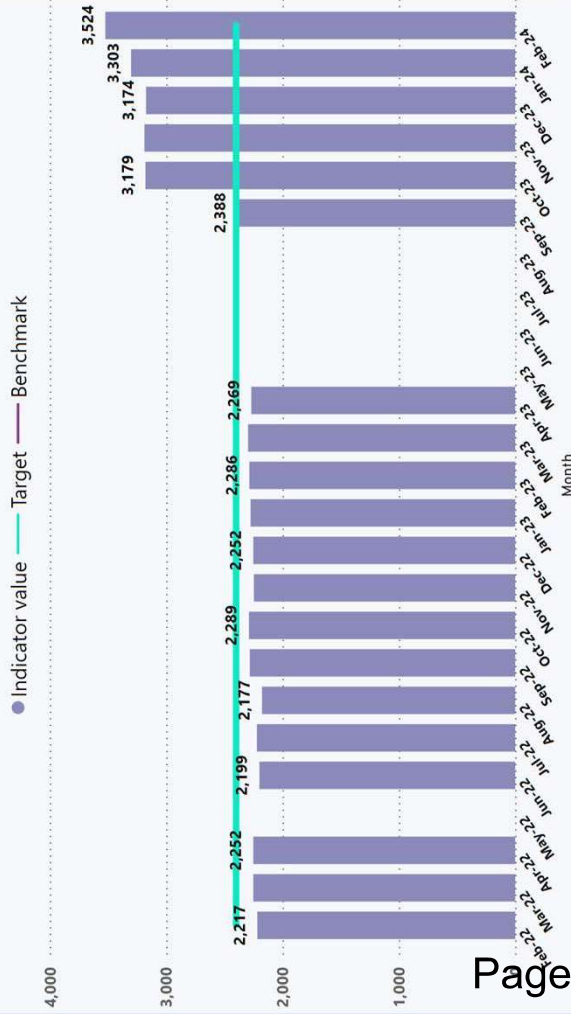


Total households in Temporary accommodation



Indicator Ref. M64

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

RAG status - Red

Benchmarking timeframe

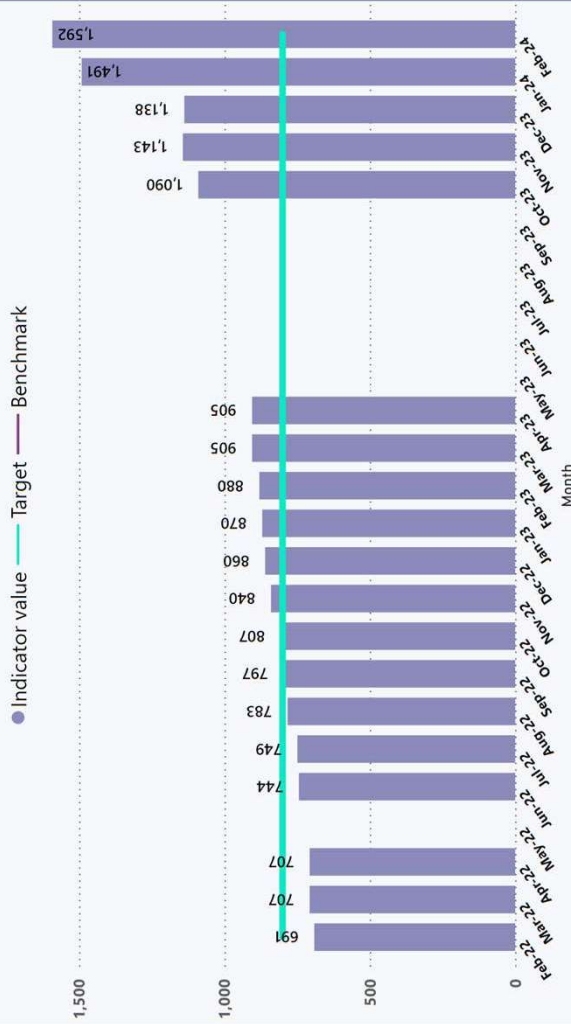
No comparable data available

Comment

The number of households in temporary accommodation was previously under-reported and the increase over the last few months reflects the true position. As part of the transformation of the Housing Needs Service, occupancy review and data quality checks have been carried out which has identified additional households living in temporary accommodation.

We are working with the residents to identify alternative suitable settled housing solutions.

Number of temporary accommodation households that are in nightly let



Indicator Ref. M65

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

RAG status - Red

Benchmarking timeframe

No comparable data available

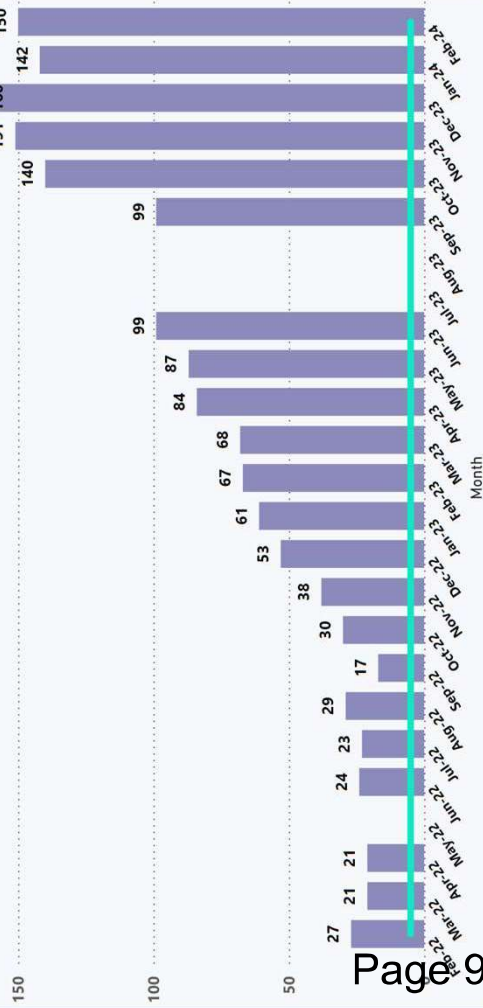
Comment

The Council is increasingly unable to procure or even retain longer term leased temporary accommodation due to private landlords exiting the market for economic reasons. This is causing a surge in the use of nightly paid accommodation to meet homelessness statutory duty.

We are working effectively with landlords and accommodation providers by responding quickly to investment opportunities to improve access to quality and cost-effective accommodation offers.

Number of temporary accommodation households that are in shared accommodation > 6 weeks

● Indicator value — Target — Benchmark



Indicator Ref. M66

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

RAG status - Red

Benchmarking timeframe

No comparable data available

Comment

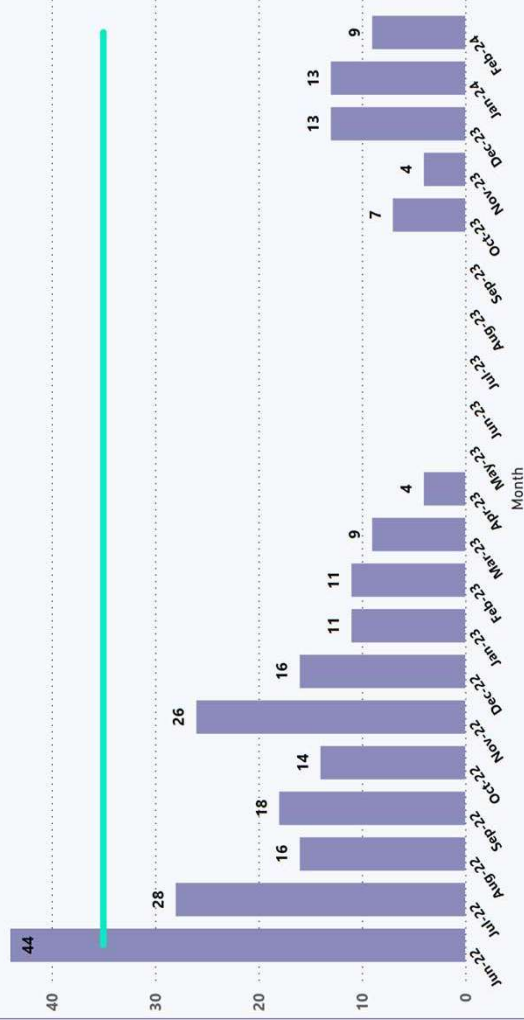
Current shortage in the supply of private rented accommodation which can be leased for temporary accommodation has led to an increase in the use of bed and breakfast (B&B) accommodation for families for more than 6 weeks.

The latest homelessness stats from DLUHC, for April to June 2023 published in December 2023 demonstrated that many local authorities in England are increasingly running out of options to meet demand, causing an increase in the use of such accommodation. The greatest percentage increase was for families with children living in shared accommodation over 6 weeks at 2,510 households which is the highest figure since March 2003 and had increased by 38.7% in the last quarter and 146.1% in the past year.

As part of the transformation of the Housing Service, we are refocusing the service on providing support for residents to prevent them from losing their home, and where this cannot be avoided finding suitable alternative accommodation as soon as possible.

Number of homelessness cases prevented

● Indicator value — Target — Benchmark



Indicator Ref.

M67

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

RAG status - Red

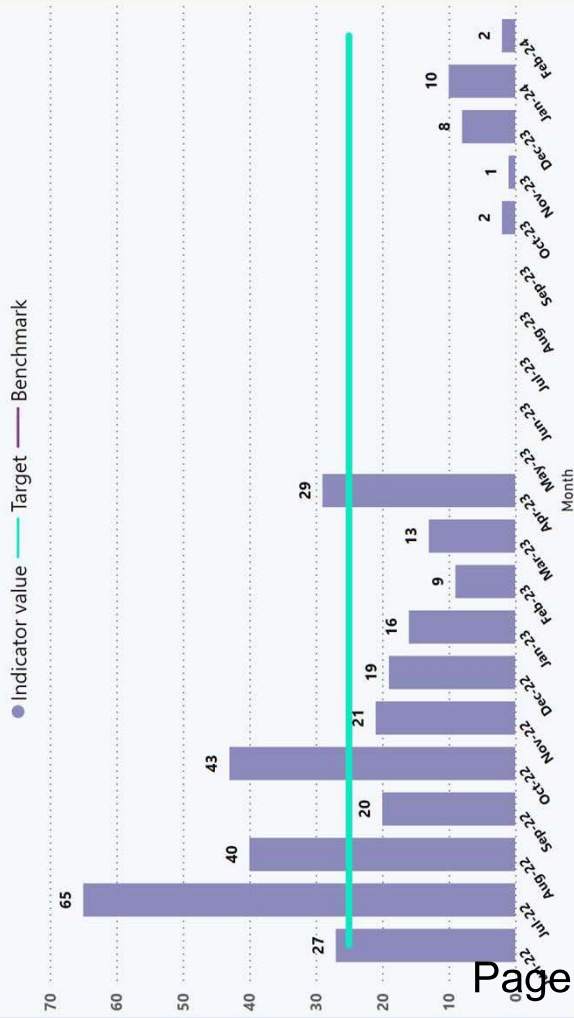
Benchmarking timeframe

No comparable data available

Comment

The restructure for Housing Needs has been implemented and is forming the bedrock for process and cultural change and a more cohesive journey for a homeless household. Performance improvement is expected during 2024-25 from better working practice as the new structure is embedded.

Number of cases where Homelessness was Relieved



Indicator Ref. M68

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

RAG status - Red

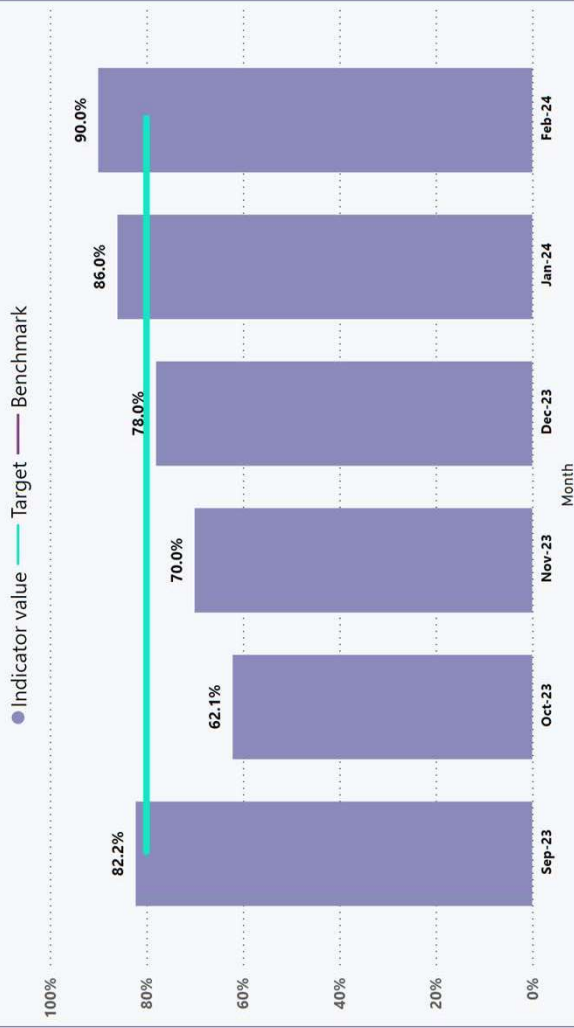
Benchmarking timeframe

No comparable data available

Comment

The restructure for Housing Needs has been implemented and is forming the bedrock for process and cultural change and a more cohesive journey for a homeless household. Performance improvement is expected during 2024-25 from better working practice as the new structure is embedded.

% of Responsive Repairs completed within target times



Comment

During February 2024, we have seen an improvement in the number of repairs being completed within target time. Following the recruitment of additional gas engineers at K&T Heating, their performance has also improved. We continue to work collaboratively with our contractors to support stabilisation of the service ahead of the new financial year.

Indicator Ref. M83

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

RAG status - Green

Benchmarking timeframe

No comparable data available