

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

- 33.3% 1 of 3 targetable quarterly key performance indicators (KPIs) reportable to this Committee achieved their Quarter 2 (Q2) target<sup>1</sup>.
- Compared to last quarter (Q1 2021/22), performance for 40% 4 of 10 KPIs has improved, and for 60% of KPIs has declined<sup>1</sup>.
- Compared to last year (Q2 2020/21), performance for 40% 2 of 5 KPIs has improved, and for 60% 3 of 5 KPIs has declined<sup>1</sup>

## Communities

Performance Indicator	Q2 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 July – September)	130				
Number of households living in nightly paid temporary accommodation last night of the month (average taken from July – September)	33.3				
Percentage of successful Prevention Duty outcomes	78.89%	60%			
Number of households prevented or relieved from becoming homeless	112	112.5			
Percentage of successful Relief Duty outcomes	56.16%	60%			

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

Performance Indicator	Q2 2021/22				
	Value	Target	Status	Short Trend	Long Trend
Number of Rough Sleepers accommodated by the Council on the last night of the month	33				
Number of Rough Sleepers newly engaged in the period	16				
Number of households newly in temporary accommodation due to loss of tenancy and home ownership	12				
Number of homeless cases where the cause of homelessness is domestic abuse	41				
Percentage of CPWs to CPNs in period (CPT/SMP)	21.2%				
Percentage of noise complaints followed up with diary sheets by a customer	N/A				

The “**Number of households prevented or relieved from becoming homeless**” indicator achieved a result of 112 households against a target of 112.5, missing its target within 10%. Q2’s outcome is lower than that achieved in Q1 (135 households) and also lower when comparing to the same quarter last year (177 households). Quarter 2 has seen a reduction in the number of households prevented from or relieved of homelessness compared to previous quarters, however, this is reflective of the decreasing numbers of applications from households approaching as being homeless or threatened with homelessness and subsequently duties owed to prevent and relieve homelessness.

For example, there is a 16.5% decrease in the number of applicants owed a prevention or relief duty in the first two quarters of 2021-22 compared to same period in 2020-21; and 21.7% decrease compared to same period in 2019-20. With fewer households owed these two duties, there has seen a lower overall number of households being prevented from or relieved of homelessness in Quarter 2.

The “**Percentage of successful Relief Duty outcomes**” indicator achieved a result of 56.16% against a target of 60%, missing its target within 10%. Q2’s outcome is a higher result when comparing to last quarter (38.04%) but slightly slower than the same quarter the previous year (57.48%). As reiterated in quarter one’s report, the target of 60% successful Relief Duty outcomes is an ambitious target, significantly higher than national figures on the percentages of homelessness being successfully relieved. When the target was originally set, there were no national figures to benchmark against, so the target will be adjusted next year accordingly.

The performance of 56.16% of homelessness relieved in the quarter demonstrates good performance and is significantly higher than the national average of homelessness relieved for the quarter of 40.7%, 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 demands 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.

### **Notes**

Please note that at the time of writing this report, the “**Percentage of noise complaints followed up with diary sheets by a customer**” indicator was unavailable for Q2’s outcome, following a technical issue in gathering the data. The Information & Analytics team are working with the ICT team to resolve this as soon as possible and an update will be provided in Q3’s reports.

### **Update from Q1**

The following data was unavailable at the time of reporting the quarter one figures, but has since been provided.

Performance Indicator	Q1 2021/22				
	Value	Target	Status	Short Trend	Long Trend
Number of Rough Sleepers newly engaged in the period	13	N/A			