

# Homelessness Services Performance Update - Quarter 4 2024/25

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# 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%	98%	Q4	Green	↑
Number of new resettlement plans completed	1000 per quarter 4000 per year	5,562	2024/25 total	Green	↑
<b>Access to settled accommodation -</b> Average number of weeks from application assessment decision to settled accommodation	1 apt – 21 weeks 2apt – 36 weeks 3apt – 31 weeks 4apt – 81 weeks 5apt – 225 weeks	1 apt – 36 weeks 2apt – 55 weeks 3apt – 44 weeks 4apt – 79 weeks 5apt – 297 weeks	Q4	Red	↓ ↓ ↓ ↑ ↓
Number of Households reassessed as homeless within 12 months	480 per annum	414	2024/25 total	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%	51%	Q4	Red	↓
<b>Housing First Model</b> - Number of new Housing First tenancies created (Target 600 over 5 years from 2019/20)	20 per quarter	4	Q4	Red	↓
<b>Service Redesign/Reduction in Temporary Accommodation</b> - Number of Temporary Furnished Flats	Target for end of 2023/24 is 2,400 ( or fewer)	2,402	Q4	Green	→

# Performance Achievements & Areas for Improvement

## Achievements

- Highest number of lets secured for homeless households in 2024/25 (3,591 lets) – increase of 7.5% on 2023/24.
- Number of resettlement plans continues to exceed target.
- Repeat homelessness continues to be below target.

## Areas for Improvement

- Reduce number of households not provided with temporary accommodation.
- Reduce number of households in unsuitable temporary accommodation.
- Continue to increase number of settled lets for homeless households including Housing First tenancies.

# Taking Forward the HSCP Strategic Priorities Prevention, Early Intervention and Well-being

- Continued focus on homelessness prevention through Health and Social Care Connect. Homelessness prevented for half of all households who approach the HSCP for housing advice.
- Development of Housing Options Explorer – an on-line information and advice tool aimed at providing in-depth housing advice and information to households to reduce demand on front-line staff.
- Regular safeguarding visits, within 5 days, to homeless households residing within bed and breakfast/hotels now embedded across the service.

# Supporting Greater Self-determination and Informed Choice

- Secured 52% of social housing lets for homeless households in 2024/25. Number of lets secured for homeless households (3,591) is highest annual total.
- Money and Debt Advice Services continue to support vulnerable households with benefit maximisation, debt advice and money management strategies.
- Continue to improve services to those with complex needs including active outreach work from Complex Needs Service. Regular interface meetings with Simon Community Scotland to ensure provision of services for those sleeping rough in the city.

# Supporting People in their Communities / Strengthening Communities to Reduce Harm

- Development and tendering of WAYfinder complete – a homeless outreach service designed to support individuals at risk of, or experiencing, homelessness to achieve settled, sustainable and secure housing (3 month implementation, fully live by July 2025)
- Continue to engage with Glasgow Homelessness Involvement and Feedback Team (GHIFT) to inform service provision through lived experience.
- Following success of pilot in the North East of the city, social care workers now co-located with Registered Social Landlords (RSLs) across all three locality areas to support RSLs with homelessness prevention and tenancy sustainment activities within their communities.

# A Healthy, Valued and Supported Workforce

- Asylum and Refugee Support Team now fully integrated and delivering health and social care services to asylum seekers and refugees within the city.
- Homelessness Services have established and implemented a revised training and development framework to ensure workforce are supported to deliver a high-quality advice, assessment and resettlement service.
- Staff continue to receive regular, formal supervision and support with a focus on staff well-being and future development.



# Building a Sustainable Future

- Continued investment in training for frontline staff and managers.
- Development of a trauma-informed working group bringing together key staff from across the service, who will work alongside those with lived experience, to review end-to-end service provision through a trauma lens.
- 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

- The ability to deliver successful prevention and resettlement service remains constrained by short-term funding cycles, limiting investment in long-term service transformation.
- Frontline demand from both domestic and refugee households continues to overwhelm Homelessness Services, leading to continued breaches of statutory duties and potential for increased rough sleeping.
- The consequential increase in the use of Bed and Breakfast/Hotel, stemming from increased demand, is unsustainable for the HSCP/Council budgets.
- Continued legal pressure on Homelessness Services arising from high number of judicial review threats being received each month.

# Opportunities

- Homelessness Services review will offer the opportunity to reshape the delivery of locality homelessness services and temporary accommodation to improve the service delivered to homeless households.
- The development and publication of the HSCP's 10-year Temporary Accommodation Strategy will recognise the impact of the increased demand on Homelessness Services and transform the profile and use of temporary accommodation across the city.
- Work with colleagues in NRS to deliver the objectives within the Housing Emergency Action Plan.
- 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 city's RSLs to increase the number of settled lets for homeless households.
- Continue to work with both Scottish and UK governments in order to widen asylum dispersal more proportionately across the country.