



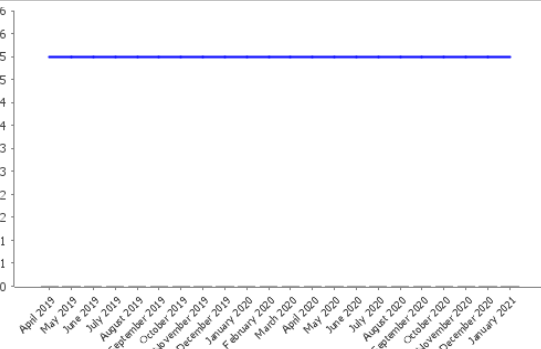




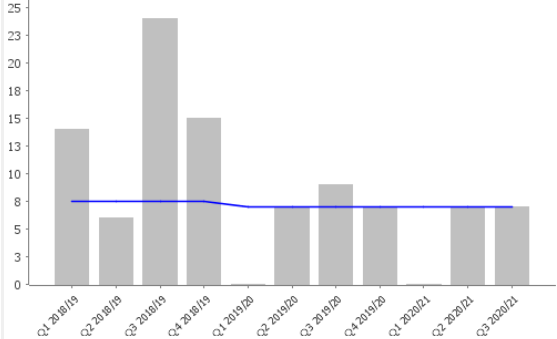


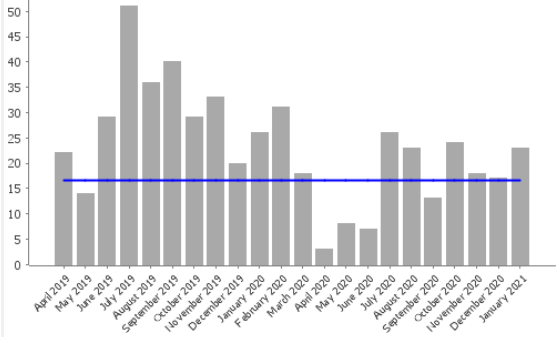

Appendix B


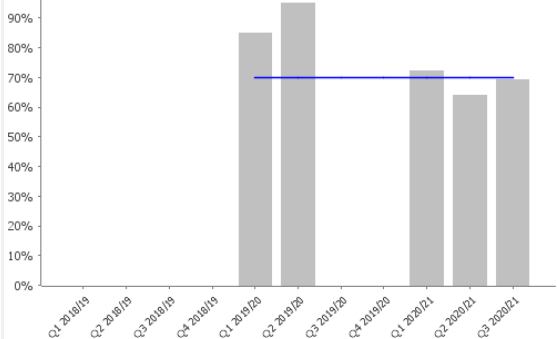


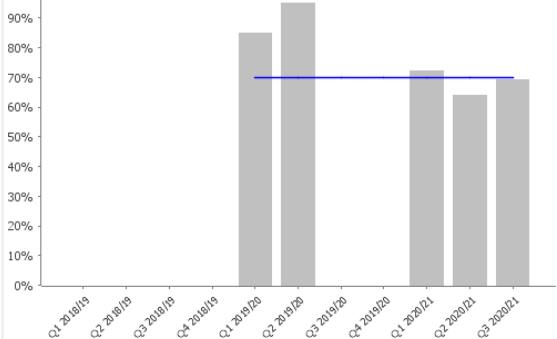

Scrutiny Committee – Housing & Health Portfolio performance report


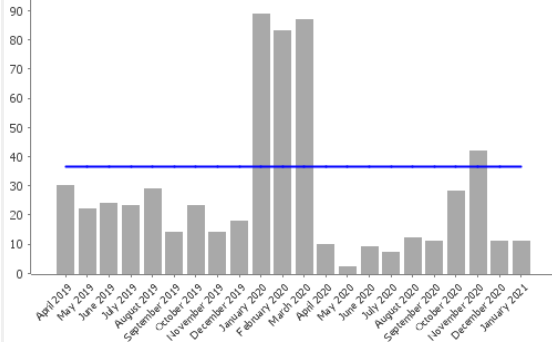

Key:


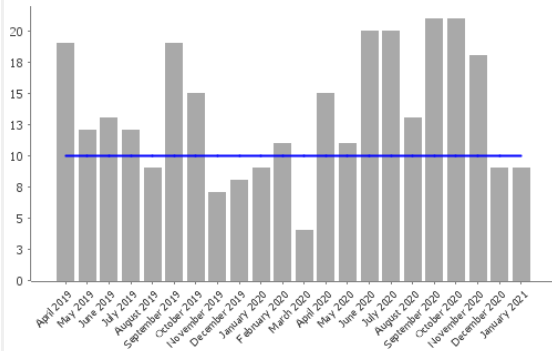


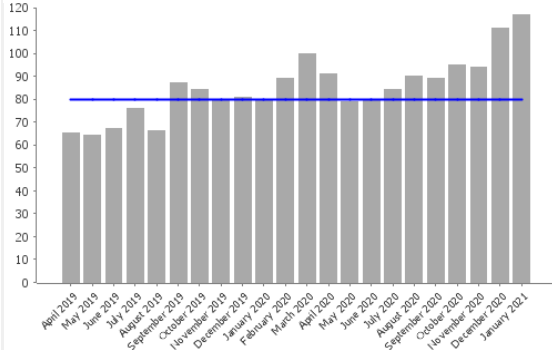

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target


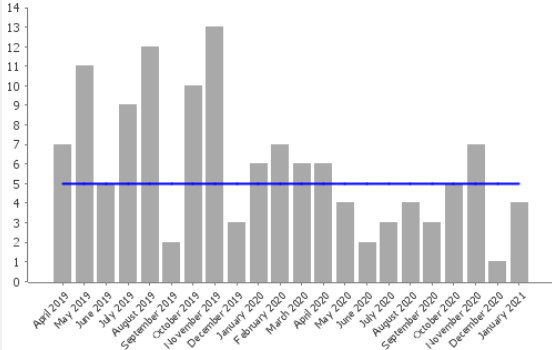

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Year to date 2020/21 Target	Year to date 2020/21 Status	Latest Note
LPI_HS A 04	Number of households in B&B	0	5			0	5		Commentary is only required for red indicators.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Year to date 2020/21 Target	Year to date 2020/21 Status	Latest Note
LPI_HS P 01	Number of customers housed in PSL property	7	7			14	21		We continue to work with landlords to find properties for people on low income. This work has slowed down during the pandemic lockdown. We continue to promote this work and incentivise landlords.
LPI_HS R 01	Total number housed through Sevenoaks District Housing Register nomination	23	16.67			162	166.67		Commentary is only required for red indicators.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Year to date 2020/21 Target	Year to date 2020/21 Status	Latest Note
LPI_CD H 03	Percentage of goals being progressed or achieved by One You customers at first follow up (at 3 months)	69%	70%			68.33%	70%		Commentary is only required for red indicators.
LPI_CD H 03	Percentage of goals being progressed or achieved by One You customers at first follow up (at 3 months)	69%	70%			68.33%	70%		Commentary is only required for red indicators.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Year to date 2020/21 Target	Year to date 2020/21 Status	Latest Note																																														
LPI_C DH 02	Number of customers engaged in the One You Services	11	36.67		 <table border="1"> <caption>Monthly Customer Engagement Data (Approximate)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>30</td></tr> <tr><td>May 2019</td><td>22</td></tr> <tr><td>June 2019</td><td>25</td></tr> <tr><td>July 2019</td><td>23</td></tr> <tr><td>August 2019</td><td>28</td></tr> <tr><td>September 2019</td><td>15</td></tr> <tr><td>October 2019</td><td>25</td></tr> <tr><td>November 2019</td><td>15</td></tr> <tr><td>December 2019</td><td>18</td></tr> <tr><td>January 2020</td><td>88</td></tr> <tr><td>February 2020</td><td>82</td></tr> <tr><td>March 2020</td><td>88</td></tr> <tr><td>April 2020</td><td>10</td></tr> <tr><td>May 2020</td><td>2</td></tr> <tr><td>June 2020</td><td>10</td></tr> <tr><td>July 2020</td><td>12</td></tr> <tr><td>August 2020</td><td>12</td></tr> <tr><td>September 2020</td><td>28</td></tr> <tr><td>October 2020</td><td>42</td></tr> <tr><td>November 2020</td><td>12</td></tr> <tr><td>December 2020</td><td>12</td></tr> <tr><td>January 2021</td><td>12</td></tr> </tbody> </table>	Month	Value	April 2019	30	May 2019	22	June 2019	25	July 2019	23	August 2019	28	September 2019	15	October 2019	25	November 2019	15	December 2019	18	January 2020	88	February 2020	82	March 2020	88	April 2020	10	May 2020	2	June 2020	10	July 2020	12	August 2020	12	September 2020	28	October 2020	42	November 2020	12	December 2020	12	January 2021	12	143	440		<p>The One You service has seen a 61% decline in referrals to our lifestyle improvement services in 2020/21 by comparison to 2019/20. By comparison external services focusing on the treatment and support of Mental Health have seen a dramatic increase in referrals. It is suspected that the impact of COVID is currently mainly on Mental Health which in turn is limiting residents willingness to change behaviours which may be a coping mechanism for their own mental health. In addition, GP & Medical Referrals have reduced, which is likely to be due to the changes in working practices for GP's and a massive change in focus on protecting patients from COVID19 and rolling out a vaccination service.</p> <p>As the country begins to emerge from lockdown it is anticipated that referrals will increase and we will be able to provide greater levels of support to our residents through the One You service during the 2021/22.</p>
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Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Year to date 2020/21 Target	Year to date 2020/21 Status	Latest Note
LPI_H SA 02	Number of households where a positive outcome has been achieved (homeless prevented or secures alternative accommodation)	9	10			157	100		At the height of the pandemic cases in Kent during December and January the ability to prevent homelessness and secure alternative accommodation was restricted. This was accompanied by an increase in demand for housing support, which is shown by the increase in the use of temporary accommodation in the performance indicator below. The recent recruitment of an Accommodation Team Leader alongside the new Head of Housing, will allow the council to increase its focus on preventing homelessness and improving the availability of suitable accommodation.
LPI_H SA 03	Number of households in all types of emergency & temporary accommodation	117	80			117	80		The need for emergency accommodation remains high due to the number of approaches for homelessness and people being displaced due to the pandemic. An action plan is in place to support people to move on to permanent accommodation as lockdown eases to reduce the number of households in temporary accommodation.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Year to date 2020/21 Target	Year to date 2020/21 Status	Latest Note																																														
LPI_P SH 02	Number of Disabled Facilities Grants completed	4	5		 <table border="1"> <caption>Monthly Data for Disabled Facilities Grants Completed</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>7</td></tr> <tr><td>May 2019</td><td>11</td></tr> <tr><td>June 2019</td><td>9</td></tr> <tr><td>July 2019</td><td>12</td></tr> <tr><td>August 2019</td><td>2</td></tr> <tr><td>September 2019</td><td>10</td></tr> <tr><td>October 2019</td><td>13</td></tr> <tr><td>November 2019</td><td>6</td></tr> <tr><td>December 2019</td><td>7</td></tr> <tr><td>January 2020</td><td>6</td></tr> <tr><td>February 2020</td><td>6</td></tr> <tr><td>March 2020</td><td>4</td></tr> <tr><td>April 2020</td><td>2</td></tr> <tr><td>May 2020</td><td>3</td></tr> <tr><td>June 2020</td><td>4</td></tr> <tr><td>July 2020</td><td>3</td></tr> <tr><td>August 2020</td><td>7</td></tr> <tr><td>September 2020</td><td>1</td></tr> <tr><td>October 2020</td><td>4</td></tr> <tr><td>November 2020</td><td>4</td></tr> <tr><td>December 2020</td><td>4</td></tr> <tr><td>January 2021</td><td>4</td></tr> </tbody> </table>	Month	Value	April 2019	7	May 2019	11	June 2019	9	July 2019	12	August 2019	2	September 2019	10	October 2019	13	November 2019	6	December 2019	7	January 2020	6	February 2020	6	March 2020	4	April 2020	2	May 2020	3	June 2020	4	July 2020	3	August 2020	7	September 2020	1	October 2020	4	November 2020	4	December 2020	4	January 2021	4	39	50		<p>COVID-19 has had an impact on the ability to deliver disabled facility grant adaptations.</p> <p>The number of referrals has reduced as the County Council Occupational Therapist was reallocated to help in areas relating to the Pandemic. There has also been a number of residents not wanting inspections or works to be undertaken as they were shielding or self-isolating.</p> <p>However, workflow has increased during the early months of 2021 and the Team has prioritised these inspections, with an aim of reaching the target number of grants completed.</p>
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