

## Homelessness Performance Report

June 2018

### Key Performance Indicators

The figures show the position as at the end of June 2018.

### Number of Homelessness Cases

		Nov	Dec	Jan	Feb	Mar	Apr	May	June
H1	Number of homelessness applications	3	7	25	19	19	82	67	53
H2	Number of homelessness cases accepted	28	10	15	26	16	6	8	3

### **Comments:**

More homelessness applications have been made as a result of the Homelessness Reduction Act. Cases are now approaching the next stage of the process, i.e the end of the relief stage. MHCLG guidance suggests that those cases moving into the relief stage (and indeed those who approach at the relief stage ie actually homeless), should not be accepted as being owed a homelessness duty until the end of the 56 days as it may divert the focus away from trying to relieve homelessness. This accounts for the drop in acceptances between April and June, the majority of which are legacy cases where homeless applications were taken prior to 1 April 2018.

This figure is likely to increase over time but it's too early to predict what level it will reach as the full impact of the HR Act is yet to be seen. The introduction of the 'Duty to Refer' in October could significantly increase the number of referrals into the Options team and this may lead to an increase the number of homelessness acceptances.

The number in B&B and TA generally has gone up. Although Folkestone Road has come online, demand is high and we have a duty to provide temporary accommodation. There has been a slight blip in the approaches recently, mainly due to domestic abuse cases and landlords serving Section 21 notices.

The average length of stay in B&B has reduced significantly which is positive.

A review of the statistics which we provide to Members will take place within the next few months in order to reflect activity at the key stages of the Homelessness Reduction Act.

H-CLIC (Homelessness Case Level Information Classification) is the new reporting tool which will track live data showing a customer's journey through the homelessness process.

This data will be available to the Ministry of Housing, Communities and Local Government. Progress in terms of H-CLIC continues to be very slow and this is very frustrating as we have had numerous delays, the latest being 29 June 2018.