

Homelessness Services Performance Update – Quarter 4 2025/26

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Key Performance Indicator Summary

KPI	Target	Period	Actual	RAG Status	Direction of Travel in last 12 Months
Percentage of decision letters issued within 28 days of initial presentation	95%	Q4 2025/26	98%	Green	→
Number of new resettlement plans complete	4,000	2025/26	5,286	Green	↓
Average number of weeks from assessment decision to settled accommodation	1apt – 21 weeks 2apt – 36 weeks 3apt – 31 weeks 4apt – 81 weeks 5apt – 225 weeks	Q4 2025/26	1apt – 61 weeks 2apt – 63 weeks 3apt – 58 weeks 4apt – 98 weeks 5apt – 357 weeks	Red	↓
Number of households reassessed as homeless or threatened with homelessness within 12 months	< 120 per quarter	Q4 2025/26	106	Green	↑

Key Performance Indicator Summary

KPI	Target	Period	Actual	RAG Status	Direction of Travel in last 12 Months
The percentage of instances where emergency accommodation is required and an offer is made	100%	Q4 2025/26	53%	Red	↑
Number of new Housing First tenancies created	20 per quarter	Q4 2025/26	2	Red	↓
Number of Temporary Furnished Flats (TFFs)	2,400 or fewer	Q4 2025/26	2,434	Amber	↓

Performance – Achievements and Areas for Improvement

Achievements

- High percentage of assessment decisions carried out within timescales.
- Number of new resettlement plans continues to significantly exceed target which has secured the highest number of annual lets.
- Repeat homelessness continues to remain low.

Areas for improvement

- Average number of weeks from assessment decision to settled accommodation continues to rise across all property sizes.
- Homelessness Services continue to be unable to offer temporary accommodation at the point of request.
- Number of new Housing First tenancies continues to remain below target.

Taking Forward the HSCP Strategic Priorities

Priority 1: Prevention, early intervention and well-being

- Continued focus on homelessness prevention through Health and Social Care Connect (HSCC) and locality homelessness services.
- Housing Options explorer now launched which provides in-depth housing advice and assistance to users to divert them from requiring statutory services.
- Social Care Workers co-located within housing associations to work in partnership to prevent homelessness in the community.

Priority 2: Supporting greater self-determination and informed choice

- Highest number of settled lets secured in 2025/26 (3,636 lets) representing 56% of all social housing lets in the city.
- Money and Debt Advice services continue to be embedded with HSCC, community homelessness teams, asylum and refugee team, and residential services.

Taking Forward the HSCP Strategic Priorities

Priority 3: Supporting people in their communities

- WAYfinder service launched in August 2025 which was designed to providing a single, integrated outreach service using a 'no wrong door' approach.
- Continued work with Glasgow Homelessness Involvement & Feedback Team (GHIFT) associates to help develop and improve Homelessness Services, including significant input in the HSCP's Temporary Accommodation Strategy public consultation process.

Priority 4: Strengthening communities to reduce harm

- Highest numbers of lets secured for homeless households in 2025/26 with high levels of tenancy sustainment for homeless households.
- Complex needs Social Care Workers, co-located in the Simon Community Support and Access Hub, providing outreach support to vulnerable service users who are homeless, or at risk of homelessness.

Taking Forward the HSCP Strategic Priorities

Priority 5: A healthy, valued and supported workforce

- Creation of Assistant Service Manager post with a focus on staff development, training and well-being.
- A structured training and development framework ensures staff have the skills and confidence to deliver high-quality, trauma-informed services.

Priority 6: Building a sustainable future

- Shifting resources towards early intervention and sustainable housing solutions to create a more manageable workload and improve job satisfaction.
- Regular review of Personal Development Plans enables staff to identify strengths, set development goals and access tailored opportunities for progression, supporting succession planning and a sustainable workforce for the future.

Future Service Plans, Challenges & Opportunities

- Working with key partners, including people with lived experience, Registered Social Landlords (RSLs) and the third sector, to deliver the HSCP's 10-year Temporary Accommodation Strategy which will redesign the profile of temporary accommodation and end the routine use of bed and breakfast accommodation.
- Work in partnership with colleagues in Neighbourhoods, Regeneration and Sustainability (NRS) to deliver on the actions set out in the Housing Emergency Action Plan.
- Lobby the Scottish Government to continue to fund Homelessness Services appropriately, recognising the unique challenges which are facing Glasgow.
- Continue to engage with the city's RSLs in order to increase the percentage and number of lets allocated to homeless households.
- Expand the use of the Private Rented Sector (PRS) in providing temporary accommodation as well as exploring options to discharge duty into the private rented accommodation

Future Service Plans, Challenges & Opportunities

- Reduced turnover of social housing in the city has impacted upon the significant gains made by the service in increasing the percentage of lets to homeless household.
- Despite reduction in demand, and an increase in the number of settled lets, live caseload and households in temporary accommodation continue to rise, placing significant financial pressure on HSCP.
- Homelessness Services remain unable to provide temporary accommodation at the point of request and are routinely breaching the Unsuitable Accommodation Order.
- Significant number of legal challenges, FOIs, Member Liaison Unit (MLU) and press enquiries which are significantly impacting on staff resources.