








# APPENDIX 2: PART A

## FOURTH QUARTER PERFORMANCE MONITORING

### 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	3	1	1	12	17
Direction	Up	No Change	Down	N/A	Total
Last Quarter	6	1	8	2	17
Last Year	3	0	10	4	17

- 60% (3 of 5) the targetable quarterly key performance indicators (KPIs) reportable to this Committee achieved their Quarter 4 (Q4) target<sup>1</sup>.
- Compared to last quarter (Q3 2023/24), performance for 40% (6 of 15) KPIs have improved, and 53.3% (8 from 15) have declined<sup>1</sup>.
- Compared to last year (Q4 2022/23), performance for 23.1% (3 of 13) KPIs improved, and 76.9% (10 of 13) KPIs have declined<sup>1</sup>.
- NOTE: Direction of travel for targeted performance indicators (PIs) shows if performance has improved or declined. For 'Data Only' PIs, the direction of travel shows if there has been an increase or decrease in volume.

### Housing and Community Cohesion Q4 Performance

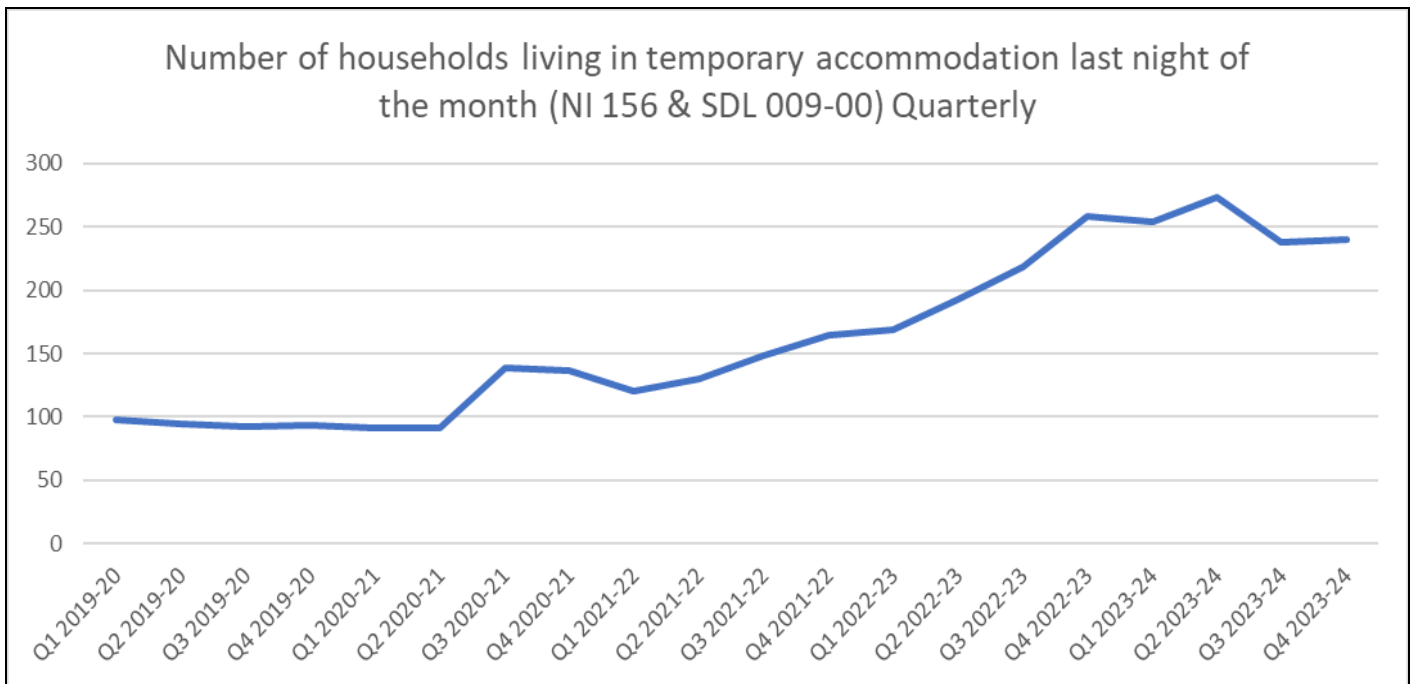
Performance Indicator	Q4 2023/24				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
<b>Community Cohesion and Safety</b>					
Percentage of households receiving Council Tax Support (CTS)	12%				N/A
Percentage of CPWs to CPNs in period (CPT/SMP)	7.1%				
Number of Community Protection Warnings (CPWs) in period	14				

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

Performance Indicator	Q4 2023/24				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Number of Community Protection Notices (CPNs) in period	1				
Number of households at risk of (or in) financial crisis (LIFT data)	688				N/A
<b>Housing and Homelessness</b>					
Number of households living in temporary accommodation last night of the month (NI 156 & SDL 009-00) <i>Long trend graph shown below</i>	240				
Number of households living in nightly paid temporary accommodation last night of the month	136				
Number of Rough Sleepers accommodated by the Council on the last night of the month	53				
Percentage of successful Prevention Duty outcomes	61.7%	65%			
Number of households prevented or relieved from becoming homeless	133	125			
Percentage of successful Relief Duty outcomes	33.09%	40%			
Number of homeless cases where the cause of homelessness is domestic abuse	36				
Number of completed Disabled Facilities Grants	18			-	
Number of private sector homes improved through PSH interventions	49	45			
Number of completed Housing Assistance	Annual Indicator				
Number of affordable homes delivered (Gross)	70	50			
Affordable homes as a percentage of all new homes	Annual Indicator				

### Number of households living in temporary accommodation last night of the month (NI 156 & SDL 009-00)

The below graph tracks this data over time to give a better contextual picture.



## Housing and Community Cohesion Comments (*where targets have been missed*)

### Housing and Homelessness

The KPI tracking the “**Percentage of successful Prevention Duty outcomes**” missed its target, achieving 61.7% against a target of 65.0%. Homelessness prevention is a priority for the Council and close monitoring is taking place of this data. Analysis of the results for quarter three show:

- 34 households became homeless after having approached at threat of homelessness stage.
- 12 households lost their accommodation because of the end of their private rented tenancy.
- 7 households lost their accommodation because of familial/friend evictions.
- 5 households were evicted from supporting accommodation.

The number of approaches at “threat of homeless” stage has been increasing steadily for several months. One of the reasons for this could be our focus on moving individuals out of interim accommodation, leading to a reduction in resources to prevent homelessness. In addition, due to the volume of accommodation allocated for direct lets, there is a reduced opportunity for rehousing via the Housing Register at the preventative stage. We have also seen significant challenges in accessing private rented accommodation due to the affordability of the sector.

Finally, with the closure of the Kent Homelessness Connect supported accommodation service and decant of the YPSAFs service, we have seen fewer supported accommodation options become available as well as a higher number of evictions (and therefore homelessness) from those services. Of the 33 individuals who became homeless, 23 entered temporary accommodation under Part 7 Housing Act 1996, with 1 entering under RSI provisions.

Due to the significant cost of temporary accommodation, the Housing Advice Officers are often left with difficult choices to make between preventing homelessness and advancing enquiries/making decisions for those who are in temporary accommodation. As a result, the team is currently undertaking a consultation to better focus resources for the prevention and relief of homelessness. However, the delivery of these changes and need to embed the service means that improvements may not be seen until Q3 of 2024/2025.

The KPI tracking the **"Percentage of successful Relief Duty outcomes"** missed its target by over 10%, achieving 33.09% against a target of 40.00%. The most recently released government data is from July to September 2023, at which point the national average was 33.6%. Therefore, our performance is on par with the national average of homelessness relieved, although the data at the point of release is already dated.

As previously reported, 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, which gives only a short window of opportunity to relieve homelessness. Via CBL, only limited levels of accommodation are available for those in Band H or via Direct Lets, given the volume of individuals applying for this application.

Due to the significant cost burden of temporary accommodation to the Authority, it is important that any negative decisions in respect of a case are made in a timely manner in order to avoid the additional per night cost of accommodation provision where no duties are owed. When recording this final decision, only a negative outcome can be selected in respect of the H-Clic data returns sent to central government. As a result, the proportion of successful reliefs will have been significantly impacted due to the very limited period of time in which to work with this cohort.

In addition to this, 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.

The Housing Advice Team are currently undertaking a formal restructure in order to better focus on delivering relief and preventative outcomes, but implementation and subsequent results once the service has been embedded are not expected to be delivered until at least Q3 of 2024/2025.