

# Homelessness Performance Quarter 4 2021

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# Homelessness

KPI	Target	Period	Actual	Travel
Decisions made within 28 days of initial presentation to settled accommodation	95%	Q4	99%	↑
Live homeless applications over 6 months at the end of the quarter	<40%	Q4	44%	↑
Number of new resettlement plans completed (1250 per quarter)	5000 per annum	Q4	1291	↑
		20/21 Total	3961	↑
The percentage of instances where emergency accommodation is required (statutory duty) and an offer is made.	100%	Q4	100%	↑
		<b>2019/20</b>	<b>2020/21</b>	
Number of households reassessed as homeless within 12 months	480 per annum	Q4	123	↓
		20/21 Total	420	↑

# Homelessness – RRTP KPI

KPI	Target	Quarter	Actual	Travel
<b>Access to settled accommodation</b> - Average number of weeks from application assessment decision to settled accommodation	26 weeks	Q4	45	↓
<b>Housing First Model</b> - Number of new Housing First tenancies created - Target 600 over 5 Year period (accumulative total) (120 per year)	240 at 31/03/2021	Q4	196	↑
<b>Service Redesign/Reduction in Temporary Accommodation</b> - Number of Households in Bed & Breakfast Accommodation - Eradicate the use over 5 year period from initial baseline of 341 (68 per year)	350 at 31/03/2021	Q4	344	↑
<b>Service Redesign/Reduction in Temporary Accommodation-</b> Number of Temporary Furnished Flats – Reduce by 1000 over 5 year period from initial baseline of 2156 (200 per year)	1850 at 31/03/2021	Q4	2384	↑

## Challenges

- Increased year on year demand seen in homelessness presentations
- Uncertain economic impact of public health emergency
- Continuous demand for emergency accommodation
- Unsuitable Accommodation Order extension

## Progress

- 3288 settled lets secured for homeless households in 2020/21  
(2019/20 total 2413)
- Continued to reduce B+B and Hotel use from Covid high point of 617 units (current 344 units)
- 196 homeless households supported into Housing First tenancies – tenancy sustainment rate of 83% (pre Covid total 116 HF Tenancies)

# Homelessness – COVID Response

**As @ 31<sup>st</sup> March 2021**

- 9254 Housing Options assessments
- 6421 Homelessness Applications
- 12530 Offers of emergency accommodation
- 344 B+B/Hotel placements
- 3961 Resettlement plans completed
- 2 long term habitual rough sleepers
- 4055 Current Homeless cases of which 92% are full duty

# Homelessness – Continuous Improvement

- Continuation of complex needs outreach services
- Roll out of vaccination programme to 1100 Homeless and Asylum households in temporary accommodation.
  - programme started 19<sup>th</sup> April 21 - 565 vaccines already completed
- Expanded supports through Commissioned Services to Hotels & B+B's
- Decommission programme for the Bellgrove Hotel
  - target closure date 30<sup>th</sup> June 2021
- Relocation of Women's Health Services to Robertson Street
- Expansion of naloxone programme
- Complex needs workers co-located at the Homeless HUB