

Homelessness Services Performance Update - Quarter 4 2022/2023

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%	45%	Q4	Red	↑
Number of new resettlement plans completed (938 per quarter)	3750 per annum	1037	Q4	Green	↓
		4016	22/23 Total	Green	↓
Access to settled accommodation - Average number of weeks from application assessment decision to settled accommodation	26 weeks	50	Q4	Red	↓
Number of Households reassessed as homeless within 12 months	480 per annum	110	Q4	Green	↑
		406	22/23 Total	Green	↑

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 22/23 is 480	290	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 22/23 is 395 units or fewer	623	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 2022/23 is 2,400 or fewer	2413	Q4	Green	↓

Key Performance Achievements & Challenges

- Reduction in homeless applications despite increase in demand 2021/22
10,585 increased to 12,500 in 2022/23. Despite increase applications fell from 7,006 in 2021/22 to 6,741 in 2022/23
- Increased Housing First tenancies (290 compared with pre covid 116)
- Sustained reduction in rough sleeping (circa 6 individuals)
- Supported arrival of 2000 Ukrainians/ Decommissioned MS Ambition

Performance Challenges/Areas for Improvement (£15m financial pressures 2023/24)

- Reduction in volume of settled lets 3300(2021/22) 2900(2022/23) v target of 4500
- Continuous high demand for emergency accommodation 36,000 2020-2023
- Impact of Local Connection modifications 100 additional presentations Nov 2022-April 2023 projected £2.1m 23/24
- Asylum seeking positive decisions 660 April 2023
- Unsuitable Accommodation Order 600 breaches
- £16.6m financial pressure forecast

Taking Forward the HSCP Strategic Priorities

Early Intervention, Prevention & Harm Reduction

- Implementation of Health and Social Care Connect (HSCC) Nov 2022
 - 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
 - Delivery of Tenant Hardship Fund delivered £1.25m to prevent homelessness.
 - Citizen Advice Bureau Services co-located in Homelessness Services access points, residential services and HSCC
 - Continued investment in Housing Options & Homelessness Prevention Training for Social Care staff
 - Significant training programme for HSCC including Harm Reduction as priority
 - continued to improve outcomes for people leaving custody with clear pathways into Housing, Health and Welfare Benefits 60 tenancies 2021/22 v 76

2022/23

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. Request/Monitor 60% of all lets for 2023/4
- Continue to work with financial inclusion services to maximise service user incomes. Financial inclusion staff within community homelessness teams, HSCC and residential services
- Continue to improve service responses to households with complex case histories. Promoting Housing First aligned to Complex Needs Provision
- Continue to engage with people with lived experience to inform service development Working with GHIFT to ensure service users inform development of homeless service provision.
- Preparatory work in advance of Prevention 'Ask and Act' duties

Future Service Plans and Priorities

Shifting the Balance of Care

- Implement Temp Accommodation Strategy (TAS) with key partners
- 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.
- Reduce usage of BnB/Hotels
- 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.

Future Service Plans and Priorities

Supporting Our Staff

- Transforming services while embedding TAS vision. Ensure workforce are supported and receive high quality supervision/training.
- The service has developed a revised Training & Development Framework to continue to support staff learning
- The service has recruited a training and development officer to assist with the development of a trauma-informed workforce
- The service will review the core principles of case/risk management with key agencies as we transition beyond the use B n B/Hotel.