

# Under Performing Indicator Recovery Plan

## 2022/23 Quarter Three

### Indicator Name

Number of Homeless acceptances.

### Current Performance

Target: 18

Performance: 19

### Historic Performance

Column1	18/19	19/20	20/21	21/22	22/23
Q1	1	7	18	16	10
Q2	15	14	18	18	16
Q3	17	14	16	8	19
Q4	7	12	20	6	

### Reasons for Current Under Performance

This indicator measures the number of customers who were unable to be relieved of homelessness within the 56-day relief duty, and have been determined to be eligible, in priority need, and not intentionally homeless. A lower figure is a positive representation, as it demonstrates that the prevention and relieve of homelessness is being successful.

The target for 18 full homelessness acceptances was set in some time prior to 2018, before there were significant changes to homelessness legislation. These changes significantly increased both the statutory homelessness duties and demands on Housing Options services and increased the period from which an application for

housing assistance was triggered from a threat of homelessness within 28-days to 56-days.

As a comparison, in 2017-18 the Council made only 82 decisions in respect of applications for homelessness assistance, with 43 applicants being accepted as being owed the main homelessness duty. However, in 2021-22 the total number of applications for housing assistance had increased almost six-fold to a figure of 488 applications. Not all these applications reach the stage of determining if the main housing duty is owed, as many applications are closed during the Prevention Duty and Relief Duty stages, or where neither of these duties are owed.

During this quarter 43 Relief Duties were ended, with there having been some targeted casework reviewing cases which were over the 56-day Relief duty. This resulted in an increase in applicants within the quarter being accepted as being owed the main housing duty, in comparison to previous quarters.

## **Actions to Improve Under Performance**

(or reasons why this is not necessary)

Main duty housing acceptances can only be prevented through successful steps to prevent and relieve homelessness. Within the quarter a total of 98 Relief and Prevention duties were ended, with an additional 5 cases with decisions reached that no housing duty was owed.

Whilst the 19 main housing duties accepted in the quarter is a count of 1 above the target, this is representative of 18% of cases whereby a decision was reached in respect of an application where the Relief Duty had been ended during the quarter. In comparison across the year 2017-18, 52% of applicants became owed the main housing duty.

The Housing Options Service will continue with promoting early intervention to prevent homelessness and taking active steps to relieve homelessness.