

Homelessness Performance Report

September 2019

Key Performance Indicators

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

Number of Homelessness Cases

		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
H1	Number of homelessness applications	82	70	75	61	53	68	59	58	55	52	41	71	42	
H2	Number of referrals in to the Authority	-	-	-	-	132 Oct to Dec	3	7	4	8	7	24	19	12	
H3	Number of triage cases	-	-	-	-	95	104	93	109	95	106	108	116	111	142
H4	Number of prevention cases	-	-	-	-	56	62	65	69	66	58	53	67	75	63
H5	Number of relief cases	-	-	-	--	85	84	75	78	83	85	69	80	80	81
H6	Number of homelessness cases accepted	4	15	10	11	15	12	7	14	5	7	13	21	9	
H7	Care flag alerts	-	-	-	-	2	2	2	1	0	0	0	0	0	1

Key

Referrals come in various forms – self referrals and /or agency referrals. The 132 showing for December also includes October and November and does not necessarily directly equate to actual cases. 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.

Pam Millington
Senior Housing Options Officer
Tel: 01304 872202
10 September 2019