

Homelessness Performance Report

February 2019

Key Performance Indicators

The figures show the position as at the end of February 2019.

Number of Homelessness Cases

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
H1	Number of homelessness applications	82	67	53	42	36	33	53	20	16	20	19
H2	Number of referrals in to the Authority	-	-	-	-	-	-	-	-	132 Oct to Dec	3	7
H3	Number of triage cases	-	-	-	-	-	-	-	-	95	104	93
H4	Number of prevention cases	-	-	-	-	-	-	-	-	56	62	65
H5	Number of relief cases	-	-	-	-	-	-	-	--	85	84	75
H6	Number of homelessness cases accepted	6	8	3	7	2	15	11	12	15	14	3
H7	Care flag alerts	-	-	-	-	-	-	-	-	2	2	2

Key

Referrals come in various forms – self referrals and /or agency referrals. The 132 for December do not necessarily directly equate to actual cases, as some of these may be duplicates sent in via various agencies.

A triage case is a case where a completed referral form has been submitted either as a self referral or an agency has completed and submitted it on a customer's behalf.

A prevention case is a case where we are working with the customer in their current accommodation and trying to ensure they remain there. We do this in a number of ways – applying for Discretionary Housing Payment to clear any rent arrears; negotiating with landlords or bailiffs where we can to extend the tenancy; negotiating with family to keep their children at home; etc.

A relief case is a case where the customer is now homeless. We have a duty to relieve that homelessness if the customer satisfies certain criteria. At this stage we would consider whether we have a duty to place them in temporary accommodation.

Care flags highlight cases where staff are required to take care when seeing a customer due to previous threatened or actual violence. This forms part of our risk assessment process to ensure staff safety is not compromised.

Comments:

The referrals are highlighted in the table below showing the various agencies for the month of December.

Referral agency	No. of referrals October to December 2018
Armed Forces	1
Prison	4
Social Services	25
Mental Health team	10
Probation Services	5
Local Authority	3
Other Housing Provider	31
Refuge	2
Substance Misuse Service	1
Porchlight	11
Sexual Health Service	1
Citizens Advice Bureau	2
Community Rehabilitation Centre	8
DWP	15
Floating Support	8
Faith Groups	1
College	2
GP/Hospital	2
Total	132

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