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

- 33.3% (1) of (3) targetable quarterly key performance indicators (KPIs) reportable to this Committee achieved their Quarter 4 (Q4) target[1].
- Compared to last quarter (Q3 2021/22), performance for 27.3% (3) of (11) KPIs have improved, and for 72.7% (8) of (11) KPIs have declined[1].
- Compared to last year (Q4 2020/21), performance for 20% (1) of (5) KPIs have improved, and for 80% (4) of (5) KPIs have declined[1].

Communities

Performance Indicator	Q4 2021/22				
	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)	165	📈	📈	📊	⬇
Number of households living in nightly paid temporary accommodation last night of the month (average taken from January – March)	71	📈	📈	📊	⬇
Percentage of successful Prevention Duty outcomes	74.58%	60%	✅	📊	⬆

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

Performance Indicator	Q4 2021/22				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Number of households prevented or relieved from becoming homeless	104	112.5	📊	📊	⬇️
Percentage of successful Relief Duty outcomes	37.74%	60%	🔴	📊	⬇️
Number of Rough Sleepers accommodated by the Council on the last night of the month (average taken from January – March)	31	✅	✅	📊	N/A
Number of Rough Sleepers newly engaged in the period	6	✅	✅	📊	N/A
Number of households newly in temporary accommodation due to loss of tenancy and home ownership	11	✅	✅	📊	N/A
Number of homeless cases where the cause of homelessness is domestic abuse	68	✅	✅	⬇️	N/A
Percentage of CPWs to CPNs in period (CPT/SMP)	18.8%	✅	✅	⬇️	N/A
Percentage of noise complaints followed up with diary sheets by a customer	27%	✅	✅	⬇️	N/A

The **"Percentage of successful Relief Duty outcomes"** indicator achieved a result of 37.74% against a target of 60%, missing its target by 22.26%. Quarter four's outcome is lower when compared to last quarter (58.51%) and also slightly lower when compared to the same quarter the previous year (39.34%).

The target of 60% is an ambitious target, significantly higher than national figures on the percentages of homelessness being successfully relieved. The performance of 37.74% of homelessness relieved in the quarter demonstrates average performance and is only slightly lower than the national average of homelessness relieved for the quarter of 40.7%, taken from the new DLUCH interactive data dashboard.

The result is just below the Kent average of 40.1%, also taken from the DLUCH interactive data dashboard, however, the overall average for 2021-2022 is 47.61%, which remains higher than both the national and Kent average.

It is recognised that relieving homelessness is more difficult than preventing homelessness, 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.

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 team has also experienced significant difficulties in the last quarter with an increase in staff sickness and pre-scheduled annual leave, alongside a continued increase in the number of approaches and homelessness applications.