved, and for 63.6% (7) of (11) KPIs have declined¹.

Communities

Performance Indicator	Q3 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 October – December)	219				
Number of households living in nightly paid temporary accommodation last night of the month (average taken from October – December)	112				
Percentage of successful Prevention Duty outcomes	65.63%	60%			

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

Performance Indicator	Q3 2022/23				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Number of households prevented or relieved from becoming homeless	113	112.5			
Percentage of successful Relief Duty outcomes	45.79%	60%			
Number of Rough Sleepers accommodated by the Council on the last night of the month (average taken from October – December)	24				
Number of Rough Sleepers newly engaged in the period	12				
Number of households newly in temporary accommodation due to loss of tenancy and home ownership	17				
Number of homeless cases where the cause of homelessness is domestic abuse	35				
Percentage of CPWs to CPNs in period (CPT/SMP)	10%				
Percentage of noise complaints followed up with diary sheets by a customer	21.3%				

The “**Percentage of successful Relief Duty outcomes**” indicator outcome achieved a result of 45.79% which has grown against last quarter (42.17%), however declined against Q3 2021/22 (58.51%). An indicator missed its target by 14.2%.

The performance of 45.79% 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 privately rented accommodation from those who are not economically disadvantaged.

Additionally, applicants who are in priority need and unintentionally homeless can only be owed the relief duty of 56 days, before they become owed the main housing duty, giving only a short window of opportunity to relieve homelessness.