

Homelessness Services Performance Update - Quarter 4 2021/2022

Pat Togher

Assistant Chief Officer, Public Protection & Complex Needs
Glasgow City Health and Social Care Partnership

Key Performance Indicators - Summary

KPI	Target	Actual	Period	RAG Status	Direction in Last 12 Months
Decisions made within 28 days of initial presentation to settled accommodation	95%	99%	Q4	Green	↔
Live Homeless applications over 6 months at the end of the quarter	<40%	48%	Q4	Red	↓
Number of new resettlement plans completed (1250 per quarter)	5000 per annum	1156	Q4	Red	↓
		4675	21/22 Total	Red	↑
Access to settled accommodation - Average number of weeks from application assessment decision to settled accommodation	26 weeks	45	Q4	Red	↔
Number of Households reassessed as homeless within 12 months	480 per annum	121	Q4	Green	↓
		526	21/22 Total		

Key Performance Indicators - Summary

KPI	Target	Actual	Period	RAG Status	Direction in Last 12 Months
The percentage of instances where emergency accommodation is required (statutory duty) and an offer is made	100%	100%	Q4	Green	↔
Housing First Model - Number of new Housing First tenancies created (Target 600 over 5 years from 2019/20)	Target end of 21/22 is 280	256	Q4	Red	↑
Service Redesign/Reduction in Temporary Accommodation - Number of Households in Bed & Breakfast Accommodation Eradicate the use over 5 year period from initial baseline of 341 at the end of 19/20 (68 per year)	Target for end of 21/22 is 350 units or less	414	Q4	Red	↓
Service Redesign/Reduction in Temporary Accommodation - Number of Temporary Furnished Flats Reduce by 1000 over 5 year period from initial baseline of 2156 at the end of 19/20 (200 per year)	Target for end of 2021/22 is 1,850	2350	Q4	Red	↑

Key Performance Achievements & Challenges

Performance Achievements

- 3308 settled lets secure for homeless households in 2021/22
- Through the life of Housing First Approach 256 homeless households supported into settled tenancies
- Sustained reduction in rough sleeping
- We have improved pathways for people leaving custody

Performance Challenges/Areas for Improvement

- Year on year increase in homelessness applications
- Continuous high demand for emergency accommodation
- Potential impact of cost of living crisis
- Unsuitable Accommodation Order extension

Early Intervention, Prevention & Harm Reduction

- Development of Single Point of Access
 - Improved prevention and early intervention activities
 - Integrated initial first point of contact service response
- Investment in Homelessness Prevention Activity including:
 - Access to money & debt advice services
 - Develop Flexible Homelessness Prevention Budget
 - Invest in Housing Options & Homelessness Prevention Training for Social Care staff
 - Continue to enhance access to homeless advice and information through a range of media
 - Through our pathfinder based at HMP Barlinnie we will continue to improve outcomes for people leaving custody with clear pathways into Housing, Health and Welfare Benefits

Future Service Plans and Priorities

Providing greater self-determination and choice

- Continue to work with RSL colleagues to resettle homeless households in line with RRTP objectives
- Continue to improve service responses to households with complex case histories
- Develop accommodation options for households at risk of rough sleeping
- Continue to engage with people with lived experience to inform service development

Future Service Plans and Priorities

Shifting the Balance of Care

- We will work with RSL colleagues to reduce the time it takes to resettle homeless households. Through this work we will reduce our reliance on unsuitable temporary accommodation.
- Realign spend to community based support services to help people sustain their own tenancies.
- Close collaboration work with the Alliance to End Homelessness with a focus on review of outreach and housing support.
- Monitor impact of the Complex Needs Service.

Supporting Our Staff

- The service has developed a revised Training & Development Framework to continue to support staff learning
- Service is developing a trauma informed practice pilot
- The Service will Implement recommendations from Audit of Supervision processes
- Service will support staff as we implement hybrid working model across Homelessness Services