














**2017/18 Performance Against Key Performance Indicators (KPIs)**




KPI's	Results / Expected Outputs	Frequency of Reporting / Monitoring	2017/18 RAG Status	2017/18 Performance - Reported Outcomes
<b>Initial Assessment &amp; Triage</b>				
Number of referrals received & triage assessments completed	To receive referrals of all single homeless people aged 16 - 24 who are homeless, at risk of becoming homeless or in housing need. There will be no upper limit to the number of referrals that will be accepted but if the volume is becoming unmanageable or is higher than the expected profile this should be flagged with the relevant Contract Manager within the Council.  The provider should report total number of referrals received and initial triage assessments carried out.	Monthly case updates & quarterly performance report		609 referrals  526 initial assessments (triage)
Source of referral	To specify which agency made the referrals and which cases were self-referrals (provider will work with the Council and SCH to agree a referral pathway into the service).	Quarterly performance report		Referral pathway well established.  Multiple referral sources – 37% from SCH, 35% from YP directly, 7% from family / friend of YP & 7% from other Council services (e.g. Children's, Youth Offending Team)
Number of emergency triage assessments completed	The Council requires that any young person who approaches as homeless immediately receives a full assessment on the same day.  The provider should report the number of crisis presentations and same day interviews completed during the reporting period.	Monthly case updates & quarterly performance report		150 crisis presentations  134 had initial assessment completed on the same day  For the remaining 16 homelessness was prevented for 12, 1 did not return for their assessment, 1 was referred to Children's Services, 1 was referred to SCH and 1 refused the accommodation found for them.
Number of triage assessments completed within 5 working days of an initial approach / referral being made.	100% of all triage assessments carried out within 5 working days of initial approach / referral.	Monthly case updates & quarterly performance report		94% of initial assessments carried out within 5 working days (79% of these completed on the same day as approach). For the remaining 6% attempts were made to complete the assessment within target but the




				main reason for going over the 5 days was due to education or employment commitments of the YP. None of these cases were roofless and all did attend assessments, just outside of the target.
Outcome of Triage Assessment	<p>To report the outcomes for all young people who were referred for a triage assessment, including:</p> <ul style="list-style-type: none"> <li>✓ Did not attend triage appointment or respond to contact attempts (to include breakdown of non-attendance reasons)</li> <li>✓ Referred for full assessment</li> <li>✓ Housing advice, information and signposting only</li> <li>✓ Referral to floating support to prevent homelessness</li> <li>✓ Other outcomes to be specified</li> </ul> <p>For DCLG requirements the provider will also need to record:</p> <ul style="list-style-type: none"> <li>• Date of Initial assessment</li> <li>• Initial assessment of eligibility (for homeless assistance)</li> <li>• Initial assessment of homelessness risk (already homeless / threatened with homelessness)</li> </ul>	Quarterly performance report		<p>All performance information reported as requested.</p> <p>Breakdown of outcomes for those who completed initial and full assessments included at <b>Appendix B.</b></p>
Non attendance	To safely contact 100% of young people aged 16-24 who do not attend appointments that have been booked.	Quarterly performance report		<p>Of the 609 referrals received 83 (14%) did not progress to an initial assessment.</p> <p>Of the 83 54% (45 YP) were successfully contact to confirm they did not wish to receive support and were provided with advice, including signposting toon-going support.</p> <p>100% has been unachievable– in a number of cases YP were referred without appropriate contact details so when they did not attend their appointment follow up was not possible and the remainder did not respond to contact attempts or to messages left etc.</p> <p>As a result it is recommended that this target be reviewed.</p>
<b>Needs Assessment, Mediation &amp; Advocacy</b>				






Needs Assessments	Up to 400 needs assessments carried out per annum for single people aged 16 – 24 who are homeless, at risk of homelessness or in housing need.	Monthly case updates & quarterly performance report – with red flags to contract manager where numbers exceed maximum expected (i.e. 100 per quarter)		526 initial triage assessments completed.  374 progressed to complete full needs assessments.
16 / 17 year olds	To liaise with SCH and CSS for any 16/17 year olds assessed as homeless, in housing need or at risk of homelessness where a statutory duty may be owed, following the processes set out in Solihull's Joint Protocol for Homeless 16/17 year Olds.  Provider to report: <ul style="list-style-type: none"> <li>• Number of 16/17 year olds who have had a full needs assessment completed</li> <li>• Number referred to SCH as per the joint protocol</li> <li>• Outcomes for those not referred under the protocol (i.e. homelessness prevented or relieved, lost contact or supported to find alternative suitable accommodation)</li> <li>• Number referred to Children's Services due to requirement for emergency accommodation</li> </ul>	Monthly case updates & quarterly performance report		Protocol for assessing homeless 16/17 year olds reviewed and agreed with key partners – will need to be reviewed again during 2019/20 due to legislative changes. Agreed that SCH no longer need to be routinely involved. <ul style="list-style-type: none"> <li>• 93 initial assessments for 16/17 year olds</li> <li>• 31 had their homelessness prevented</li> <li>• 34 had their homelessness relieved.</li> <li>• 15 were referred to CSS for a joint assessment</li> <li>• 0 required accommodation under S20 of the Children's Act</li> </ul>
Home Visits	To provide a home visit in every case where family conflict is a reason for homelessness (where it is appropriate).	Quarterly performance report		17 home visits completed out of 155 cases (11%) where the YP was homeless due to family conflict / breakdown)  Recommended that this is reviewed– not possible to provide a home visit for every case due to the service being voluntary and not all households being receptive or supportive of it as an option.
Mediation Sessions	To provide at least 10% of young people who receive full assessments with organised mediation services per annum (only applicable in cases where it is assessed to be safe and appropriate to provide mediation).	Quarterly performance report		19% of applicable cases received mediation as a prevention intervention.
Advocacy	Provider will co-ordinate multi-agency case and family conferences to promote a 'joined up' approach to resolving the young person's housing need.	Quarterly performance report		Advocacy and conciliation were provided in 35 cases and


	In cases where young people are at risk of losing an existing tenancy to advocate with the landlord on their behalf to try and prevent eviction and facilitate access to appropriate legal advice.			offered in all applicable circumstances.
Psychologically Informed Environment (P1E) training	25 workers attend PIE training per annum.	Quarterly performance report		<p>2 cohorts of PIE Foundation Training for up to 25 workers were organised and delivered as agreed. 44 participants were trained during 2017/18.</p> <p>Reflective practice sessions in place. Attendance at the reflective practice sessions has been below 100% and whilst 100% attendance is unrealistic given annual and sick leave there has been a need to follow-up with managers where it dropped below 70% on some monthly sessions.</p> <p>It was recommended that an attendance strategy be developed with managers, to maximise attendance and this has been actioned.</p>
Mental Skills Training (MST) for Young People	2 MST courses delivered with 15 young people on each per annum; total of 30 young people receive training per annum.	Quarterly performance report		<p>2 MST courses have been delivered. However, despite extensive liaison with partners and communication with young people, there have been a low number of referrals, meaning the total of 30 YP to receive the training has not been met.</p> <p>5 YP attended a course in 2017/18 with further courses planned for 2018/19 to increase the numbers but it is not expected that the target of 30 p.a. will be achieved in 2018/19 either.</p>
Parenting Young People training	4 courses delivered to 20 parents / carers at a time per annum.	Quarterly performance report		It was agreed to change the format from 4 courses X 20



				<p>parents per annum in May 17 following consultation with commissioners and key-stakeholders, based on the anticipated complex needs of parents likely to be referred.</p> <p>St. Basil's ran a number of focus groups and co-design sessions with parents and are in the process of delivering 3 groups of eight sessions for up to 20 parents.</p> <p>As with MST despite extensive liaison, communication and a simple referral process referrals to the Parenting groups has been low. Further information will be available when the sessions have been delivered in 2018/19.</p>
<b>Home Finding &amp; Allocation</b>				
Referrals to supported accommodation providers	<p>Provider will manage a single gateway into commissioned services for homeless young people, working closely with providers and agreeing a common assessment and referral process.</p> <p>Provider to report:</p> <ul style="list-style-type: none"> <li>• Number of referrals to supported accommodation by scheme</li> <li>• Outcome of referrals to supported accommodation by scheme</li> <li>• Number of referrals to floating support by scheme</li> <li>• Outcome of referrals to floating support by scheme</li> </ul>	<p>Monthly case updates &amp; quarterly performance report .</p> <p>Monthly provider meetings to oversee assessment &amp; referral process.</p>		<p>Single gateway process set-up with all supported accommodation providers and monthly meetings in place.</p> <p>77 referrals to supported accommodation providers in Solihull (and all accommodated) and 74 referrals to providers outside of the Solihull Borough (and all accommodated).</p>
Accommodation outcomes	<p>To facilitate young people's access to suitable accommodation to meet need.</p> <p>Provider to report accommodation outcomes achieved for young people as follows:</p> <ul style="list-style-type: none"> <li>• Suitable temporary accommodation (through supported lodgings)</li> <li>• Medium to longer term supported accommodation</li> <li>• Social housing including Council and Registered Provider accommodation</li> <li>• Privately rented shared accommodation</li> <li>• Other forms of tenure as appropriate to the needs and aspirations of the young person</li> </ul>	Quarterly performance report		<p>In total accommodation was found for 167 young people through the Youth Hub.</p> <ul style="list-style-type: none"> <li>• 77 through Solihull pathway</li> <li>• 74 out of Borough (SP or other supported)</li> <li>• 3 with private landlord</li> <li>• 13 accommodated by SCH</li> </ul>
Referrals to other partners / support	Provider to refer young people to other local support services / partner organisations that will assist with access to and maintenance of	Quarterly performance report		38 YP referred to partner agencies for accommodation

services	accommodation. Provider to report all referrals made by service / organisation.			support.
<b>Individual Outcomes</b>				
Homelessness Prevention & Relief	Homelessness to be prevented or relieved for at least 6 months across 75% all those cases who present. This will include all presentations, regardless of priority need or statutory duty.  Provider to report: <ul style="list-style-type: none"> <li>Prevention Plan drawn up (with detailed information to be recorded on DCLG spreadsheet of activities)</li> <li>Prevention / Relief activity (list provided by DCLG and in P1E's)</li> <li>Prevention / relief start date</li> <li>Prevention / relief end date</li> <li>Outcome of Prevention / Relief activity</li> <li>Where prevention was unsuccessful what was the decision as to the applicants status and further actions.</li> </ul>	Monthly case updates (to indicate progress towards target) & quarterly performance report		Successful prevention & relief outcomes were achieved for 67% of the 526 young people who had initial assessments and 75% of the 374 young people who completed full assessments.  These targets will be reviewed in light of the introduction of the Homelessness Reduction Act and the fact that St. basil's will be discharging the prevention and relief duties included in the Act on behalf of the Council.
Referral to SCH to make homelessness application	For all cases where homelessness cannot be prevented the provider will refer to SCH for a full homelessness assessment.  Number of cases aged 18 - 24 referred to SCH to make a homelessness application.  Number of 16/17 year olds referred to SCH as homeless and requiring a joint assessment.	Monthly case updates (to indicate progress towards target) & quarterly performance report		Of the 526 young people who had an initial assessment 10% resulted in a homelessness application:  51 YP were referred to SCH to make a homeless application (a 59% reduction on the previous year's performance).  15 16/17 year olds referred for a joint assessment.  As above this KPI will be reviewed as a result of implementation of the HRA From April 2018.
Temporary accommodation placements	For all cases who are homeless and suitable accommodation cannot be sought through prevention or relief action the provider will refer to SCH to provide interim temporary accommodation under S.188 of the Housing Act.  For SCH to feedback: <ul style="list-style-type: none"> <li>Number of cases aged 18 – 24 placed in temporary accommodation.</li> <li>Number of 16/17 year olds placed in temporary accommodation by Housing</li> <li>Number of 16/17 year olds placed in temporary accommodation by Children's services.</li> </ul>	Monthly case updates (to indicate progress towards target) & quarterly performance report.  SCH to feed into data collection on a monthly case by case basis		Of 526 initial assessments and 374 full assessments only 11 YP were placed in temporary accommodation by SCH (8 aged 18-21 and 3 aged 22-24).  .



	<ul style="list-style-type: none"> <li>Type of temporary accommodation provided</li> <li>Cases where temporary accommodation is in another LA district</li> <li>Date applicant entered temporary accommodation</li> <li>Date applicant left temporary accommodation</li> <li>Outcome upon leaving temporary accommodation</li> </ul>	(formal joint working relationships will be agreed).		
Homelessness Applications	<p>Provider to liaise with SCH re: outcomes of cases referred for homelessness assessment.</p> <p>For SCH to feedback:</p> <ul style="list-style-type: none"> <li>Date of homelessness application</li> <li>Final decision on homelessness application</li> <li>Date of final outcome</li> <li>Duty discharge action of Local Authority</li> <li>Final accommodation outcomes for those where accommodation has been secured</li> <li>Where applicant has been referred to another LA record of which LA</li> </ul>	<p>Monthly case updates (to indicate progress towards target) &amp; quarterly performance report.</p> <p>SCH to feed into data collection on a monthly case by case basis (formal joint working relationships will be agreed).</p>		<p>Of the 526 young people who were completed initial assessments just 3% (15) were accepted as homeless.</p> <p>This was a 2% reduction in acceptances compared to the previous year.</p>
Children in Need and Section 20 outcomes	<p>Provider to liaise with Children's Services &amp; Skills (CSS) re: outcomes of 16/17 year olds referred for joint assessment.</p> <p>For Children's Services &amp; Skills to feedback:</p> <ul style="list-style-type: none"> <li>Number of 16/17 year olds provided with emergency temporary accommodation by CSS</li> <li>Final decisions made for all 16/17 year olds referred – decision re: LSCB threshold</li> <li>Number of 'Child in Need' decisions made re: 16/17 year olds</li> <li>Number of 16/17 year olds where a section 20 decision was made</li> <li>Other outcomes for 16/17 year olds that were referred to CSS</li> </ul>			<p>Of the 15 joint assessment cases in 2017/18:</p> <ul style="list-style-type: none"> <li>6 were supported to remain at home with extended support from the youth hub (e.g. mediation)</li> <li>4 were found suitable supported accommodation through the Single Point of Access</li> <li>5 disengaged.</li> </ul>
Homeless Reviews	<p>Provider to liaise with SCH re: cases who have requested a review of their homelessness decision.</p> <p>For SCH to feedback:</p> <ul style="list-style-type: none"> <li>Date review requested</li> <li>Stage of the process at which the review was requested</li> <li>Decision under review</li> <li>Decision</li> <li>Review decision date</li> <li>Any other notes / comments</li> </ul>	Quarterly performance report – SCH to capture and feed into data collection process.		To be removed from SYH Kpis SCH to provide feedback on future reporting requirements for this indicator.
<b>Qualitative Indicators</b>				
Young people's experience of the SYH	Young people report positive outcomes and experiences of SYH services. To be measured through regular customer satisfaction surveys.	Quarterly performance report		Still applicable going forward
Partner Services	Partner services and organisations report an improvement in the provision of services and support for young people aged 16 – 24 who are homeless, at risk	Ad hoc basis.		Operational Steering Group provided feedback as part of the

	<p>of homelessness or in housing need and in multi-agency work with the service.</p> <p>To be measured through feedback from the operational steering group. Full evaluation to be carried out after year 1.</p>			<p>evaluation. Results summarised in the main report – overall partner organisations and stakeholders in the process provided positive feedback.</p> <p>The operational steering group are supportive of the model continuing, did not want to revert to previous delivery arrangements and generally saw an improvement in joint working and more positive outcomes for young people since the launch of SYH service.</p>
Engagement with Services	<p>Young people demonstrate improved engagement with services measured through qualitative feedback gathered through placement disruption and other multi-agency meetings.</p> <p>To be demonstrated by case studies on individual young people and feedback from partner organisations.</p>	Quarterly performance report to include qualitative feedback and case study examples.		<p>All young people who have used SYH are asked to complete a feedback form. In 2017/18 those who completed the forms (31 YP) all respondents stated that they understood the outcome of their appointment, 96% said they were very happy or happy with the process and 100% said they would recommend the service to others.</p> <p>Consultation with young people has been carried out to inform the evaluation. YP who attended a focus group session with all provided qualitative feedback that they had had a positive experience following their engagement with SYH.</p>
<b>Personal Information / DCLG Trailblazer Evaluation</b>				
Personal information	Improved monitoring information, analysis of response and evaluation of	Monthly case updates &		All information provided as





<p>in line with requirements of the Equality Act (2010)</p>	<p>outcomes across protected characteristics.</p> <p>Provider to collect data for the main application on:</p> <ul style="list-style-type: none"> <li>• Age</li> <li>• Gender</li> <li>• Disability</li> <li>• Young carers (where disclosed)</li> <li>• Gender reassignment</li> <li>• Looked after children / care leavers</li> <li>• Marriage / civil partnerships</li> <li>• Pregnancy</li> <li>• Race / ethnicity</li> <li>• Nationality</li> <li>• Religion / belief / faith</li> <li>• Sex / gender</li> <li>• Sexual orientation</li> <li>• Financial status (to be captured through measures on income / benefits status reported in household level data)</li> </ul>	<p>quarterly performance report to give a breakdown of access by protected characteristics.</p>	<p>requested.</p> <p>No longer required by MHCLG. Future recommendation to include demographics in quarterly report.</p>
<p>Household level data</p>	<p>Each household member (where more than 1 and r/ship to lead applicant)</p> <p><b>Unique Reference Number to be assigned for each h/hold member and the following to be collected for each:</b></p> <p>Name DOB NI number</p> <p><b>This information will need to be tracked across all KPI outcomes and included on a spreadsheet to be reported to DCLG</b></p> <p><b>For the main applicant:</b></p> <p>Date of approach Residential status Employment Status Benefit Status Current Property Type / Rough Sleeping</p>	<p>Quarterly performance report</p> <p>There will need to be on-going tracking for all cases – with all actions and outcomes linked back to a unique reference number for each individual.</p> <p>This information will need to be tracked and reported back to DCLG quarterly.</p>	<p>All information provided as requested.</p> <p>No longer required by MHCLG and future requirements will be agreed with St. Basil's based on the reporting arrangements through the new shared IT system.</p>
<p>History of Homelessness</p>	<p>Has the main applicant ever slept rough How many nights slept rough in the previous year Age when first slept rough Has the main applicant ever been homeless before When was the applicant first homeless (in the past 3 months, 12 months or over 12 months ago as self-reported by the applicant) Age when first homeless Has the main applicant previously been temporarily accommodated by the LA</p>	<p>Quarterly performance report</p>	<p>Due to Jigsaw (new housing IT system shared with SCH) reporting issues St. Basil's are currently unable to report on this accurately.</p> <p>This information is no longer required by MHCLG and future requirements will be agreed with St. Basil's based on the reporting arrangements through the new shared IT system.</p>

Reasons for homelessness & loss of last settled accommodation	Main reason for loss of last settled home (P1E categories) and secondary reason (if applicable) Further details on loss of AST	Quarterly performance report		All information provided as requested.  Moving forward this information will be captured through the Housing Jigsaw IT system.
Support needs and risk assessments	Breakdown of the support needs and risks of those who have full assessments carried out. This will include: <ul style="list-style-type: none"> <li>• Risk tracker outcomes</li> <li>• Self reported and those with professional diagnosis (to be supported by verification from relevant health bodies)</li> </ul> For DCLG requirements the provider will also need to record: <ul style="list-style-type: none"> <li>• Has the main applicant been in prison in the last year</li> <li>• Date main applicant left prison</li> <li>• Was the main applicant homeless prior to Prison</li> <li>• Main applicant / household vulnerability (in line with priority need categories on P1E)</li> <li>• Self Reported additional vulnerabilities (record up to 5 per household)</li> </ul>	Monthly case updates & quarterly performance report .		All information provided as requested.  Risk tracker outcomes reported on quarterly – all 374 YP who completed full assessments in 2017/18 also completed risk tracker, with results showing: <ul style="list-style-type: none"> <li>• 212 (57%) of the YP scored 5 or more areas (out of 10) as red or amber meaning there was existing, prior or potential future risk requiring support</li> <li>• Risk of debt or eviction and risk to tenancy were the highest scoring red areas and this meant in all cases these YP were not receiving support in these areas prior to approaching the YH</li> </ul> No longer required by MHCLG and future requirements will be agreed with St. Basil's based on the reporting arrangements through the new shared IT system.