

Committee: Homelessness and Rough Sleeping Sub-Committee	Dated: 09/09/2024
Subject: Homelessness and Rough Sleeping Strategy 2023-27 Update Report	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1,2,3,4,10
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Judith Finlay – Executive Director, Community and Children's Services	
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Summary

This report provides Members with a summary of progress against the aims set out in the Homelessness and Rough Sleeping Strategy 2023-27. Strategy delivery is administered through a Service Delivery Plan (SDP). The first part of the report offers members a high-level summary of SDP actions underway and completed.

The second part of the report provides Members with a commentary on the Homelessness and Rough Sleeping Strategy 2023-27 performance scorecard and dashboard (appendices 1 and 2). Two case studies have been included at non-public appendix 3 which help to demonstrate achievements, characteristics or challenges faced by the service.

The scorecard and accompanying dashboard charts are designed to offer Members helpful insights into the successes and challenges encountered through the delivery of the SDP across the lifespan of this strategy.

This report references the following priorities from the 2023–27 Homelessness and Rough Sleeping Strategy:

- Priority 1 – Rapid, effective & tailored interventions
- Priority 2 – Securing access to suitable, affordable accommodation
- Priority 3 – Achieving our goals through better collaboration and partnership
- Priority 4 – Providing support beyond accommodation

Recommendation

Members are asked to:

- Note the report

Main Report

Background

1. This report provides Members with an update on our progress in meeting the objectives set out the Homelessness and Rough Sleeping Strategy 2023-27. The update forms part of a regular reporting cycle into every Homelessness and Rough Sleeping Subcommittee.
2. At the June 2024 meeting of the Subcommittee, Members were introduced to the metrics we will be using throughout the lifespan of the strategy and the formats through which progress will be tracked and presented.
3. The metrics table has been further developed and will now be referred to as the scorecard. This is in line with reporting seen in both adult and children’s social care. The data in the table will also be available as charts.

Current Position

Service Delivery Plan Update

	Priority 1 Rapid, effective, and tailored interventions	Priority 2 Securing access to suitable, affordable accommodation	Priority 3 Achieving our goals through better collaboration and partnership	Priority 4 Providing support beyond accommodation	Total
Not started	1	3	6	2	12
Risk	0	0	0	0	0
Underway - issues	1	1	0	1	3
Underway - no issues	7	4	6	4	21
Complete	3	2	4	1	10
Total	12	10	16	8	46

- There are currently 46 actions on the SDP
 - 1 action is new in the period
 - 34 actions have now commenced – 5 more than the last period
 - 10 actions are now completed – 5 more than the last period
 - No significant risks have been identified at this stage
4. The new action added in the period can be found in Priority 3 – ‘Achieving our goals through better collaboration’. The Chairman of the Homelessness and

Rough Sleeping Subcommittee arranged an introductory meeting with the entrepreneurship department at the London School of Economics (LSE). The department looks at complex economic and social problems and challenges undergraduate students to explore and designs solutions. LSE have drawn up a draft proposal based on suggestions provided by the department. The action is marked as 'underway with no issues.' Work will resume when the autumn semester begins.

5. The actions completed in the period are as follows:

- ✓ A KPI framework for the rough sleeping service has been integrated into the new Homeless and Rough Sleeping performance scorecard (Priority 1)
- ✓ A new Temporary Accommodation (TA) direct purchasing platform has been commissioned and mobilised (Priority 2)
- ✓ A new TA quality assurance framework is in place to track standards and statutory compliance in TA placements (Priority 2)
- ✓ A 'dashboard' approach to tracking service area performance against strategic objectives has been developed as an output of the new performance scorecard (Priority 3)
- ✓ A multi-agency meeting review was concluded following recommendations suggested as part of the discretionary Safeguarding Adults Review conducted into the death of rough sleeper 'Daniel' (Priority 3)

Performance Scorecard and Dashboard Commentary

6. The metrics table first seen by Members at the June Homelessness and Rough Sleeping Subcommittee have been developed into a performance scorecard similar to that used by Adult Social Care. Feedback received from Members in June has been incorporated into the scorecard that can be found at appendix 1. Where possible, data has been annualised for previous years. The same data can be found in a suite of charts at appendix 2.
7. Case studies which help demonstrate the achievements of the service can be found at non-public appendix 3.

Q1 Commentary

8. The number of combined statutory prevention and relief outcomes (1.1) appears low. This is because prevention outcomes are less common in the City of London due to the small resident population. Most statutory outcomes are achieved in the main duty stage, which comes after the prevention and relief duties have ended.
9. The number of rough sleepers recorded in the period has increased (1.2) and the proportion of rough sleepers who are also in the T1000 cohort has increased (1.3). However, the number of rough sleepers recorded as occupying

a high impact rough sleeping site (3.2) has reduced. This is in part due to the successful work undertaken at Peninsular House and in the Monument area.

10. The number of accommodation outcomes achieved in the period has reduced, but this can be accounted for by the high number recorded in Q4 due to winter Severe Weather Emergency Protocol (SWEPE) activity.
11. The average length of stays in TA (2.1) has increased in the period. This is the median average of all statutory TA placements within the quarter – including ones that are still open, and ones that have closed within the quarter. Outliers have been removed to avoid skewing the data. The increase can be accounted for by changes to how we record length of TA stays to help create a new data set for the scorecard. Quarters 1, 2 and 3 2023/24 will be updated with new data by the end of the next reporting period.
12. The size of our accommodation pathway remains the same (2.2) and the availability of suitable and affordable PRS properties (2.3) remains a significant challenge with no one accessing a new tenancy for the second period in a row.
13. The number of referrals to the Statutory Homelessness Team from recognised public bodies (3.1) remains consistent but represents a slight increase over the last two quarters.
14. The number of clients with a substance misuse need referred to a specialist agency (4.1) has reduced in the period and the proportion of the overall caseload confirmed as a registered with a GP (4.2) remained similar to the previous period.
15. The number of clients engaged in an employment, training, or education (ETE offer (4.3) has increased in the period. This was achieved as a result of the KPI's for our commissioned ETE receiving a refresh and a renewed effort to promote the ETE offer through our supported accommodation pathway.
16. Metric 4.4 (Reduction in the number of people rough sleeping who had previously moved into settled supported accommodation) has been suspended due to the unreliability of data emerging from the Strategic Insights Tool for Rough Sleeping (SITRS). The team are liaising with the SITRS to identify the root cause of the problem. The SITRS acts as a Pan-London 'data warehouse' which draws data down from multiple sources, including CHAIN, automatically.

Corporate & Strategic Implications

17. **Financial implications** – N/A
18. **Resource implications** – N/A
19. **Legal implications** – N/A
20. **Risk implications** – N/A
21. **Equalities implications** – N/A

22. **Climate implications** – N/A

23. **Security implications** – N/A

Conclusion

24. One new action has been added to the Strategy Delivery Plan in the period, bringing the total to 46. Work has commenced on 5 actions and 5 actions have been completed. 10 actions are now completed, and no significant risks have identified.

25. The strategy metrics presented to Members in June has been reorganised into a performance scorecard similar to that used in Adult Social Care. Feedback received at the June subcommittee has been incorporated into the scorecard. This includes annualised data from previous years.

26. Rough sleeping in the Square Mile has increased in the period and we have seen an increase in metrics directed related to this. The exception being the number of rough sleepers recorded at high impact rough sleeping sites which has reduced.

27. Challenges persist is sourcing suitable, affordable private rented sector accommodation with no successful outcomes in the period.

Background papers

- None

Appendices

- Appendix 1 - Homelessness and Rough Sleeping Strategy Performance Scorecard (table)
- Appendix 2 - Homelessness and Rough Sleeping Strategy Performance Dashboard (charts)
- Non-Public Appendix 3 - Case studies 1 and 2

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