

Homelessness Services Performance Update - Quarter 4 2023/24

Frances McMeeking
Assistant Chief Officer
Glasgow City Health and Social Care Partnership

Key Performance Indicator Summary

KPI	Target	Actual	Period	RAG Status	Direction in Last 12 Months
Decisions made within 28 days of initial presentation to settled accommodation	95%	84%	Q4	Red	↓
Live Homeless applications over 6 months at the end of the quarter	<40%	43%	Q4	Amber	↑
Number of new resettlement plans completed (938 per quarter)	3750 per annum	4539	23/24 Total	Green	↑
Access to settled accommodation - Average number of weeks from application assessment decision to settled accommodation	26 weeks	51	Q4	Red	↓
Number of Households reassessed as homeless within 12 months	480 per annum	312	23/24	Green	↑

Key Performance Indicator Summary (cont.)

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%	58%	Q4	Red	↓
Housing First Model - Number of new Housing First tenancies created (Target 600 over 5 years from 2019/20)	Target end of 23/24 is 350	312	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 23/24 is 350 units or less	1369	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 2023/24 is 2,400	2342	Q4	Green	↑

Performance Achievements & Areas for Improvement

Achievements

- Number of resettlement plans continues to exceed target
- Continued reduction in repeat homelessness
- Highest number of lets secured in 2023/24 (3,315 lets), despite 12% reduction in social housing.

Areas for Improvement

- Reduce the number of households not offered accommodation
- Reduce the number of households in bed and breakfast/unsuitable accommodation, currently 1,354
- Reduce length of time to access settled accommodation

Taking Forward the HSCP Strategic Priorities

Prevention, early intervention and well-being

- Improved Homelessness Prevention and early intervention
 - Homelessness prevented for 52% of households who approach HSCP despite significant increase in approaches

Number of approaches and homeless applications 2017/18 – 2023/24							
Year	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
No. of approaches to homelessness services	9,299	9,748	10,077	9,265	10,819	12,107	16,033
No. of homelessness applications	5,248	5,682	6,074	6,419	7,016	6,708	7,762
Percentage of approaches which progressed to homelessness application	56.4%	58.2%	60.3%	69.3%	64.8%	55.4%	48.4%

- Continued access to Money and Debt advice services within HSCC, localities and residential services to mitigate against the cost-of-living crisis.
- Continued funding of the Private Rented Sector (PRS) Hub to prevent homelessness for families in the PRS. Homelessness Services contribution increased for 2024/25 by 10% (£150k to £165k)
- Continued investment in Housing Options and Homelessness Prevention training for social care staff.
- Initial planning work undertaken in advance of Homelessness Prevention ‘Ask and Act’ duties, new Housing Bill (April 2025)

Supporting greater self-determination and informed choice

- Secured 50% of social housing lets for homeless households in 2023/24. Number of lets secured for homeless households (3,315) is highest annual total.
 - HSCP have requested 67% of social housing lets for homeless households in 2024/25.
- Enhanced Housing Options advice and Information being developed online to promote self-determination – Your Support Your Way
- Continue to improve services to those with complex needs, including the promotion of Housing First for households with complex case histories.
- Continue to engage with GHIFT to inform service provision through lived experience.

Supporting people in their communities/ strengthening communities to reduce harm

- Development of All In for Glasgow with Homeless Network Scotland to enhance collaboration within the Third Sector and learn from lived experience.
- Flexible Homelessness Outreach Support Services continue to work with homeless households, or those at risk of homelessness, to sustain communities.
- Co-location of Social Care Worker within three RSLs in the North East of the city to enhance joint working arrangements and strengthen collaborative working
- Complex Needs Service continues to work with the most complex individuals in the city offering support and treatment to those most marginalised.

A healthy, valued and supported workforce

- Realignment of the Asylum and Refugee Support Team to enhance the support provided to refugees within the city, provide Health and Social Care assessments as an integrated pathway.
- The Service has developed a revised training and development framework to ensure workforce are supported to deliver a high-quality advice, assessment and resettlement service.
- Continue to implement the learning from staff supervision audit to ensure staff continue to receive high quality supervision and training opportunities to support their learning and development.

Building a sustainable future

- Continued investment in training for frontline staff and managers
 - Initial Housing options training fully rolled out to frontline Social Care Workers
- Recruitment of Training and Development Officer to assist with the development of a trauma-informed workforce across homelessness.
 - Homelessness Trauma-informed practice leader's group developed
- HSCP succession planning strategy is being considered within Homelessness Services with an aim to develop PDP opportunities for staff and ensure continuous service development to meet new and future challenges.

Future Service Plans and Challenges

- Implementation of the CAC Housing Emergency Action Plan for Glasgow City Council.
- Realignment of the HSCP's Temporary Accommodation Strategy to recognise the impact of the increased demand on Homelessness Services.
- Work with colleagues in NRS to implement solutions to mitigate the housing emergency including acquisitions, downsizing incentives, and empty homes strategy.
- Continue to develop All in for Glasgow commissioning strategy to embed collaborative approach to delivering positive outcomes for homeless households.
- Continue to positively engage with the 60 RSLs across the city to increase the number of settled lets for homeless households (target 67%)
- Continue to monitor the impact of accelerated asylum decision making process
- Work with COSLA and the Scottish Government on measures to improve access to permanent accommodation (National Housing Emergency)