

CHE: Quarter 1 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	2	0	1	8	11
Direction	Up	No Change	Down	N/A	Total
Last Quarter	1	0	4	6	11
Last Year	3	0	2	6	11

- 66.6% - 2 of 3 targetable quarterly key performance indicators (KPIs) reportable to this Committee achieved their Quarter 1 (Q1) target¹.
- Compared to last quarter (Q4 2020/21), performance for 20% (1 of 5) KPIs has improved, and for 80% (4 of 5) KPIs has declined¹.
- Compared to last year (Q1 2020/21), performance for 60% (3 of 5) KPIs has improved, and for 40% (2 of 5) KPIs has declined¹

Communities

Performance Indicator	Q1 2021/22				
	Value	Target	Status	Short Trend	Long Trend
Number of households living in temporary accommodation last night of the month (NI 156 & SDL 009-00) (average taken from April – June)	121	N/A			
Number of households living in nightly paid temporary accommodation last night of the month (average taken from April – June)	27	N/A			
Percentage of successful Prevention Duty outcomes	75.76%	60%			
Number of households prevented or relieved from becoming homeless	135	112.5			

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

Performance Indicator	Q1 2021/22				
	Value	Target	Status	Short Trend	Long Trend
Percentage of successful Relief Duty outcomes	38.04%	60%			
Number of Rough Sleepers accommodated by the Council on the last night of the month	29	N/A			
Number of Rough Sleepers newly engaged in the period	TBC	N/A			
Number of households newly in temporary accommodation due to loss of tenancy and home ownership	15	N/A			
Number of homeless cases where the cause of homelessness is domestic abuse ²	36	N/A			
Percentage of CPWs to CPNs in period (CPT/SMP)	0%	N/A			
Percentage of noise complaints followed up with diary sheets by a customer	5.0%	N/A			

The '**Percentage of successful relief duty outcomes**' KPI achieved a outcome of 38.04% in quarter one, against its target of 60%. The Housing Options team continue to note that the target of 60% successful Relief Duty outcomes is a fairly ambitious target, significantly higher than national figures on the percentage of successfully relieving homelessness. The performance of 38.04% of homelessness relieved in the quarter is slightly below the national average for the quarter of 40.4%, taken from the new MHCLG interactive data dashboard.

It is recognised that relieving homelessness is more difficult than preventing homelessness and this has been seen in the previous quarter, which saw significant challenges with accessing the private rented sector, as there is an ever-growing demand on the sector. 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.

The changes to the Council's Allocations Scheme, which went fully live in August 2020, has seen significant increases in the number of households prevented from becoming homelessness and helped to reduce overall numbers of homelessness, but has also meant a decrease in the number of homelessness households being successful in being allocated accommodation through the Council's Housing Register.

² In Q1, this indicator is monitoring the number of homeless cases where either the victim or the perpetrator of domestic abuse was accommodated by the council. From Q2, this figure will just be counting victims.