

HHE: Quarter 4 Performance Report

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	3	0	1	9	13
Direction	Up	No Change	Down	N/A	Total
Last Quarter	4	0	8	1	13
Last Year	6	0	6	1	13

- 75% (3 of 4) the targetable quarterly key performance indicators (KPIs) reportable to this Committee achieved their Quarter 4 (Q4) target¹.
- Compared to last quarter (Q3 2022/23), performance for 33.3% (4 of 12) KPIs have improved, and for 66.7% (8 of 12) KPIs have declined¹.
- Compared to last year (Q4 2021/22), performance for 50% (6 of 12) KPIs have improved, and for 50% (6 of 12) KPIs have declined¹.

Homes & Communities

Performance Indicator	Q4 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 January – March)	258				
Number of households living in nightly paid temporary accommodation last night of the month (average taken from January – March)	160				
Percentage of successful Prevention Duty outcomes	69.57%	60%			
Number of households prevented or relieved from becoming homeless	149	112.5			

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

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Performance Indicator	Q4 2022/23				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Percentage of successful Relief Duty outcomes	38.41%	60%			
Number of Rough Sleepers accommodated by the Council on the last night of the month (average taken from January – March)	26				
Number of Rough Sleepers newly engaged in the period	7				
Number of households newly in temporary accommodation due to loss of tenancy and home ownership	21				
Number of homeless cases where the cause of homelessness is domestic abuse	57				
Percentage of CPWs to CPNs in period (CPT/SMP)	50%				
Percentage of noise complaints followed up with diary sheets by a customer	24.6%				
Number of affordable homes delivered, excluding first homes (Gross)	132	50			
Affordable homes as a percentage of all new homes	Annual KPI				

The “**Percentage of successful Relief Duty outcomes**” indicator outcome achieved a result of 38.41%, which has declined against last quarter (45.79%), however has improved against Q4 2021/22 (37.74%). The indicator missed its target by 21.6%.

As previously reported, this target is ambitious and significantly higher than national figures on the percentages of homelessness being successfully relieved. The target has been revised for 2023/24.

The performance of 38.41% of homelessness relieved in the quarter demonstrates average performance and is on par with the national average of homelessness relieved for the quarter of 38.2%, taken from the detailed Local Authority tables for statutory homelessness. It is also much higher than the Kent average of 33.8%.



Part B – HHE: 2022/2023 End-of-Year Outturn
Key to performance ratings

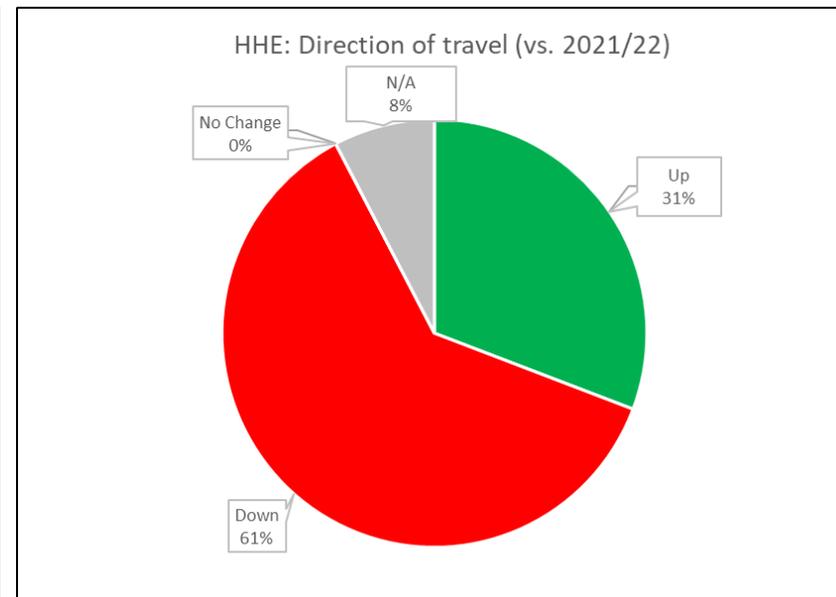
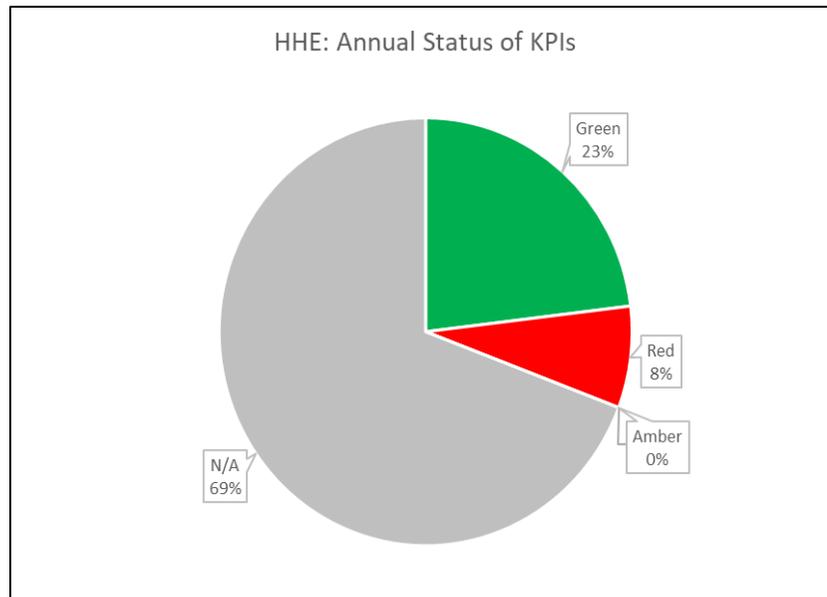
RAG Rating	
	Target not achieved
	Target slightly missed (within 10%)
	Target met
	Data Only

Direction	
	Performance has improved
	Performance has been sustained
	Performance has declined
N/A	No previous data to compare

NOTE: Direction of travel for targeted performance indicators shows if performance has improved or declined.

For Data Only performance indicators, the direction of travel shows if there has been an increase or decrease in volume.

Annual Performance Summary



Homes & Communities

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel
Number of households living in temporary accommodation last night of the month (NI 156 & SDL 009-00)	169	193	219	258	210			
Number of households living in nightly paid temporary accommodation last night of the month	73	84	112	160	107			
Number of households prevented or relieved from becoming homeless	140	125	133	149	547	450		
Percentage of successful Prevention Duty outcomes	71.65%	73.77%	65.63%	69.57%	70.1%	60%		
Percentage of successful Relief Duty outcomes	47.12%	42.17%	45.79%	38.41%	43.06%	60%		
Number of Rough Sleepers accommodated by the Council on the	30	21	24	26	25			

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Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel
last night of the month								
Number of Rough Sleepers newly engaged in the period	18	8	12	7	11			
Number of households newly in temporary accommodation due to loss of tenancy and home ownership	14	17	17	21	17			
Number of homeless cases where the cause of homelessness is domestic abuse	46	43	35	57	45			
Percentage of CPWs to CPNs in period (CPT/SMP)	31.4%	42.9%	10.0%	50.0%	33.8%			
Percentage of noise complaints followed up with diary sheets by a customer	20.1%	20.6%	21.3%	24.6%	22.4%			
Affordable homes as a percentage of all new homes	Annual KPI				TBC	20%	TBC	TBC
Number of affordable homes delivered (Gross)	118	80	48	132	378	200		

Notes

- Where KPIs are providing data “as at the end of the month”, the annual outturn is provided as an average figure, taken from the quarterly performance, for the 2022/23 year.
- Data for the KPI “Affordable homes as a percentage of all new homes” is not available at the time of writing this report. As with previous years, the data is derived from surveys and subsequent analysis which take place from April, with results being available by August 2023.
- Direction of travel for targeted performance indicators shows if performance has improved or declined. For data only performance indicators direction of travel shows if there has been an increase or decrease in volume.

Summary of 2022/23 year

Head of Housing & Regulatory Services Comments:

The financial year 2022/23 was exceptionally busy with 2,568 approaches for advice about housing matters. Of these, 1,287 households were either homeless or threatened with homelessness requiring a homeless application to be taken and enquiries made. The breakdown of these applications saw 57% approaching at the threatened with homelessness (56 days) stage whilst 43% presented at the point of being homeless – our highest on record. We had a total of 57.7% of initial applications made at threat of homelessness stage

We were successful in preventing homelessness for 86% of applicants who approached at the threatened with homelessness stage. This represents top quartile performance nationally and stresses the importance of being able to engage with households at an early stage. To emphasise this point, only 14% of households became homeless where we had the opportunity to intervene (e.g. through the use of data analytics) - far lower than pre-pandemic levels which represents some excellent work across the service.

In line with the national and regional experience, temporary accommodation use has risen over the year. Two main causes can be attributed to the need to make temporary accommodation placements; these were the removal of restrictions around ending tenancies in the private rented sector (following the pandemic), and domestic abuse.

Domestic abuse became the single most significant factor, with 181 approaches this year. Whilst the quantum of approaches has remained similar to previous years, the Domestic Abuse Act widened the categories of persons who are owed a duty to secure accommodation to include single households. This significantly contributed to the number of persons in temporary accommodation.

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Those helped at the 'Relief stage' (those who approached as homeless on the day) has a success rate of 43%, which is slightly better than the national average. This figure largely depends on the availability of move on accommodation and unfortunately, we experienced a reduction in the number of vacant properties becoming available from our Housing Association partners. During 2022/23 we successfully nominated 555 households, which is the lowest number of lettings since 2008/09.

The Housing Register has grown significantly since the pandemic, with 1,102 live applications. We received, on average, 270 new applications each month during 2022/23 making a total of 3,243 over the year.



Part C - HHE: 2023/24 Key Performance Indicators

Indicator	New or Existing	Frequency	Target	Head of Service
Lead Member for Housing & Health				
Housing				
Number of households living in temporary accommodation last night of the month (NI 156 & SDL 009-00)	Existing	Quarterly	Information Only	John Littlemore
Number of households living in nightly paid temporary accommodation last night of the month	Existing	Quarterly	Information Only	John Littlemore
Number of Rough Sleepers accommodated by the Council on the last night of the month	Existing	Quarterly	Information Only	John Littlemore
Percentage of successful Prevention Duty outcomes	Existing	Quarterly	65%	John Littlemore
Number of households prevented or relieved from becoming homeless	Existing	Quarterly	125	John Littlemore
Percentage of successful Relief Duty outcomes	Existing	Quarterly	40%	John Littlemore
Number of homeless cases where the cause of homelessness is domestic abuse	Existing	Quarterly	Information Only	John Littlemore
Private Sector Housing				
Number of completed Disabled Facilities Grants	New	Quarterly	Information Only	John Littlemore
Number of private sector homes improved through PSH interventions	New	Quarterly	Information Only	John Littlemore
Number of completed Home Assistances	New	Annual	Information Only	John Littlemore
Housing Allocation & Strategy				
Number of affordable homes delivered (Gross)	Existing	Quarterly	50	John Littlemore

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Indicator	New or Existing	Frequency	Target	Head of Service
Affordable homes as a percentage of all new homes	Existing	Annual	20%	John Littlemore
Community Safety				
Percentage of CPWs to CPNs in period (CPT/SMP)	Existing	Quarterly	Information Only	John Littlemore
Number of Community Protection Warnings (CPWs) in period	Existing	Quarterly	Information Only	John Littlemore
Number of Community Protection Notices (CPNs) in period	Existing	Quarterly	Information Only	John Littlemore
Health, Biodiversity & Climate Change				
Improvement in Air Quality	New	Annual	TBC	John Littlemore
Borough wide carbon emissions reduction (Gov Data)	New	Annual	TBC	Anna Collier
Lead Member for Environmental Services				
The percentage of relevant land and highways that is assessed as having acceptable levels of litter	New	Quarterly	98%	Jennifer Stevens
The percentage of relevant land and highways that is assessed as having acceptable levels of detritus	New	Quarterly	95%	Jennifer Stevens
Missed bins per 100,000 collections	New	Quarterly	35	Jennifer Stevens
Tonnage of household waste produced per household	New	Quarterly	Information Only	Jennifer Stevens
Percentage of household waste sent for reuse, recycling and composting	New	Quarterly	53%	Jennifer Stevens
Contaminated tonnage (rejected) as a percentage of tonnage of household waste sent for reuse, recycling or composting	New	Quarterly	6%	Jennifer Stevens
Number of trees planted/size of area rewilded	New	Annual	TBC	Anna Collier