

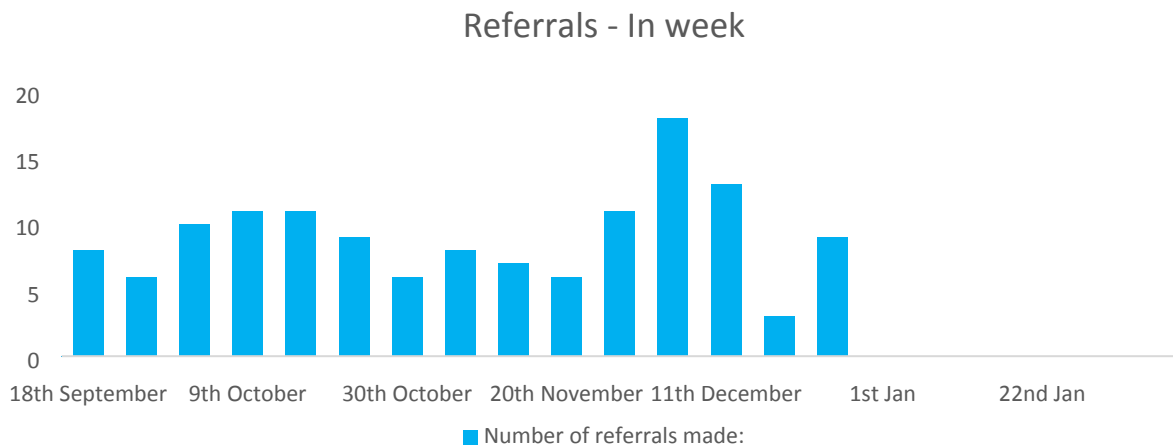
## Single Homelessness Prevention Service (SHPS) Outcome Report

Presented at the SHPS Project Board on 11 January 2018

Period covered – 19 September 2017 to 31 December 2017

136 clients referred to be seen in this time period with 117 PHP's completed (target in contract is 40).

Approximate split of referrals 80% relief and 20% prevention (expected 60/40).



### Prevention or Relief PHP's agreed

<b>Relief</b>	95
<b>Prevention</b>	22

### **PHP's completed by Month**

<b>September</b>	14
<b>October</b>	33
<b>November</b>	29
<b>December</b>	41
<b>Total:</b>	<b>117</b>

### **Age split for those with PHP's**

<b>55 and over</b>	29
<b>45 to 54</b>	27
<b>35 to 44</b>	22
<b>25 to 34</b>	29
<b>18 to 24</b>	10

### **Sex**

<b>Male</b>	80
<b>Female</b>	37

## **Nationality**

<b>Eritrean</b>	4	<b>Polish</b>	1
<b>British</b>	62	<b>French</b>	2
<b>Tunisian</b>	1	<b>Trinidadian or Tobagonian</b>	1
<b>Syrian</b>	2	<b>Latvian</b>	1
<b>Iranian</b>	5	<b>Surinamer</b>	1
<b>Iraqi</b>	1	<b>Slovakian</b>	1
<b>Portuguese</b>	3	<b>Egyptian</b>	1
<b>Somali</b>	16	<b>Ugandan</b>	1
<b>Indian</b>	1	<b>Dutch</b>	1
<b>Spanish</b>	1	<b>Irish</b>	2
<b>Sri Lankan</b>	1	<b>Algerian</b>	2
<b>Italian</b>	2	<b>Romanian</b>	1
<b>Jamaican</b>	3		

## **Ethnicity**

<b>Black African</b>	34	<b>Other Any Other</b>	4
<b>Black Caribbean</b>	17	<b>Mixed White and Black African</b>	4
<b>White British</b>	15	<b>Asian Indian</b>	4
<b>White Other</b>	13	<b>Black Other</b>	3
<b>Asian Other</b>	5	<b>Mixed White and Black Caribbean</b>	3
<b>White Irish</b>	4	<b>Asian Pakistani</b>	3
<b>Other Arab</b>	4	<b>Mixed Other</b>	2
<b>Mixed White and Asian</b>	1	<b>Black British</b>	1

## **Prevention or Relief success**

	ACTUAL
<b>Relief successfully achieved</b>	23
<b>Prevention successfully achieved</b>	4
<b>TOTAL OUTCOMES</b>	27

Target per contract to end of December is 4.

### Ethnicity

Asian Indian	1
Asian Other	1
Asian Pakistani	1
Black African	4
Black Caribbean	5
Black Other	1
Mixed Other	2
Mixed White and Black African	1
Mixed White and Black Caribbean	1
Other Any Other	1
White British	4
White Irish	1
White Other	4
<b>Total:</b>	<b>27</b>

### Areas Housed

Brent	19
Barnet	1
Crawley	2
Hackney	1
Hillingdon	3
Newham	1
<b>Total:</b>	<b>27</b>

During the quarter we closed 47 cases. 26 clients closed have a PHP meaning no further outcomes will be achieved.

**Closure Reasons (numbers in brackets are those that have had a PHP)**

<b>No further contact</b>	18 (9)	<b>Other</b>	11 (5)
<b>Referred back to Brent for Part VII application</b>	5 (2)	<b>Refusal to engage</b>	7 (7)
<b>Withdrawn by Brent due to high needs</b>	6 (3)		

Out of the 64 cases still active 9 further cases are to be closed so this leaves 55 with a PHP that we expect 40 to achieve a P2 outcome based on current engagement and activity underway.

This means out of 136 referrals we anticipate P2 outcomes for 67 (49%). Out of 117 PHP's completed this increases to 57% which is close to the baseline target of 60% of all those with a PHP achieving a P2 outcome.

**Average time from PHP agreement to Outcome Achieved**

<b>Days</b>	26 (from 27 outcomes achieved)
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**Other information**

- The SPARF form is still to be integrated. The hold-up is from Brent's side with the form still having tweaks made to it with every change needing mapping in the SHPS database. E.g. a spelling correction was made which we were not informed of, creating errors in any forms being able to upload. This took some time to sort. Training did not go ahead in December as planned and no new dates have been set for this. Final cut off for changes is end of Jan 2018.
- The new management team for the single homeless pathway is now in place and work have commenced to increase quality and appropriateness of referrals coming through.
- Spot checks have on P1 and P2 outcomes have now taken place. Of 23 P1 outcomes checked, 3 were rejected – one due to and technical issue; one due to the staff member not having signed it; and one due to the person checking requesting evidence that was not required. All these issues have now been

resolved and P1 outcomes are ok for invoicing. 22 out of 27 P2 outcomes were checked. Seven were rejected. Reasons were:

- No gas safety cert – it has now been confirmed that a gas safety cert is not required;
- An out of date gas safety cert – landlord aware and sorting – new gas safety check taking place on 8/1/17
- A date error on the tenancy agreement – landlord has been made aware and is sorting
- A gas safety cert that is not dated – this is being sorted
- 3 require upload of EPC and Gas Safety Cert's – staff have requested these from landlords / tenants. These should be sorted before the invoicing period but if not, will be claimed in Q2.