

# Housing & Regeneration Scrutiny Sub Committee

**Thursday, 16 February 2023 at 6.30 p.m.  
Council Chamber - Town Hall, Whitechapel**

## Supplemental Agenda

**4 .1 Residents from Polydamas Close - Swan Housing Association (Pages 3 - 16)**

Presentation from Swan HA

**4 .3 Homeless Applications - How can the service be improved? (Pages 17 - 58)**

Presentation

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# Polydamas Close- Overview of Landlord's Response

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London Borough of Tower Hamlets  
Housing and Regeneration Scrutiny Sub Committee

16<sup>th</sup> February 2023

David Pace, Director of Property Services

Jackie King, Assistant Director of Neighbourhoods

Agenda Item 4.1

# Contents

- Overview of issues at Polydamas Close (Milo House and Diagoras House)
- Timeline of what happened and planned rectification works
- Customer engagement
- Stakeholder Engagement
- Update on progress of works
- Lessons Learnt

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# Overview of issues at Polydamas Close Milo House and Diagoras House

- As part of a routine building inspection, a leak was discovered on the gas supply pipe between the gas meter and five homes in Diagoras House.
- This specialist supply pipe ("Tracpipe") is weaved throughout the construction of the building.
- Confirmed that there had been incorrect installation of the Tracpipe at the point of construction.
- Immediate measures were put in place to ensure safety of residents.



Diagoras and Milo House Before pictures (40)

by Axis Europe





# Overview of issues at Polydamas Close Milo House and Diagoras House

- Once work started and upon further investigation, further unforeseen interlinked issues became apparent.
- Plan agreed for safe repair of the system.
- Plan agreed to support residents back into homes from temporary accommodation and throughout works.



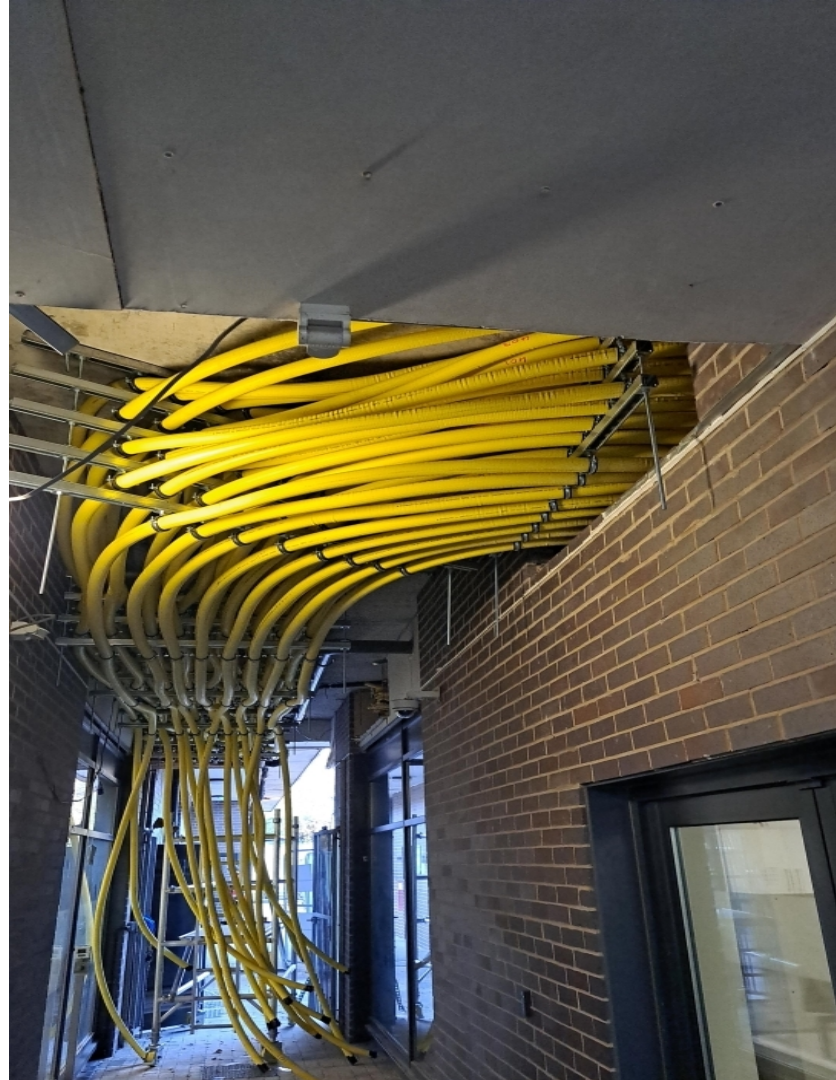
# Timeline of what happened and planned rectification works

- **14/09/22** Gas leak in communal parts detected during an inspection by Swan Fire Risk Assessment team
- Supply pipework isolated while a repair solution was investigated shutting off supply to five flats
- **22/09/22** Inspection of the rest of the supply pipe (Tracpipe) was carried out and a number of incorrect installations were found, indicating that the issue was systemic throughout the building.
- Swan/Axis jointly inspected with Cadent who agreed. Cadent switched off the gas to both buildings and capped all meters.
- Residents offered alternative accommodation whilst we identified an interim solution for hot water, cooking and heating. This was complicated by a shortage of hotels due to the London Marathon taking place that weekend.



# Timeline of what happened and planned rectification works

- **26/09/22** Following initial engagement with the construction company about the defect a joint site meeting was held between a director from the developer, Swan, Axis, Swan's Gas Audit team and a Senior team member from Tracpipe, to allow the developer to see the scale of the issue and give them an opportunity to put it right, at their cost.
- Once it became clear that there would be ongoing negotiations with the developer and this may mean that work would not be started in what we considered to be an acceptable timescale for residents, Swan instructed strategic repair partner Axis (who had a team on standby) to start the enabling works ready to carry out the work themselves if needed.





# Timeline of what happened and planned rectification works

- To enable reoccupation of the building and try to minimise disruption to families, a plan to install 61 electric showers and supply oil filled electric radiators to households was put in place.
- A survey of the electricity supply entering the building was undertaken to ensure that it could cope with the additional demand from the electric showers, heaters and cookers.
- **00/10/22** Axis started enabling works to deconstruct the internals of the building, exposing all the Tracpipe weaved throughout the building.
- Building Safety team in regular attendance to ensure fire safety compartmentation was put back correctly and that the building was safe to occupy.



# Timeline of what happened and planned rectification works

- Swan agreed that should the developer have not agreed to start works by the end of the enabling works, Axis would be instructed to continue with the re-installation of the Tracpipe enabling Cadent to reconnect the gas supply to the building.
- Replacement of flues from the gas boilers, due to be extended as part of the replacement cladding work, was brought forward to minimise future disruption to residents.
- A customer engagement plan was put in place to ensure regular communication with residents.
- **30/09/22** the developer's technical team visited the site to ascertain the size of the problem.
- **30/09/22** Swan's Independent Gas Auditor's report was received.



# Customer engagement

- Onsite presence until late evening when the gas was switched off
- Temporary accommodation (hotel accommodation or £30 per night if able to stay with family/ friends offered)
- Staff presence onsite over the weekend to offer in person support
- Meetings held both in person and on Microsoft Teams chaired by the Director of Property Services (both in the working day and evenings to suit residents)
- Alternative cooking solutions offered (£100 to purchase an air fryer or similar)
- Electric heaters (2 oil filled radiators) and electric shower offered with further heaters provided on request
- Financial support - £120 towards electric costs
- Goodwill gesture of £250
- Welfare Benefit support offered

## Customer pledges:

- Face to face surgeries on site twice a week until the gas issue is resolved
- A written weekly update every Friday to include answers to any questions raised and updates (*copies provided to Council*)
- Provide information on progress of work for gas remediation and advise if there are any changes
- A dedicated Resident Liaison Officer to organise repair appointments
- Flexibility of appointments with advance notice
- If Axis failed to attend an appointment within 1 hour, payment of an enhanced missed appointment fee of £100
- All staff and contractors to treat residents with respect, our Regional Neighbourhood Manager to attend drop in sessions for feedback on our teams

# Stakeholder Engagement

- Officers briefed as situation developed
- Regular updates provided to LBTH officers throughout
- Updates provided to Members to ensure they had information to update their constituents
- Timely responses to members' enquiries throughout





# Update on progress of works

- **30/09/22** Shower installation started
- **10/10/22** Shower installation complete and decanted residents moved back in
- **24/10/22** Axis instructed to start enabling works
- **26/10/22** New Tracpipe ordered and mobilisation/ enabling works started
- **16/11/22** Installation of new Tracpipe started
- **13/12/22** Tracpipe installation work completed
- **13/12/22** Cadent uncapped meters and reconnected gas supply to the building
- **21/12/22** New flues and new boiler installs started
- **24/12/22** Almost all cookers reconnected to the mains gas
- **19/01/23** 61 New boiler installs complete
- **30/01/23** Making good works started
- Making good works due to be completed by **24/03/23**
- Audit by independent surveyors and quality check on work in residents homes scheduled for **30/03/23**

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# Lessons Learnt

- Previously unencountered complex issue which has turned out to be larger than first anticipated.
- We have identified that some things could have been done better in hindsight.
- Continuous 360° learning has been undertaken during the project to try to improve as work moved along.
- Customers needed a variety of support communicating in person, in writing and on individual basis.
- Lessons we have learned will be used to help improve how we deliver any similar projects in the future.



# Questions?

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# Homelessness Statistics

Presentation to Housing and Regeneration Scrutiny  
Sub-Committee

16<sup>th</sup> February 2023

Karen Swift  
Divisional Director of Housing and Regeneration



# Customer service



# Customer access – phone calls received



Calls Received					Calls Answered				Answered		Waiting time (mins, secs)			% abandoned		
	Homelessness	Temporary Accommodation	Lettings	Total	Homelessness	Temporary Accommodation	Lettings	Total	%		Homelessness	Temporary Accommodation	Lettings	Homelessness	Temporary Accommodation	Lettings
Jul-21	716	225	735	1676	662	209	725	1596	95.2%	Jul-21	4.14	4.03	0.46	7.5	7.1	1.4
Aug-21	850	315	964	2129	765	281	926	1972	92.6%	Aug-21	4.49	3.51	1.27	10	10.8	3.9
Sep-21	1208	395	1289	2892	1085	343	1223	2651	91.7%	Sep-21	5.12	5.04	0.48	10.2	13.2	5.1
Oct-21	1069	437	1134	2640	962	372	1081	2415	91.5%	Oct-21	5.3	6.04	1.23	10	14.9	4.7
Nov-21	1095	411	1169	2675	984	372	1050	2406	89.9%	Nov-21	4.05	4.02	1.48	10.1	9.5	10.2
Dec-21	753	367	807	1927	690	337	718	1745	90.6%	Dec-21	3.22	2.1	1.53	8.4	8.2	11
Jan-22	1012	497	1365	2874	908	450	1213	2571	89.5%	Jan-22	6.05	5.18	2.3	10.3	9.5	11.1
Feb-22	852	367	1081	2300	808	339	991	2138	93.0%	Feb-22	2.45	2.51	2.26	5.2	7.6	8.3
Mar-22	1056	453	1419	2928	860	367	1326	2553	87.2%	Mar-22	7.9	6.59	2.7	18.6	15.2	6.8
Apr-22	957	387	1292	2636	783	316	1213	2312	87.7%	Apr-22	9.2	8.12	2.29	18.2	18.3	6.1
May-22	1039	348	1403	2790	906	312	1325	2543	91.1%	May-22	5.5	5.15	2.27	12.8%	10.3%	5.6%
Jun-22	1013	354	1301	2668	928	316	1252	2496	93.6%	Jun-22	4.20	4.30	1.57	8.4%	10.7%	3.8%
Jul-22	944	316	1231	2491	896	303	1179	2378	95.5%	Jul-22	2.51	2.09	1.33	5.1%	4.1%	4.2%
Aug-22	1249	384	1398	3031	1082	319	1346	2747	90.6%	Aug-22	6.29	5.44	1.37	13.4%	16.90%	3.7%
Sep-22	1245	470	1328	3043	1032	402	1302	2736	89.9%	Sep-22	6.52	6.58	1.03	17.1%	14.5%	2.0%
Oct-22	1437	569	1233	3239	1136	456	1207	2799	86.4%	Oct-22	9.40	9.58	1.24	20.9%	19.9%	2.1%
Nov-22	1253	498	1380	3131	1047	406	1334	2787	89.0%	Nov-22	8.29	7.53	1.39	16.4%	18.5%	3.3%
Dec-22	819	244	917	1980	708	204	890	1802	91.0%	Dec-22	7.03	6.36	0.02	13.6%	16.4%	2.9%
Average	1004	382	1194	2547	902	339	1128	2369	90.9%	Average	5.13	4.71	1.57	9.9	10.4	5.7

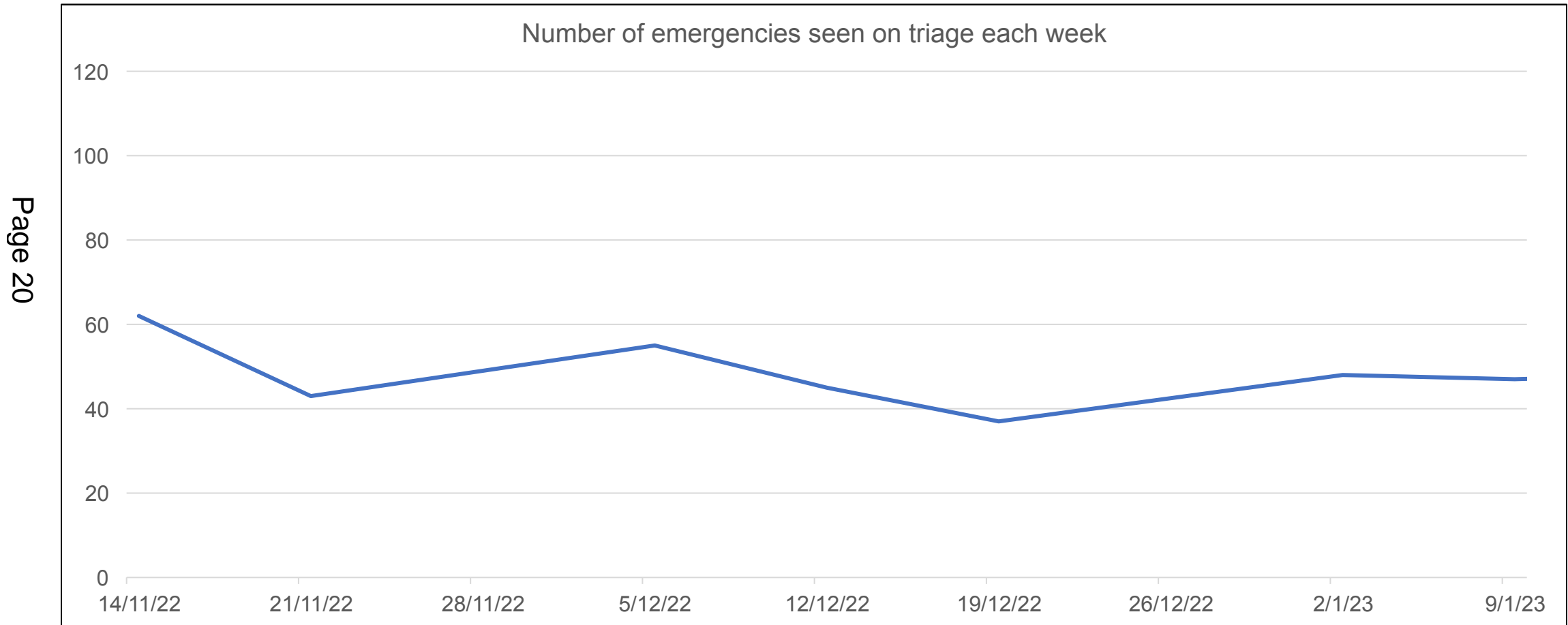
Shelter Mystery Shopping in 2022 rated as 'very good' and 'excellent' speed of access on the homelessness line. Shelter's recommendations on improving the quality of the advice provided on the phones is being considered.



# Emergency at office presentations



Number of emergencies seen on triage each week





# Complaints 2022/23(25/1/23)



## Complaint outcomes 22/23

Period: 01/04/2022 - 31/03/2023

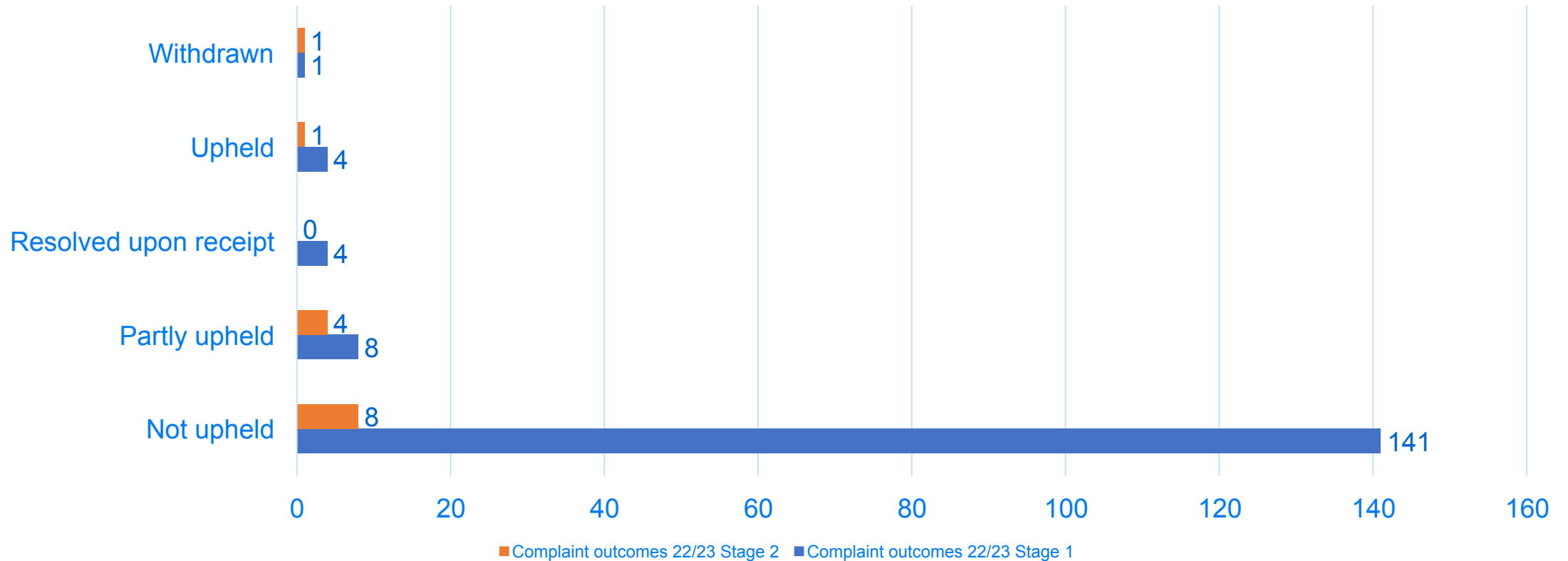
Outcome	Stage 1	Stage 2	Total	%
Not upheld	141	8	149	87%
Partly upheld	8	4	12	7%
Resolved upon receipt	4	0	4	2%
Upheld	4	1	5	3%
Withdrawn	1	1	2	1%
<b>Total</b>	<b>158</b>	<b>14</b>	<b>172</b>	
<b>%</b>	<b>92%</b>	<b>8%</b>		



# Complaints 2022/23(25/1/23)

## Complaint Outcomes 22/23 Housing Options

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# Ombudsman Complaints 2022/23(25/1/23)



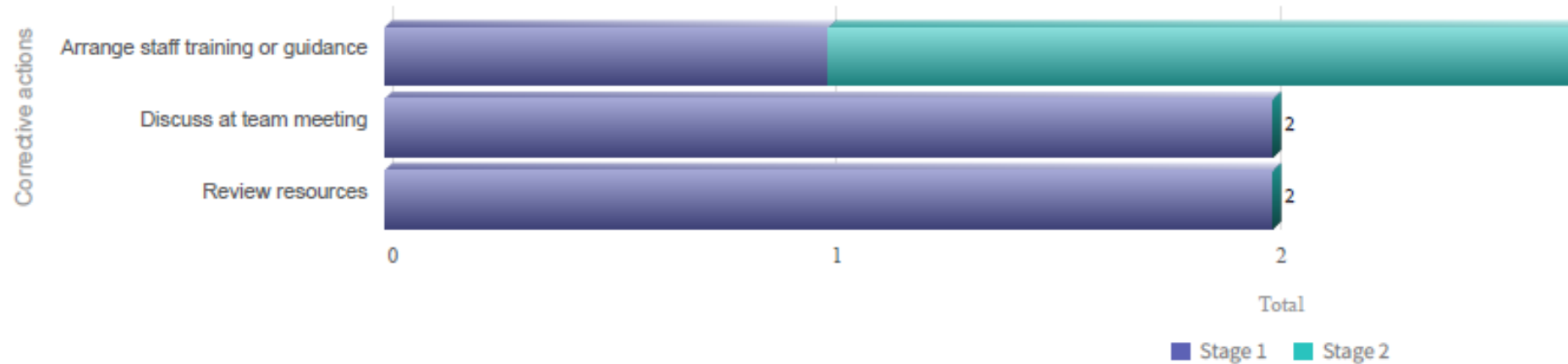
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Ombudsman Outcome	2022/2023
Not upheld/NFA	4
Partially upheld	3
Upheld	4
Grand Total	11



# Complaints 2022/23 – corrective actions

## Corrective actions



Corrective actions	Stage 1	Stage 2	Total	%
Arrange staff training or guidance	1	2	3	43%
Discuss at team meeting	2	0	2	29%
Review resources	2	0	2	29%
Total	5	2	7	
%	71%	29%		



# Complaints 2021/22

## Complaint outcomes 21/22

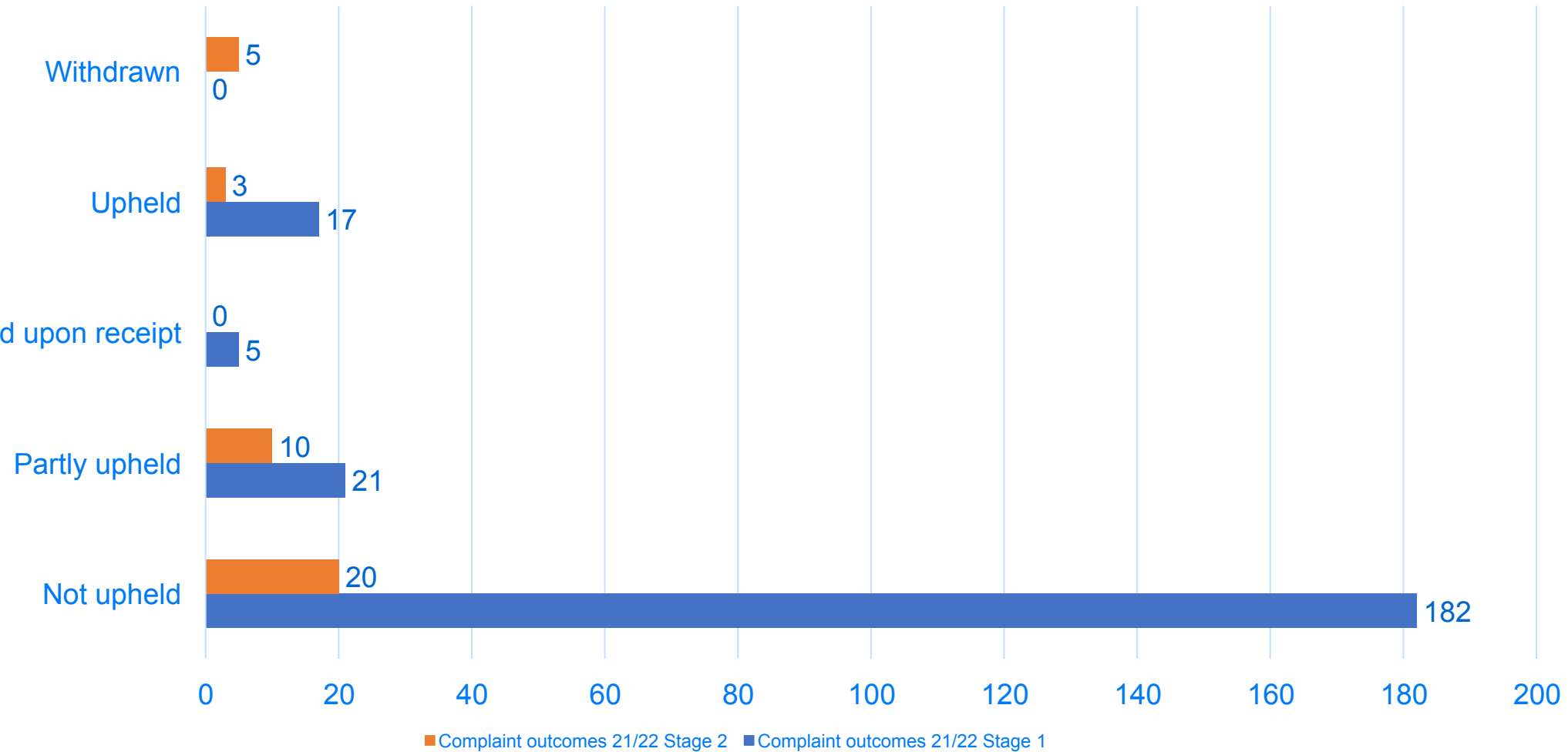
Period: 01/04/2021 - 31/03/2022

Outcome	Stage 1	Stage 2	Total	%	
Not upheld	182	20	202	77%	
Partly upheld	21	10	31	12%	
Resolved upon receipt	5	0	5	2%	
Upheld	17	3	20	8%	
Withdrawn	0	5	5	2%	
Total	225	38	263		
%	85%	15%			





# Complaint Outcomes 2021/22 Housing Options



# Ombudsman complaints 2021/22

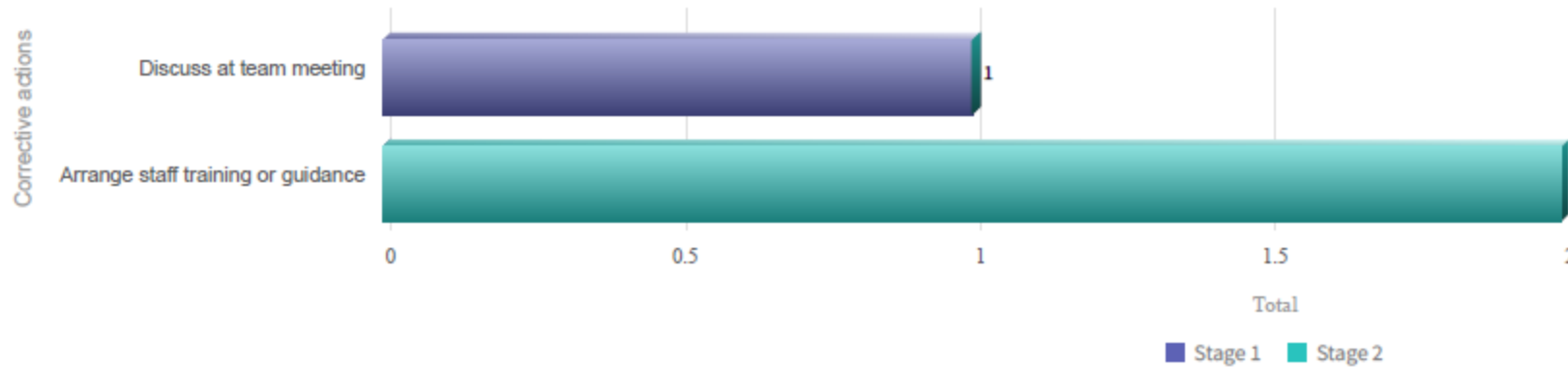


Ombudsman Outcome	2021/2022
Not upheld/NFA	6
Partially upheld	1
Upheld	7
Grand Total	14



# Complaints 2021/22 – corrective actions taken

Corrective actions



Corrective actions	Stage 1	Stage 2	Total	%
Discuss at team meeting	1	0	1	33%
Arrange staff training or guidance	0	2	2	67%
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	
<b>%</b>	<b>33%</b>	<b>67%</b>		



# Homelessness

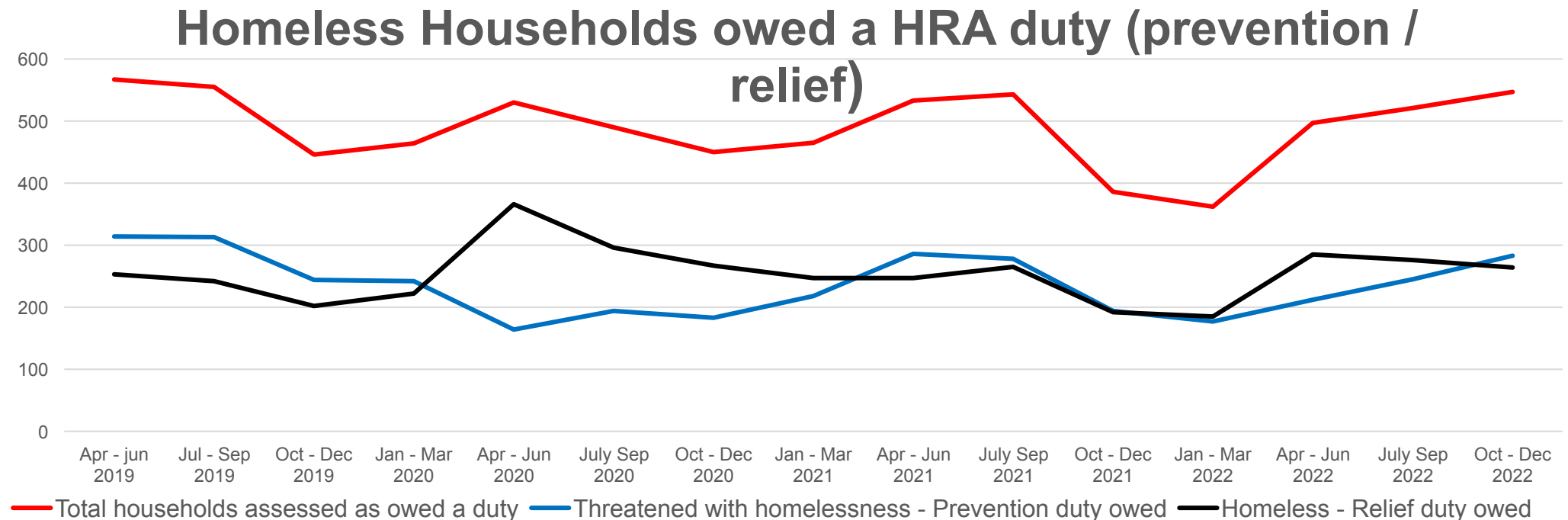


# Homeless applications assessed as owed a HRA duty



											Q2 NOT PUBLISHED		Q3 NOT PUBLISHED	
	2018 – 19	%	2019 - /20	%	2020 – 21	%	2021 – 22	%	Apr-Jun 2022	%	Jul-Sep 2022	%	Oct-Dec 2023	%
Total households assessed as owed a duty	2359		2032		1935		1831		497		521		547	
Threatened with homelessness - Prevention duty owed	1370	58%	1113	54.77%	759	39.22%	936	51.12%	212	41.41%	245	47.02%	283	51.74%
Homeless - Relief duty owed	989	42%	919	45.23%	1176	50.10%	895	50.10%	285	55.66%	276	52.98%	264	48.26%

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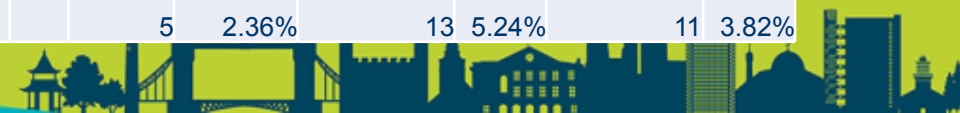




# Causes of homelessness – 56 days from homelessness (prevention duty)



	Full year data	%	Full year data	%	Full year data	%	Full year data	%			Q2 NOT PUBLISHED		Q3 NOT PUBLISHED	
	2018 – 19	%	2019 - /20	%	2020 – 21	%	2021 – 22	%	Apr-Jun 2022	%	Jul-Sep 2022	%	Oct-Dec 2023	%
<b>Reason for loss of last settled home for households owed a prevention duty:</b>														
Prevention														
Family or friends no longer willing or able to accommodate	470	34.4 %	382	34.23%	355		388		70	33.02%	107	43.15%	101	35.07%
End of private rented tenancy - assured shorthold	145	10.6 %	157	14.07%	60		145		56	26.42%	53	21.37%	100	34.72%
Domestic abuse	100	7.3 %	65	5.82%	55		62		13	6.13%	15	6.05%	5	1.74%
Non-violent relationship breakdown with partner	85	6.2 %	72	6.45%	33		30		4	1.89%	4	1.61%	13	4.51%
End of social rented tenancy	25	1.8 %	14	1.25%	54		240		41	19.34%	35	14.11%	37	12.85%
Eviction from supported housing	16	1.2 %	8	0.72%	3		25		3	1.42%	7	2.82%	5	1.74%
End of private rented tenancy - not assured shorthold	18	1.3 %	12	1.08%	13		25		5	2.36%	2	0.81%	1	0.35%
Other violence or harassment	23	1.7 %	9	0.81%	7		18		7	3.30%	5	2.02%	2	0.69%
Left institution with no accommodation available	5	0.4 %	5	0.45%	4		13		2	0.94%	3	1.21%	5	1.74%
Required to leave accommodation provided by Home Office as asylum support	4	0.3 %	0	0.00%	1		10		6	2.83%	4	1.61%	8	2.78%
Other reasons / not known <sup>6</sup>	479	3.5 %	392	35.13%	174		22		5	2.36%	13	5.24%	11	3.82%



# Causes of homelessness – no suitable accom available to occupy (relief duty)



	Full year data	%	Full year data	%	Full year data	%	Full year data	%			Q2 NOT PUBLISHED		Q3 NOT PUBLISHED	
	2018 – 19	%	2019 - /20	%	2020 – 21	%	2021 – 22	%	Apr-Jun 2022	%	Jul-Sep 2022	%	Oct-Dec 2023	%
Family or friends no longer willing or able to accommodate	306	30.94%	286	31.33%	484		395		110	38.60%	110	38.19%	82	35.04%
End of private rented tenancy - assured shorthold	50	5.06%	41	4.49%	39		65		23	8.07%	25	8.68%	20	8.55%
Domestic abuse	142	14.36%	142	15.55%	127		134		45	15.79%	46	15.97%	41	17.52%
Non-violent relationship breakdown with partner	56	5.66%	62	6.79%	55		62		15	5.26%	15	5.21%	16	6.84%
End of social rented tenancy	32	3.24%	21	2.30%	29		22		11	3.86%	5	1.74%		52.14%
Eviction from supported housing	16	2.63%	49	5.37%	56		65		13	4.56%	10	3.47%	25	10.68%
End of private rented tenancy - not assured shorthold	9	0.91%	7	0.77%	17		32		14	4.91%	12	4.17%		52.14%
Other violence or harassment	38	3.84%	24	2.63%	33		60		16	5.61%	12	4.17%		62.56%
Left institution with no accommodation available	21	2.12%	27	2.96%	83		62		19	6.67%	10	3.47%		114.70%
Required to leave accommodation provided by Home Office as asylum support	3	0.30%	7	0.77%	0		19		9	3.16%	8	2.78%		156.41%
Other reasons / not known <sup>6</sup>	306	30.94%	247	27.05%	253		43		10	3.51%	35	12.15%		83.42%



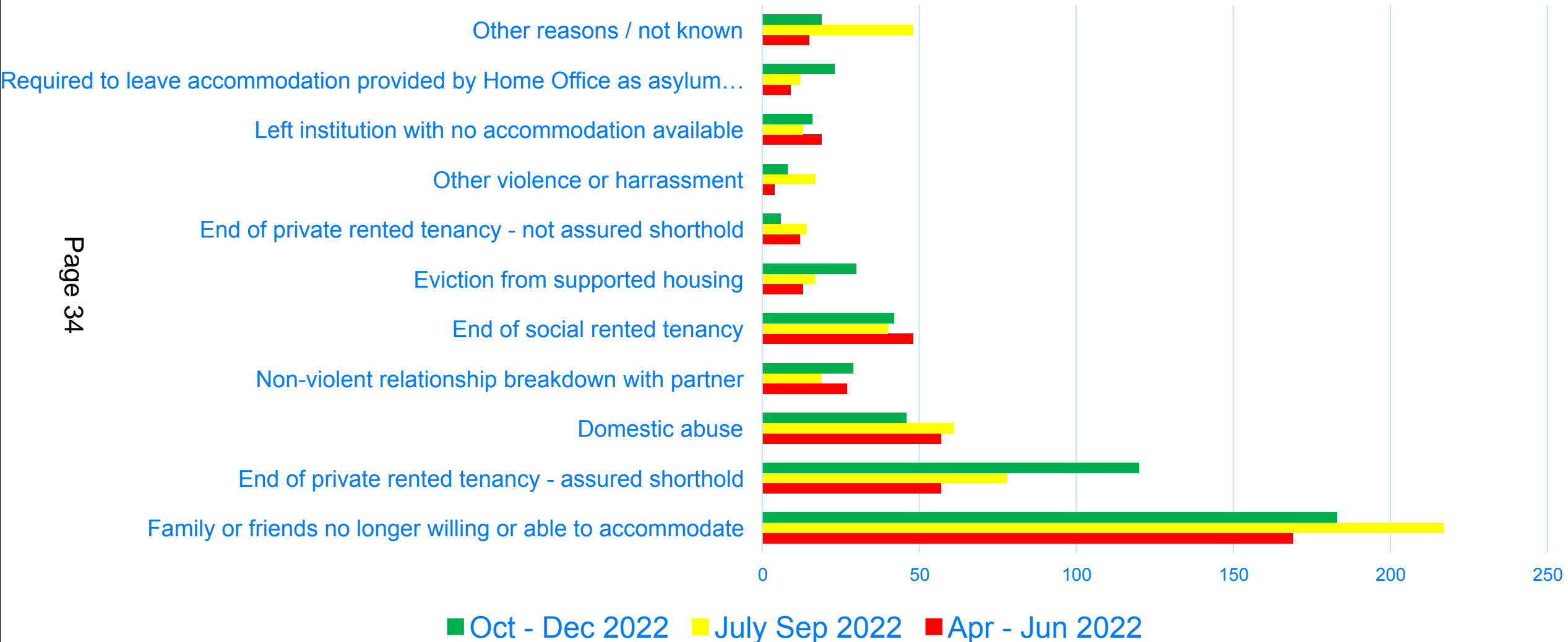
# Prevention and relief causes – aggregate figures

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	Full year data	%	Full year data	%	Full year data	%	Full year data	%			Q2 NOT PUBLISHED		Q3 NOT PUBLISHED	
	2018 – 19	%	2019 – /20	%	2020 – 21	%	2021 – 22	%	Apr-Jun 2022	%	Jul-Sep 2022	%	Oct-Dec 2023	%
Family or friends no longer willing or able to accommodate	776		668	32.92%	839		783		180	36.22%	217	40.49%	183	35.06%
End of private rented tenancy - assured shorthold	195		198	9.76%	99		210		79	15.90%	78	14.55%	120	22.99%
Domestic abuse	242		207	10.20%	182		196		58	11.67%	61	11.38%	46	8.81%
Non-violent relationship breakdown with partner	141		134	6.60%	88		92		19	3.82%	19	3.54%	29	5.56%
End of social rented tenancy	57		35	1.72%	83		262		52	10.46%	40	7.46%	42	8.05%
Eviction from supported housing	32		57	2.81%	59		90		16	3.22%	17	3.17%	30	5.75%
End of private rented tenancy - not assured shorthold	27		19	0.94%	30		57		19	3.82%	14	2.61%	6	1.15%
Other violence or harassment	61		33	1.63%	40		78		23	4.63%	17	3.17%	8	1.53%
Left institution with no accommodation available	26		32	1.58%	87		75		21	4.23%	13	2.43%	16	3.07%
Required to leave accommodation provided by Home Office as asylum support	7		7	0.34%	1		29		15	3.02%	12	2.24%	23	4.41%
Other reasons / not known <sup>6</sup>	785		639	31.49%	427		65		15	3.02%	48	8.96%	19	3.64%



# Causes of homelessness 2022/23



# Household types owed a prevention duty



	Full year data	Full year data	Full year data	Full year data			Q2 NOT PUBLISHED		Q3 NOT PUBLISHED	
	2018 – 19	2019 - /20	2020 – 21	2021-22	Apr-Jun 2022	%	Jul-Sep 2022	%	Oct-Dec 2023	%
Single parent with dependent children - Male	26	32	22	20	2	0.94%	1	0.26%	4	0.65%
Single parent with dependent children - Female	114	161	98	149	32	15.09%	47	12.37%	48	7.78%
Single parent with dependent children - Other / gender not known	0	0	0	0	0	0.00%	0	0.00%	0	0.00%
Single adult - Male	499	343	254	300	68	32.08%	70	18.42%	68	11.02%
Single adult - Female	501	297	222	277	62	29.25%	53	13.95%	54	8.75%
Single adult - Other / gender not known	0	0	0	0	0	0.00%	0	0.00%	0	0.00%
Couple with dependent children	139	180	97	144	27	12.74%	57	15.00%	80	12.97%
Couple / two adults without dependent children	60	58	43	73	10	4.72%	13	3.42%	22	3.57%
Three or more adults with dependent children	21	26	11	14	9	4.25%	0	0.00%	0	0.00%
Three or more adults without dependent children	10	16	12	4	2	0.94%	0	0.00%	0	0.00%
Not known <sup>8</sup>	0	0	0	6	0	0.00%	11	2.89%	13	2.11%
Families	300	399	228	327	70		105	380	132	617





# Household type of households owed a relief duty



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	Full year data	Full year data	Full year data	Full year data			Q2 NOT PUBLISHED		Q3 NOT PUBLISHED	
	2018 -19	2019 – 20	2020 - 21	2021 – 22	Apr-Jun 2022	%	Jul-Sep 2022	%	Oct-Dec 2023	%
Single parent with dependent children - Male	12	25	18	11	5	1.75%	3	1.06%	3	1.10%
Single parent with dependent children - Female	71	116	83	106	33	11.58%	62	21.99%	47	17.28%
Single parent with dependent children - Other / gender not known	0	0	0	0	0	0.00%	0	0.00%	0	0.00%
Single adult - Male	487	465	676	474	142	49.82%	112	39.72%	146	53.68%
Single adult - Female	334	230	303	241	77	27.02%	61	21.63%	37	13.60%
Single adult - Other / gender not known	0	0	0	0	0	0.00%	0	0.00%	0	0.00%
Couple with dependent children	55	51	62	75	17	5.96%	28	9.93%	21	7.72%
Couple / two adults without dependent children	25	26	29	33	7	2.46%	9	3.19%	8	2.94%
Three or more adults with dependent children	4	6	2	6	4	1.40%	0	0.00%	0	0.00%
Three or more adults without dependent children	1	0	3	0	0	0.00%	0	0.00%	0	0.00%
Not known <sup>8</sup>	0	0	0	19	0	0.00%	7	2.48%	10	3.68%
Families	142	198	165	198	59	0	93	282	71	272



# Household types whose homelessness was successfully prevented



	Full year data	%	Full year data	%	Full year data	%	Full year data	%			Q2 NOT PUBLISHED		Q3 NOT PUBLISHED	
	2018 – 19	%	2019 - /20	%	2020-21	%	2021– 22	%	Apr-Jun 2022	%	Jul-Sep 2022	%	Oct-Dec 2023	%
Single parent with dependent children - Male	3	2.40%	8	2.70%	19		34		2	3.1%	0	0.00%	6	0
Single parent with dependent children - Female	5	3.90%	53	17.90%	73		49		12	18.5%	7	33.33%	26	9.9%
Single parent with dependent children - Other / gender not known	0	0	0	0	0		0		0	0.0%	0	0.00%	0	0.0%
Single adult - Male	0	0	65	22%	112		107		14	21.5%	30	142.86%	26	48.1%
Single adult - Female	44	34.60%	76	25.70%	113		117		26	40.0%	14	66.67%	24	44.4%
Single adult - Other / gender not known	48	37.80%	0	0	0		0		0	0.0%	0	0.00%	0	0.0%
Couple / two adults with dependent children	0	0	52	17.60%	74		84		7	10.8%	14	66.67%	22	40.7%
Couple / two adults without dependent children	16	12.60%	15	5.10%	23		37		2	3.1%	5	23.81%	9	16.7%
Three or more adults with dependent children	8	6.30%	17	5.70%	17		11		1	1.5%	0	0.00%	0	0.0%
Three or more adults without dependent children	2	1.60%	128	3.40%	14		7		1	1.5%	0	0.00%	0	0.0%
Not known <sup>6</sup>	0	0	0	0	0		0		0	0.0%	1	4.76%	3	1.4%
Families	16		130		183	0	178		22		21		54	



# Household types whose homelessness was successfully relieved



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	Full year data	%	Full year data	%	Full year data	%	Full year data	%			Q2 NOT PUBLISHED		Q3 NOT PUBLISHED	
	2018 -19		2019 – 20	%	2020 – 21	%	Apr 2021 - Mar 2022	%	Apr-Jun 2022	%	Jul-Sep 2022	%	Oct-Dec 2023	%
Single parent with dependent children - Male	26	1.90%	0	0	9		8		0	0.00%	0	0.00%	1	5.56%
Single parent with dependent children - Female	114	8.30%	8	5.40%	35		29		4	4.88%	8	66.67%	9	50.00%
Single parent with dependent children - Other / gender not known	0	0	0	0	0		0		0	0.00%	0	0.00%	0	0.00%
Single adult - Male	499	36.40%	100	68%	345		275		38	46.34%	29	241.67%	26	144.44%
Single adult - Female	501	36.60%	30	20.40%	168		132		31	37.80%	9	75.00%	21	116.67%
Single adult - Other / gender not known	0	0	0	0	0		0		0	0.00%	0	0.00%	0	0.00%
Couple / two adults with dependent children	139	10.10%	5	3.40%	38		42		6	7.32%	4	33.33%	8	44.44%
Couple / two adults without dependent children	60	4.40%	1	0.70%	14		9		2	2.44%	4	33.33%	7	38.89%
Three or more adults with dependent children	21	1.50%	2	1.40%	4		4		1	1.22%	0	0.00%	0	0.00%
Three or more adults without dependent children	10	0.70%	0	0.70%	6		2		0	0.00%	0	0.00%	0	0.00%
Not known <sup>6</sup>	0	0	0	0	0		7		0	0.00%	6	50.00%	3	16.67%
Families	300		15		86		83	508	11		12		18	



# Case outcomes - Homelessness prevented and relieved



	Full year data	%	Full year data	Full year data		Full year data		Q2 NOT PUBLISHED	Q3 NOT PUBLISHED
	2018 – 19	%	2019 - /20	2020 – 21	%	2021 – 22	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2023
Total number of households where prevention duty ended	378		657	688		845	151	145	200
<b>Secured accommodation for 6+ months</b>	<b>127</b>		<b>314</b>	<b>382</b>		<b>508</b>	<b>65</b>	<b>71</b>	<b>116</b>
Successful prevention as % of all prevention duty outcomes in the period	33.60%		47.79%	55.52%		60.12%	43.05%	48.97%	58.00%
Total number of households where relief duty ended <sup>1,2</sup>	203		437	1145		1167	250	178	217
<b>Secured accommodation for 6+ months<sup>3</sup></b>	<b>92</b>		<b>149</b>	<b>486</b>		<b>418</b>	<b>82</b>	<b>60</b>	<b>75</b>
Successful Relief as % of all Relief duty outcomes in the period	45.32%		34.10%	42.45%		35.82%	32.80%	33.71%	34.56%

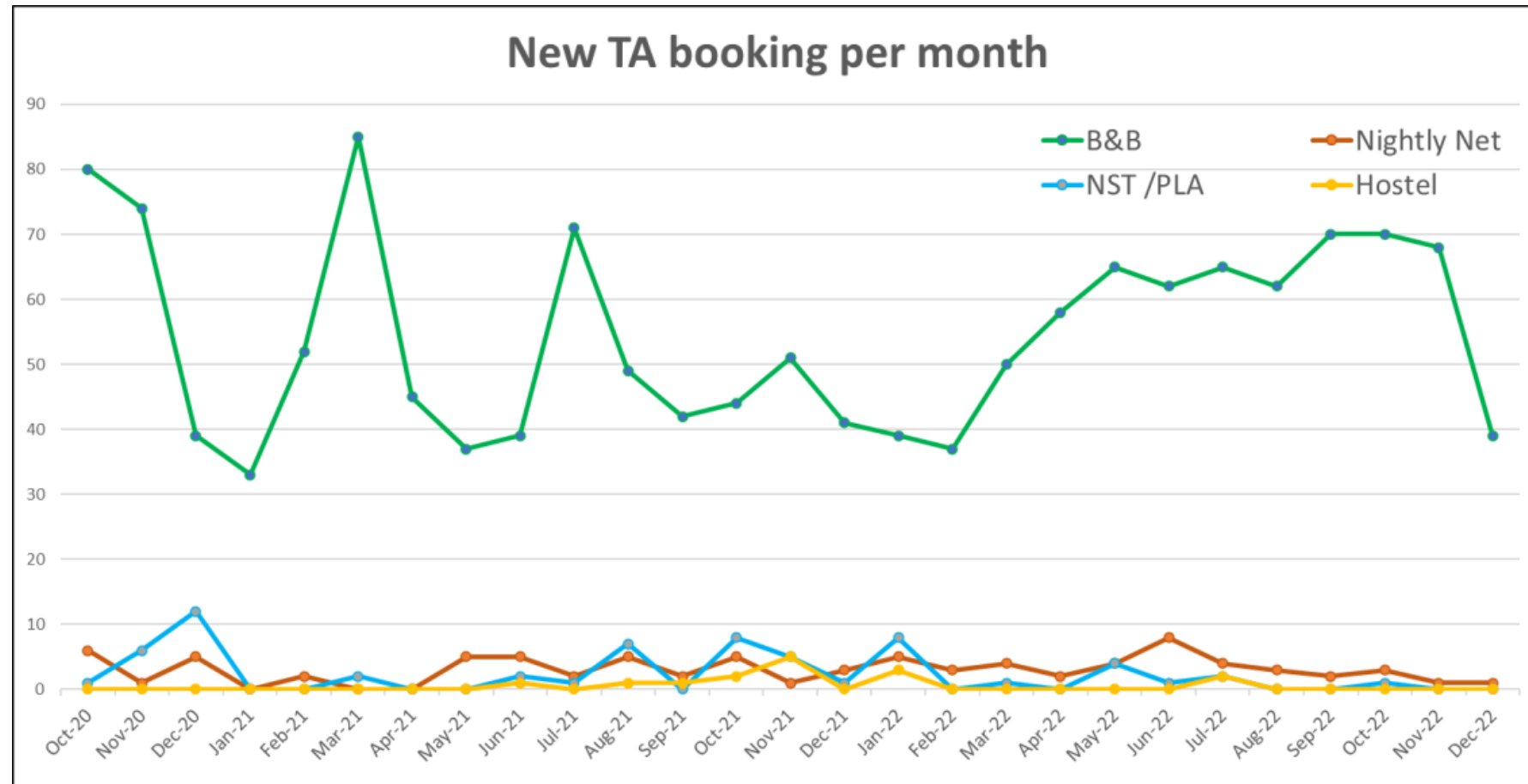


# Temporary Accommodation (TA)





# New TA bookings



- New TA placements

### New TA Bookings

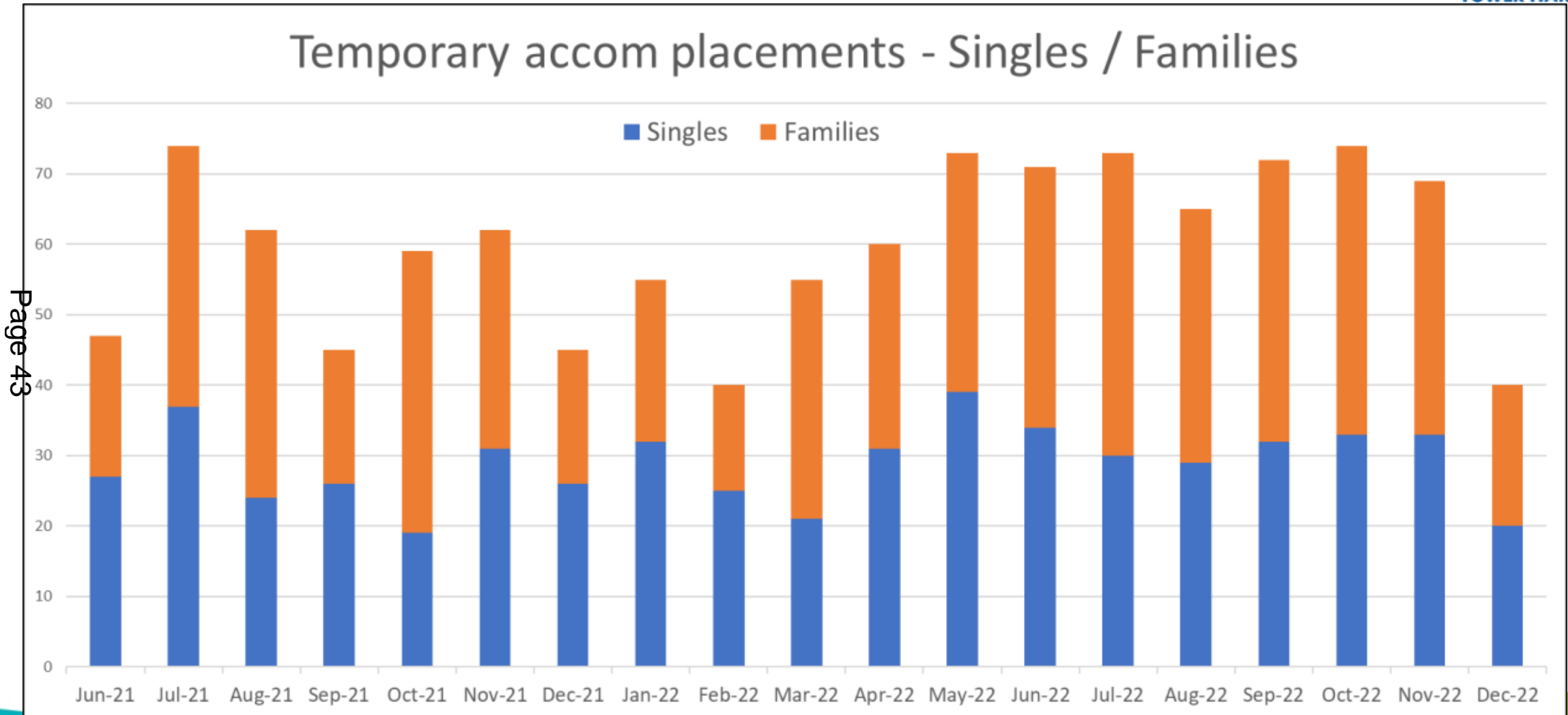
Month	B&B	Nightly Net	NST/PLA	Hostel	TOTAL	Singles	Families
Aug-21	49	5	7	1	62	24	38
Sep-21	42	2	0	1	45	26	19
Oct-21	44	5	8	2	59	19	40
Nov-21	51	1	5	5	62	31	31
Dec-21	41	3	1	0	45	26	19
Jan-22	39	5	8	3	55	32	23
Feb-22	37	3	0	0	40	25	15
Mar-22	50	4	1	0	55	21	34
Apr-22	58	2	0	0	60	31	29
May-22	65	4	4	0	73	39	34
Jun-22	62	8	1	0	71	34	37
Jul-22	65	4	2	2	73	30	43
Aug-22	62	3	0	0	65	29	36
Sep-22	70	2	0	0	72	32	40
Oct-22	70	3	1	0	74	33	41
Nov-22	68	1	0	0	69	33	36
Dec-22	39	1	0	0	40	20	20

Quarters							
Month	B&B	Nightly Net	NST/PLA	Hostels	TOTAL	Singles	Families
Q3 Oct - Dec 2020	193	12	19	0	224		
Q4 Jan - Mar 2021	170	2	0	0	174	100	74
Q1 Apr - June 2021	121	2	1	1	134	69	65
Q2 Jul - Sep 2021	162	8	2	2	181	87	94
Q3 Oct - Dec 2021	136	14	7	7	166	76	90
Q4 Jan - Mar 2022	126	12	9	3	150	78	72
Q1 Apr - June 2022	185	14	5	0	204	104	100
Q2 Jul - Sep 2022	197	9	2	2	210	91	119
Q3 Oct - Dec 2022	177	5	1	0	183	86	97

	2021/22	2022/23
New placements Q1-Q3 (up 33%)	419	559



# TA bookings – household split



# Type of TA

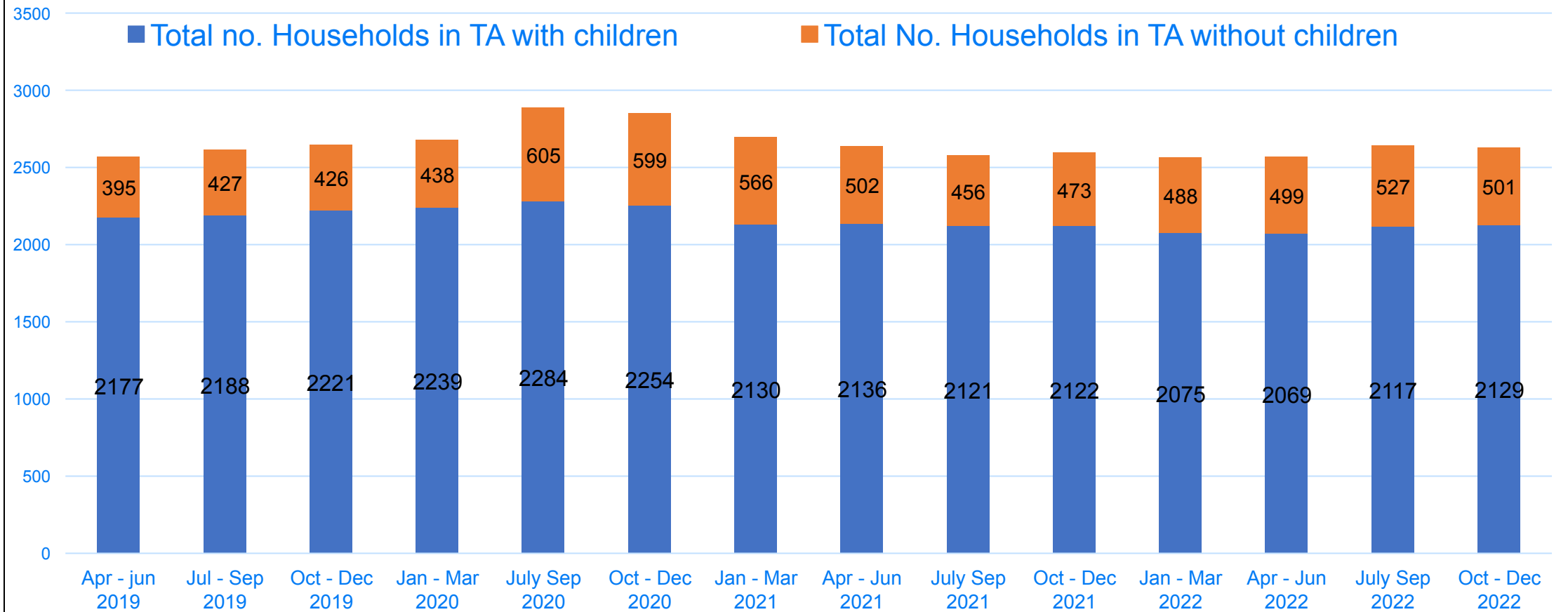


	Full year data Apr 2018 - Mar 2019	%	Full year data Apr 2019 - Mar 2020	%	Full year data Apr 2020 - Mar 2021	%	Full year data NOT PUBLISHED Apr 2021 - Mar 2022	%	Q1 NOT PUBLISHED Apr-Jun 2022	%	Q2 NOT PUBLISHED Jul-Sep 2022	%	Q3 NOT PUBLISHED Oct - Dec 2022	%
<b>Households in temporary accommodation</b>	<b>2544</b>		<b>2677</b>		<b>2,696</b>		<b>2563</b>		<b>2568</b>		<b>2644</b>		<b>2630</b>	
Total number of households in TA with children	2182	85.77 %	2239	83.64%	2130	79.01%	2075	80.96 %	2084	81.15%	2117	80.07%	2129	80.95%
Private sector accommodation leased by authority or by a registered provider	n/a	n/a	1258	47.00%	1217	45.14%	1217	47.48 %	1196	46.57%	1182	44.70%	1155	43.92%
Nightly paid, privately managed accommodation, self-contained	n/a	n/a	397	14.80%	401	14.87%	354	13.81 %	376	14.64%	403	15.24%	405	15.40%
Local authority or Housing association (LA/HA) stock	n/a	n/a	688	25.70%	670	24.85%	667	26.02 %	681	26.52%	665	25.15%	681	25.89%
Bed and breakfast hotels (including shared annexes)	n/a	n/a	334	12.50%	408	15.13%	292	11.39 %	323	12.58%	363	13.73%	360	13.69%
Hostels (including reception centres, emergency units and refuges)	n/a	n/a	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Any other type of temporary accommodation (including private landlord and not known) <sup>2</sup>	n/a	n/a	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
In TA in another local authority district	n/a	n/a	1306	48.80%	1310	48.59%	1065	41.55 %	1118	43.54%	1181	44.67%	1180	44.87%



# Total Households in TA

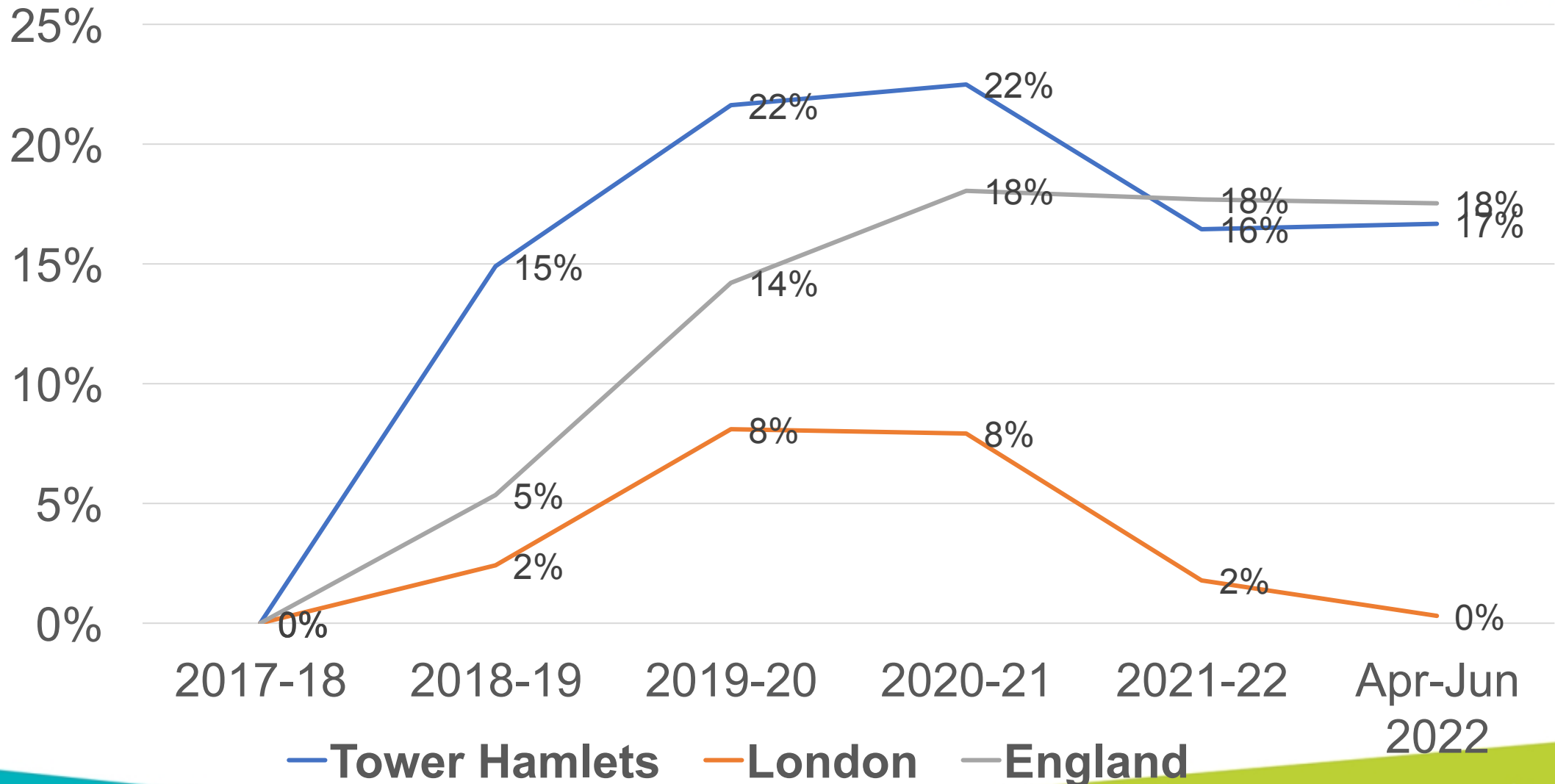
## Households in TA



# Increases in TA use since Homelessness Reduction Act



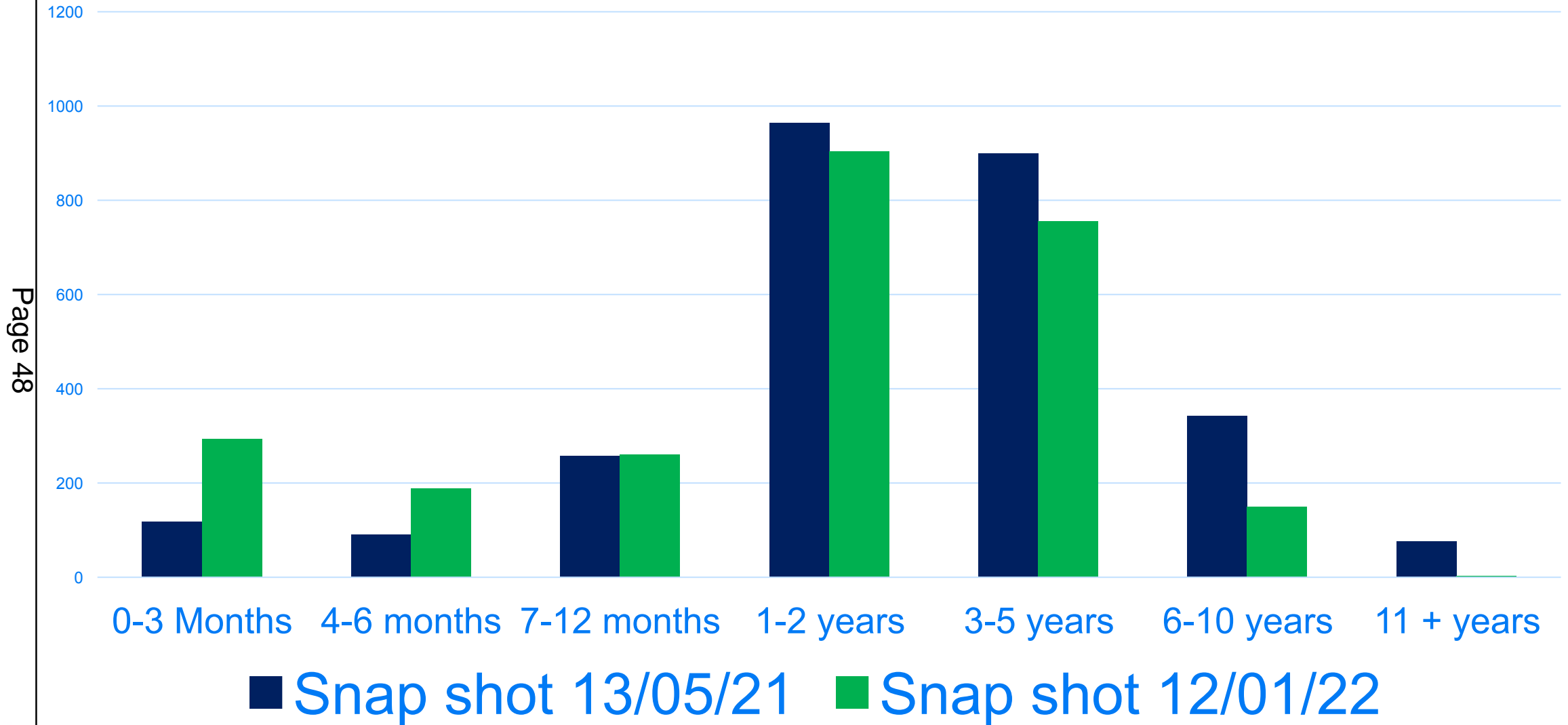
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# Length of time in TA



# Cases in TA awaiting a decision

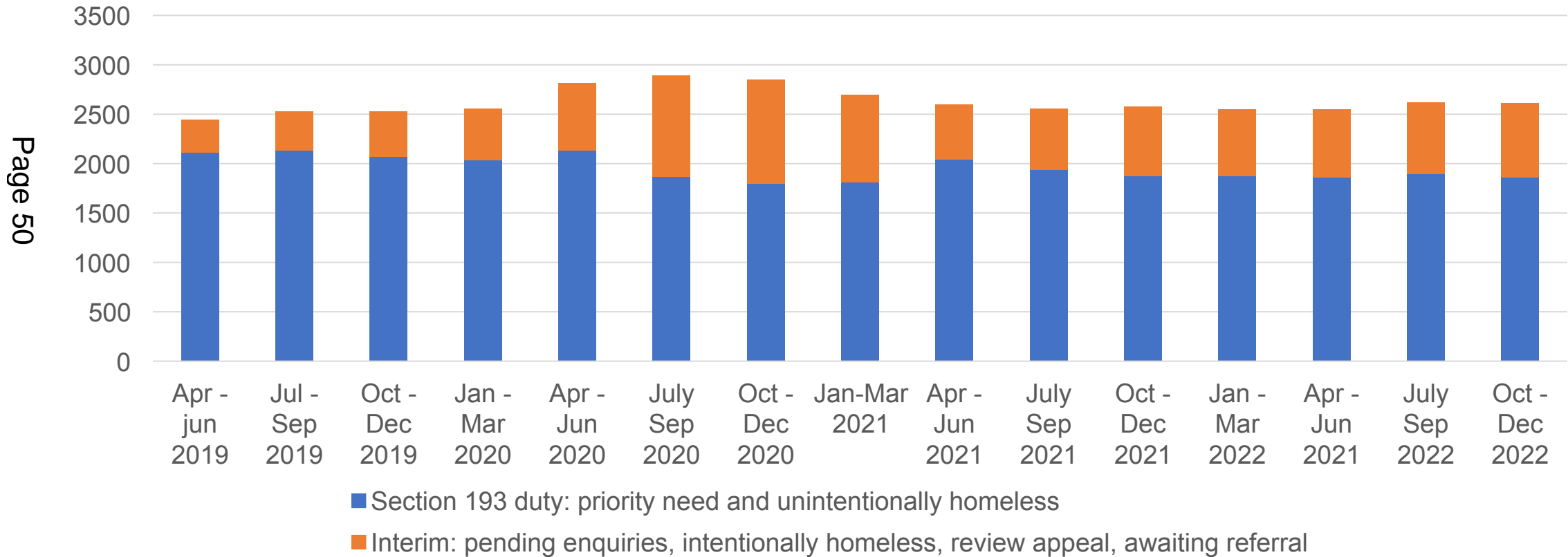
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Duty under which temporary accommodation provided	Apr - Jun 2019	Jul - Sep 2019	Oct - Dec 2019	Jan - Mar 2020	Apr - Jun 2020	July Sep 2020	Oct - Dec 2020	Jan-Mar 2021	Apr - Jun 2021	July Sep 2021	Oct - Dec 2021	Jan - Mar 2022	Apr - Jun 2021	July Sep 2022	Oct - Dec 2022
Section 193 duty: priority need and unintentionally homeless	2109	2133	2068	2038	2133	1867	1800	1808	2,042	1940	1876	1872	1864	1893	1858
Interim: pending enquiries, intentionally homeless, review appeal, awaiting referral	332	397	457	522	682	1022	1053	888	556	616	700	674	686	723	754

- % of cases in TA without a decision Q3 2022/23 = 28.6% (20% London, 26% England, 30/6/22)



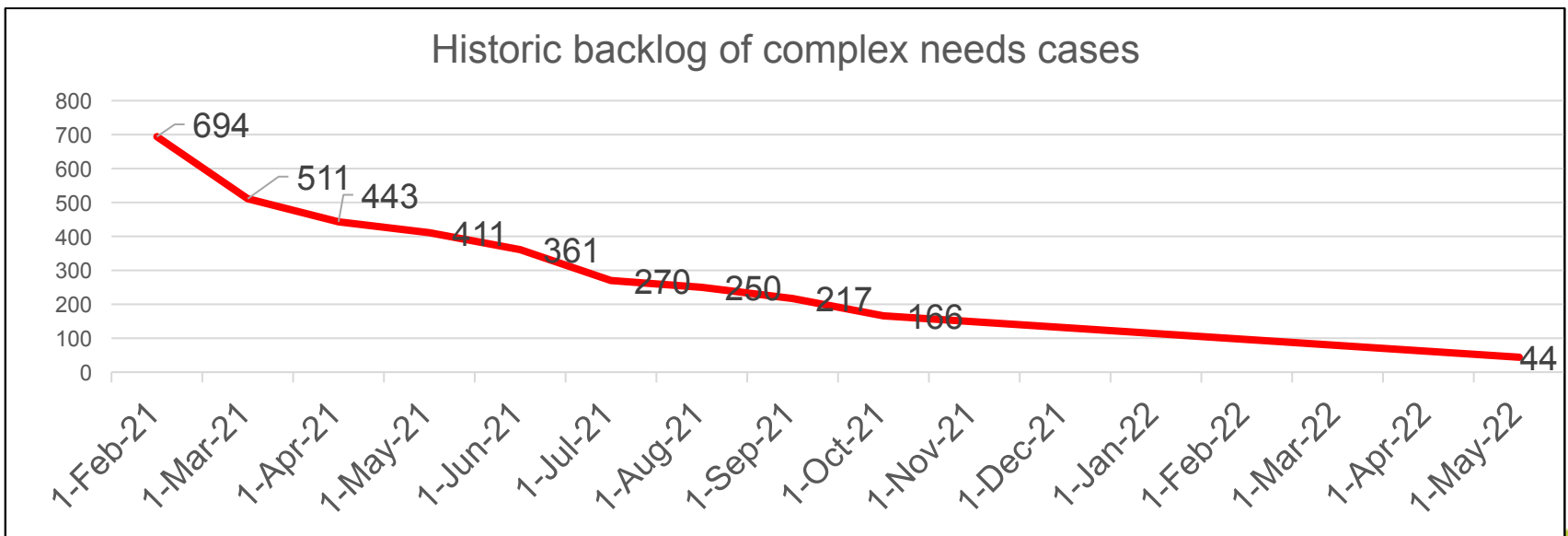
# Cases in TA awaiting a decision

Duties under which accommodation provided



# All current open cases

	07/02/2022	21/05/2022	03/10/2022	01/02/2023
Total open caseload	1613	1463	1758	1836



# PRS access

PRS lets	Q1	Q2	Q3	Q4	TOTAL
2019/20					153
2021/22	83	49	41	65	238
2022/23	47	32	42		121

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- London LAs reporting 29% reduction in total number of PRS units procured for ending prevention or relief duty (September-December 2022)





# Areas for improvements



# Backlogs

## Housing Register applications

- 1157 awaiting to be registered – oldest registration is 25<sup>th</sup> October 2022.

## Member enquiries

- 436 related to homelessness
- 91 related to letting

## Homelessness assessments

- 754 households in temporary accommodation waiting a decision (28.6 % of all of those in TA). Average in London is 20%, England is 26%.

## OH assessments

- Lettings 137 – oldest 8th Sep.
- Homeless – 16 – oldest 6th October.



# Improvement plans



- Temporary increase in staffing resources **dedicated** to dealing with backlogs; dedicated team, targets set.
- Growth bid agreed to plug gap in service, investment across the different teams – £1.8M from Homelessness Reserve (ring fenced account made up of government grant for sole purpose of reducing homelessness)
- £1M investment in ICT improvements to consolidate systems and increase automation. Staff currently using 6 IT systems as a result of historic under- investment
- Trial of Residents Hub at Mulberry Place to better plan for move to New Town Hall; improved triaging, first time resolution
- Better engagement with community groups
- New ways to measure satisfaction with service received



# Performance data – further reports



Reports
Preventions and Relief success per month (officer and team and success type breakdown)
Customer demand for specific cohorts (e.g. families, DV, rough sleepers, hospital discharge, private tenant, care leavers) and outcome broken down by officer and team
Number of PHPs issued (officer and team breakdown)
Number of Relief Duty cases open over 56 days (officer and team breakdown)
Number of decisions made (officer and team breakdown)
Number of new cases opened (officer and team breakdown)
Number of cases closed (officer and team breakdown)
Number of Review requests received , number of Reviews determined, number of open Reviews
Move-on option demand report, e.g. PRS, hostel, SRS
Number of positive move-ons from Temporary Accommodation
Cases in TA awaiting decision (officer breakdown)
Duration of case assessment
No. of new TA placements broken down by officer and team
Office presentation waiting times
FOI's
PB1 Cases(Supported Housing Move on)
Number of cases in court or judicial reviews, number of county court cases, number of cases with legal(To Be)
Rates of customer satisfaction (pending development and implementation of survey)
Website hits of homelessness pages and data on take-up of online self-service customer journey (e.g. document upload)



# Questions and discussion



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