

# CHE: Quarter 3 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	2	1	0	8	11
Direction	Up	No Change	Down	N/A	Total
Last Quarter	6	0	5	0	11
Last Year	2	0	3	6	11

- 66.7% (2 of 3) targetable quarterly key performance indicators (KPIs) reportable to this Committee achieved their Quarter 3 (Q3) target<sup>1</sup>.
- Compared to last quarter (Q2 2021/22), performance for 54.5% (6 of 11) KPIs has improved, and for 45.5% (5 of 11) KPIs has declined<sup>1</sup>
- Compared to last year (Q3 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	Q3 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 October – December)	149				
Number of households living in nightly paid temporary accommodation last night of the month (average taken from October – December)	54				
Percentage of successful Prevention Duty outcomes	71.67%	60%			
Number of households prevented or relieved from becoming homeless	141	112.5			
Percentage of successful Relief Duty outcomes	58.51%	60%			

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

Performance Indicator	Q3 2021/22				
	Value	Target	Status	Short Trend	Long Trend
Number of Rough Sleepers accommodated by the Council on the last night of the month (average taken from October – December)	28				
Number of Rough Sleepers newly engaged in the period	14				
Number of households newly in temporary accommodation due to loss of tenancy and home ownership	16				
Number of homeless cases where the cause of homelessness is domestic abuse	42				
Percentage of Community Protection Warnings to Community Protection Notices in period (Community Protection Team/Safer Maidstone Partnership)	3.4%				
Percentage of noise complaints followed up with diary sheets by a customer	23.6%				

The “**Percentage of successful Relief Duty outcomes**” indicator achieved a result of 58.51% against a target of 60%, missing its target within 10%. Quarter three’s outcome is a higher result when comparing to the last quarter (Q2: 56.16%) and also much higher when comparing to the same quarter the previous year (35.29%).

The outcome of 58.51% 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 DLUCH interactive data dashboard. The team have also performed much better than the Kent average of 40.1%, also taken from the DLUCH interactive data dashboard. 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.

It is recognised that relieving homelessness is more difficult than preventing homelessness, with restricted access to the Private Rented Sector because of unaffordable market rents and an increase in demand for private 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.

## **Update**

Please note, that due to a technical issue gathering the data, outcomes for the indicator: "Percentage of noise complaints followed up with diary sheets by a customer" was not available Q2. The data provided in the Q1 report to this committee was also incorrect. This issue has been resolved and the updating outcomes are provided below:

<b>Performance Indicator</b>	<b>Q1 2021/22</b>				
	<b>Value</b>	<b>Target</b>	<b>Status</b>	<b>Short Trend</b>	<b>Long Trend</b>
Percentage of noise complaints followed up with diary sheets by a customer	19.1%				

<b>Performance Indicator</b>	<b>Q2 2021/22</b>				
	<b>Value</b>	<b>Target</b>	<b>Status</b>	<b>Short Trend</b>	<b>Long Trend</b>
Percentage of noise complaints followed up with diary sheets by a customer	26.2%				