

Appendix 1

Performance review of Housing Pathway Scheme Contract 2019 – 2023



Overview

In 2019 the contract to provide a housing pathway scheme for rough sleepers, and those at risk of rough sleeping with multiple needs, across Lichfield District and Cannock Chase District was awarded to Spring Housing Association. The contract has been funded by government funding, awarded through the Rough Sleeping Initiative (RSI).

As part of the contract, Spring Housing Association also provided tenancy sustainment support to residents living in six accommodation units within Lichfield District, and further units in Cannock Chase District. The units in Lichfield District were purchased during the lifetime of the contract.

Through the life of the contract, the service has had 45 clients referred in Lichfield District of which 43 have been supported. The service has also had 63 clients referred in Cannock Chase District, all of whom have been supported. The service has the highest tenancy sustainment levels of all Spring's services due to the intensity of the support.

The contract contained a set of Key Performance Indicators against which Spring Housing Association's performance has been measured on a quarterly basis. This performance review provides a summary of that performance and some associated case studies/background information.

Service performance against KPIs

Performance indicator	Target	2019/2020 performance	2020/2021 performance	2021/2022 performance	2022/2023 performance
Provide outreach support.	12 hours per week.	44.4 hours per week	21.16 per week	19.46 hours per week	14.1 hours per week
Respond to reports of rough sleeping (see note overleaf*).	Within 24 hours, 100% of the time.	13 out of 16 unique reports responded to within 24 hours	10 out of 12 unique reports responded to within 24 hours	8 of 10 unique reports responded to within 24 hours	16 out of 19 unique reports responded to within 24 hours.
Respond to reports of potential tenancy breaches or issues of nuisance.	Within 24 hours, 100% of the time.	100% responded to within 24 hours.	100% responded to within 24 hours.	100% responded to within 24 hours.	100% responded to within 24 hours.
Turn any vacancies around within 48 hours.	Within 48 hours, 100% of the time.	100% turned around within 48 hours.	100% turned around within 48 hours.	100% turned around within 48 hours.	100% turned around within 48 hours.
Assess support needs and risk management within one month of rehousing.	Within one month, 100% of the time	100% assessed within one month.	100% assessed within one month.	100% assessed within one month.	100% assessed within one month.

*Note about rough sleeper outreach

The team aims to visit the location of rough sleeper reports within 24-hours. The KPI records the date of contact with the reported rough sleeper, not the date of first visit by the team. As such when the team visit within the first 24-hours and the rough sleeper is no longer there, they will not always achieve contact within a 24-hour time frame. Where the team do not manage to achieve contact within 24-hours, they work closely with the housing team at LDC to agree next steps. In addition, oftentimes the team will receive multiple reports for the same rough sleeper, and if the team has visited recently, they won't necessarily visit again within 24-hours, particularly if the individuals do not want to engage with support. Again, they agree next steps with the housing team at LDC.

Property maintenance performance against KPIs

Performance indicator	Target	2019/2020 performance	2020/2021 performance	2021/2022 performance	2022/2023 performance
Maintain housing first accommodation units.	Maintain all units in the LDC area.	n/a	n/a	3 units maintained in LDC area	6 units maintained in LDC area ¹ .
Maintain the standard of accommodation to decent homes standards, and ensure all homes are fully furnished.	100% of the time.	n/a	n/a	100% maintained to standard.	100% maintained to standard.

Tenancy sustainment services provided to clients

The tenancy sustainment services provided to clients include:

- Information, advice and support with benefits, budgeting, goal setting, legal advice, personal budgets, healthier living, and independent living skills.
- Mental health referrals.
- Alcohol and substance misuse support.
- Grants from personalisation budgets to sixteen individuals (£4,432) – to purchase household items, such as carpets, curtain, blinds, fridges, microwaves, beds, televisions and a wheelchair ramp.
- Support with household vital items – crockery, pots and pans, items of furniture (wardrobes).
- Support with important paperwork such as birth certificates.
- Provision of mobile phones.
- Travel assistance (to attend appointments).
- Food and drink.

Moving on

The aspiration for the Pathway Scheme is that long-term clients who enter the homes will be able to reach a point where they are self-sufficient and can consider moving into alternative, independently secured accommodation. It is worth noting however that the clients who enter these properties do present with acute needs that can take a long-term plan to address.

The speed at which clients will move on from the properties will therefore vary significantly and clients can experience set-backs due to the issues they are dealing with. As such no KPI exists for the moving on of customers from the Housing First tenancies, as the approach is to help clients become independent and capable of moving on within an individual timeframe that secures long-term sustainable independent living into the future.

Any questions

Please email lizzie.barton@lichfielddc.gov.uk

¹ Across the contract 14 properties were maintained in 2022/2023