

Housing Options Service Monthly performance statistics

1. Approaches made to the Housing Options Family team.

2. Approaches made to the Housing Options Service singles teams

3. Hostel placements made by Housing Options Service

4. Temporary Accommodation Non-families that have been placed into B&B accommodation.

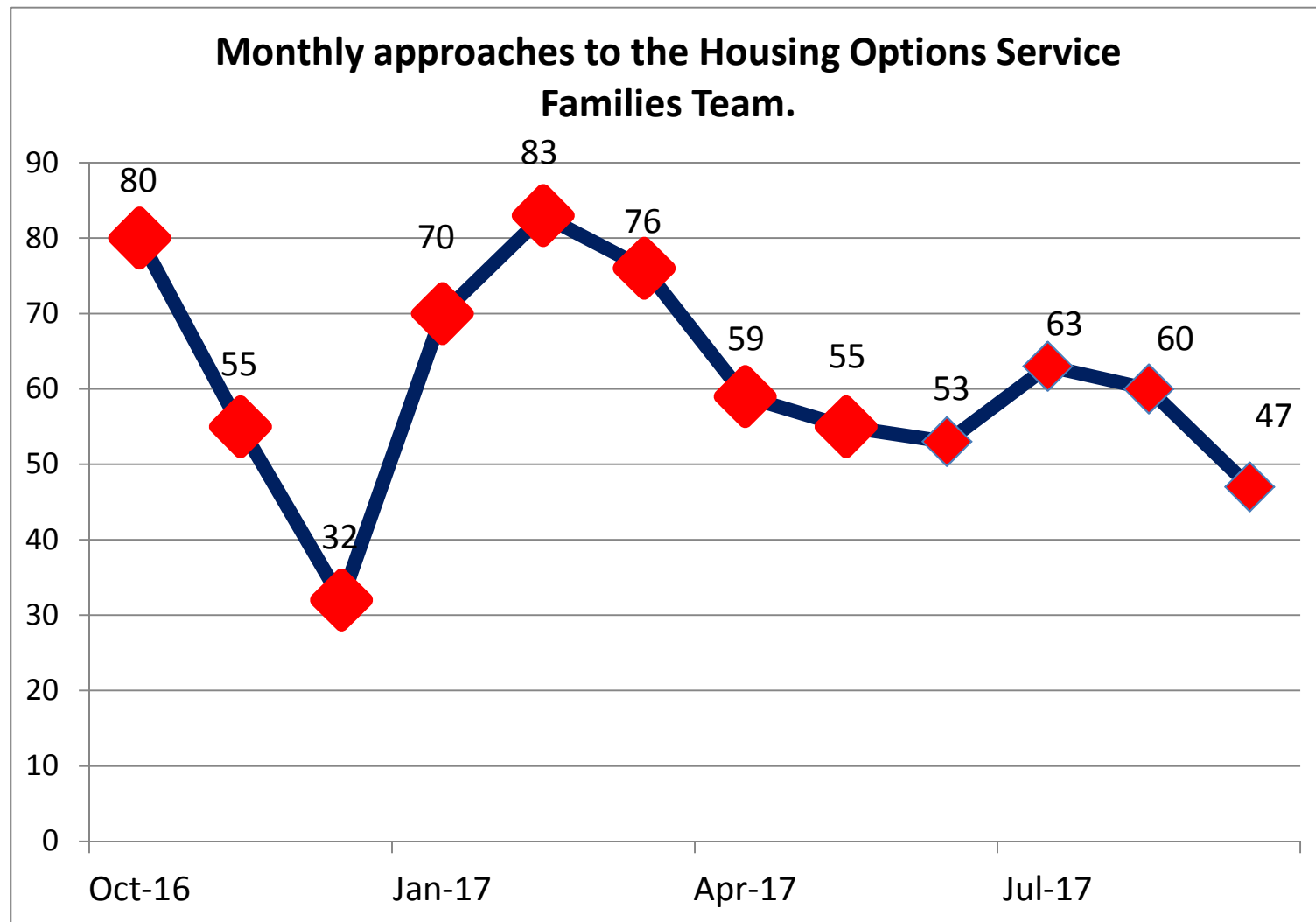
5. Temporary Accommodation families that have been placed into B&B accommodation.

Also showing Families placed 6 weeks or longer

6. Temporary accommodation tenants housed In Borough and Outside the Borough

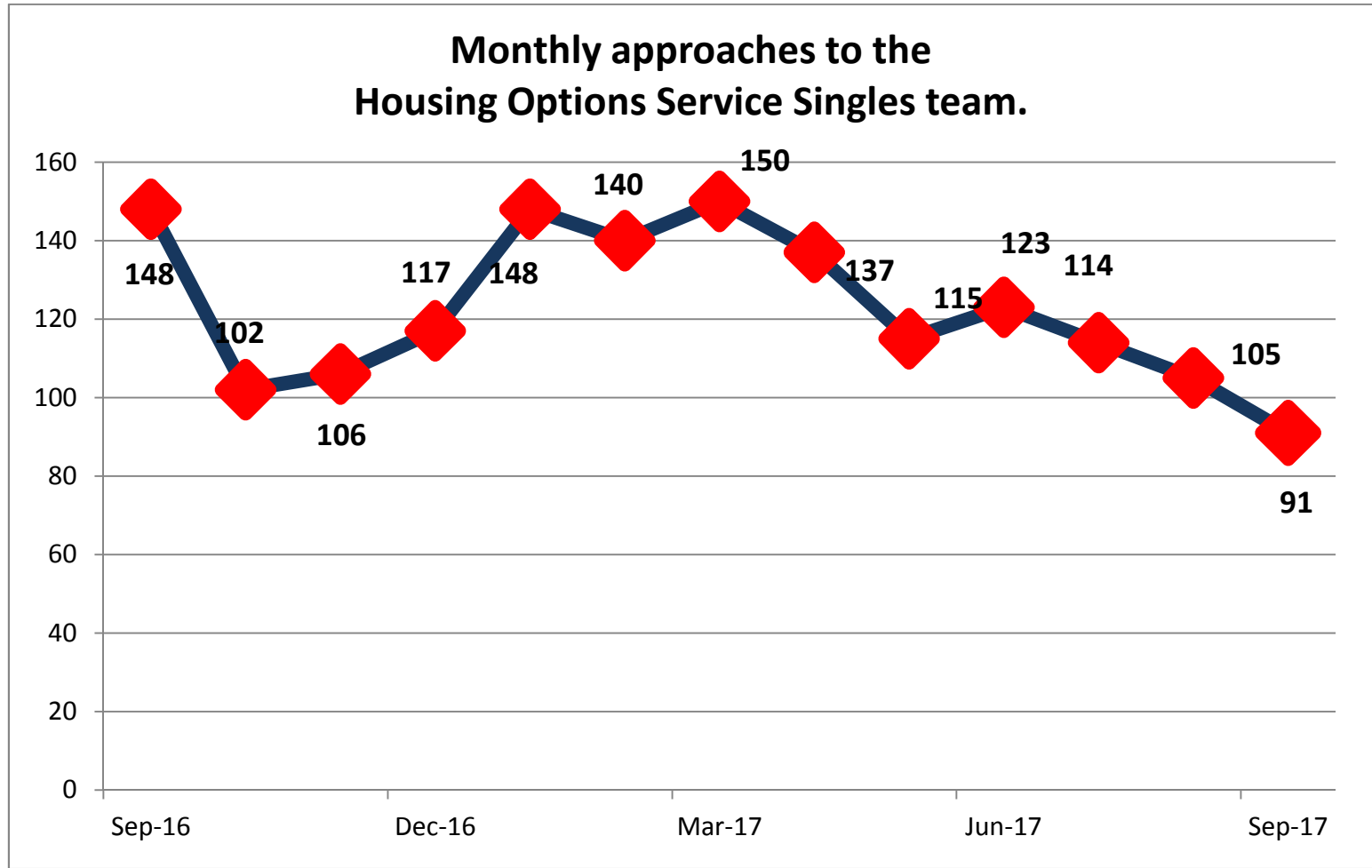
7. Housing Advice team approaches

| Month | No. |
|--------|-----|
| Oct-16 | 80 |
| Nov-16 | 55 |
| Dec-16 | 32 |
| Jan-17 | 70 |
| Feb-17 | 83 |
| Mar-17 | 76 |
| Apr-17 | 59 |
| May-17 | 55 |
| Jun-17 | 53 |
| Jul-17 | 63 |
| Aug-17 | 60 |
| Sep-17 | 47 |



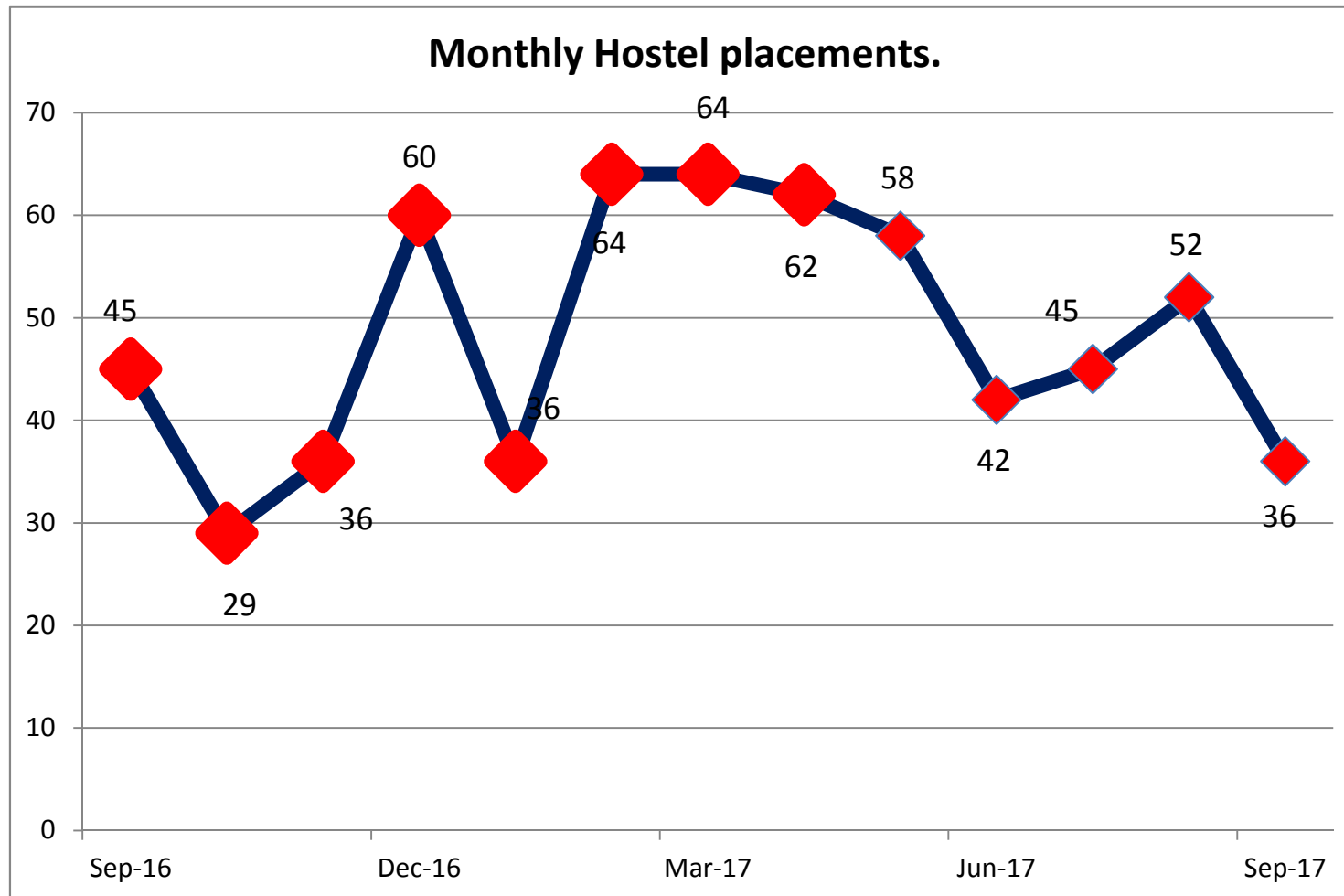
The Housing Options Families team see clients who have or are expecting children and who are at risk of being made homeless. This graph represents the approaches made monthly.

| Month | No. |
|--------|-----|
| Sep-16 | 148 |
| Oct-16 | 102 |
| Nov-16 | 106 |
| Dec-16 | 117 |
| Jan-17 | 148 |
| Feb-17 | 140 |
| Mar-17 | 150 |
| Apr-17 | 137 |
| May-17 | 115 |
| Jun-17 | 123 |
| Jul-17 | 114 |
| Aug-17 | 105 |
| Sep-17 | 91 |



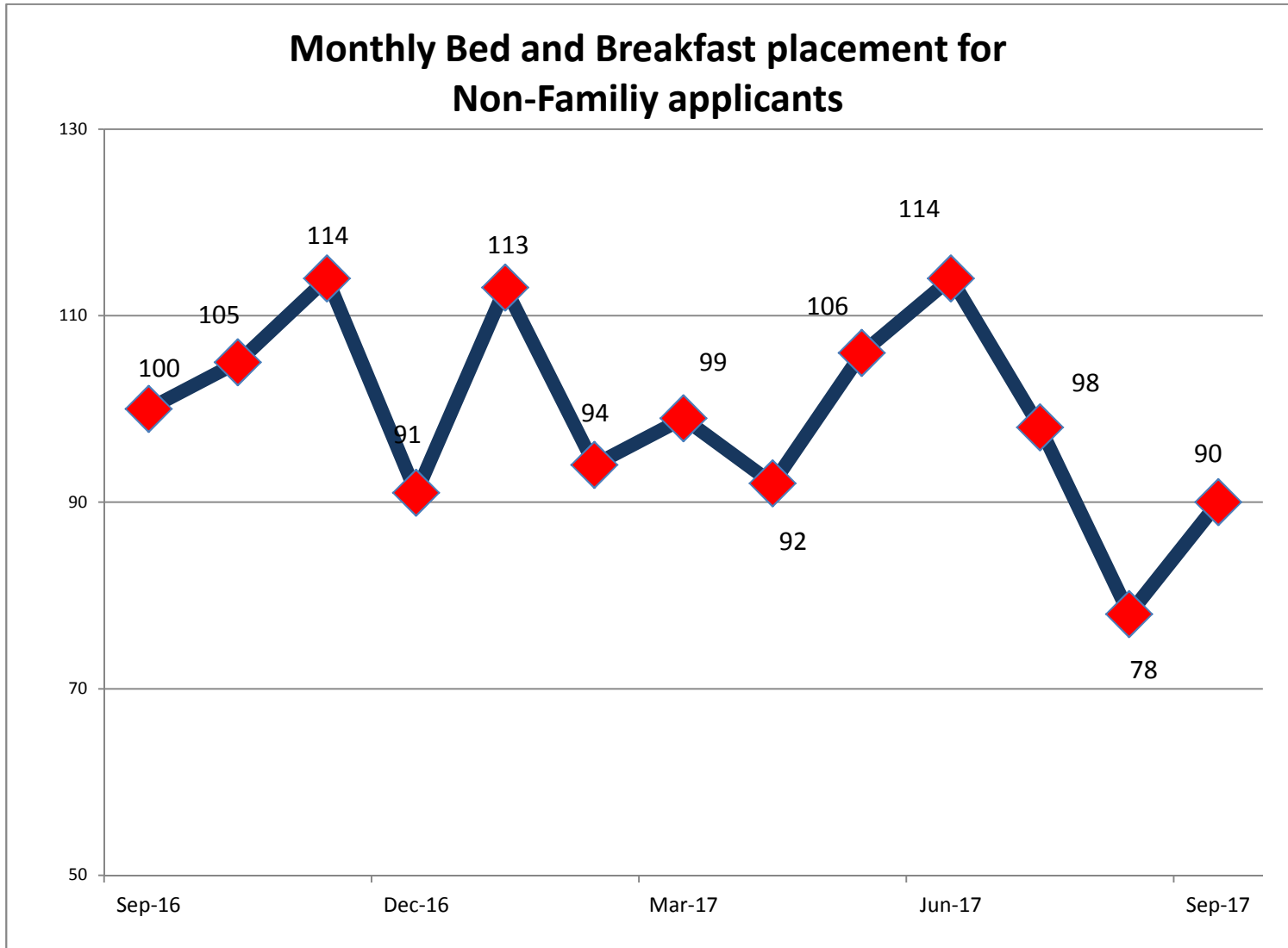
HOST (Housing Options Support Team) see single people or couples without dependants. They make all possible efforts to prevent homelessness through advice and appropriate assistance including joint working with other stakeholders. This graph represents the monthly approaches made to the Housing Options Service Singles Team (HOST)

| Month | No. |
|--------|-----|
| Sep-16 | 45 |
| Oct-16 | 29 |
| Nov-16 | 36 |
| Dec-16 | 60 |
| Jan-17 | 36 |
| Feb-17 | 64 |
| Mar-17 | 64 |
| Apr-17 | 62 |
| May-17 | 58 |
| Jun-17 | 42 |
| Jul-17 | 45 |
| Aug-17 | 52 |
| Sep-17 | 36 |



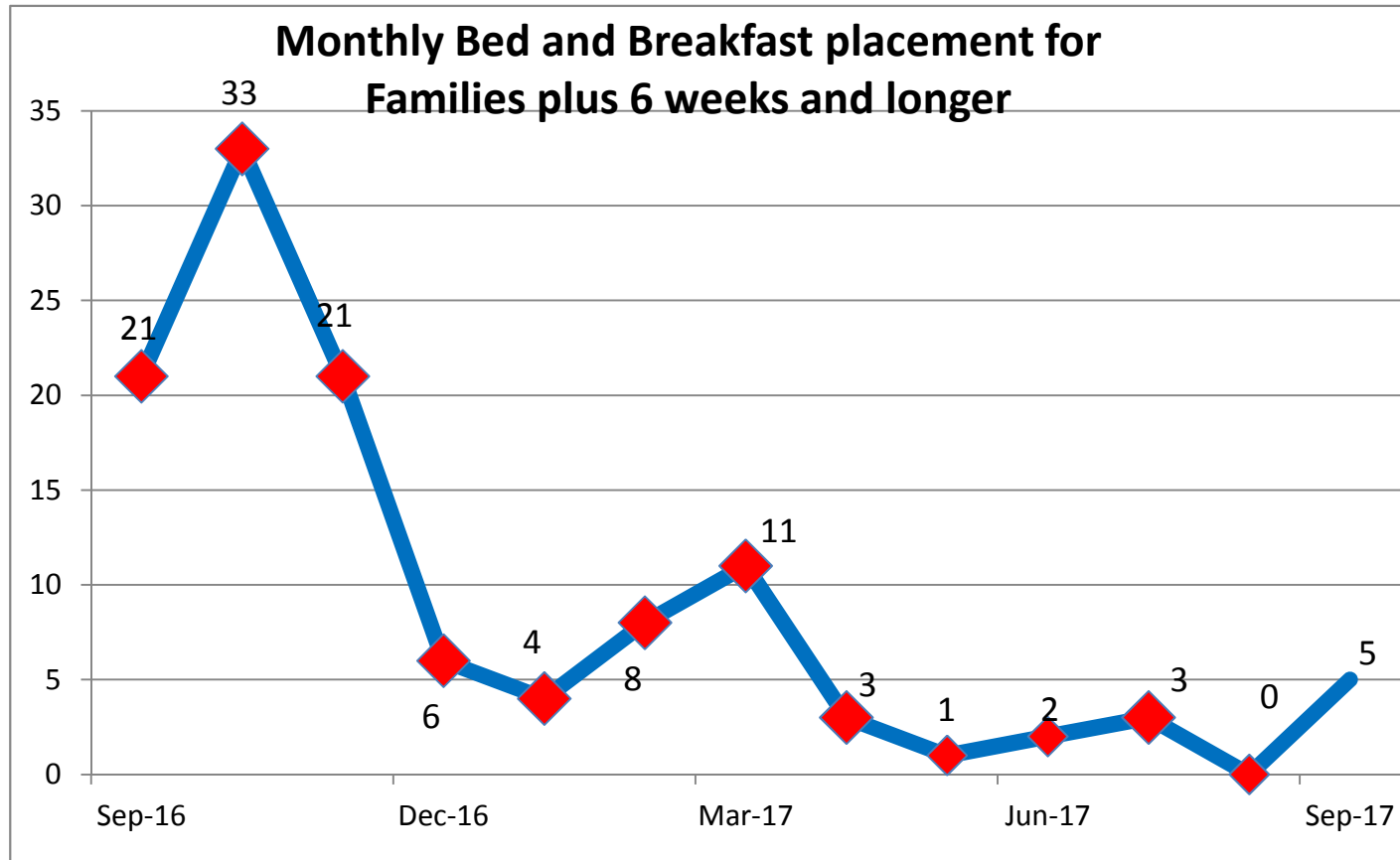
This graph represents the monthly Hostel placements made by the Housing Options Service

| Month | No. |
|--------|-----|
| Sep-16 | 100 |
| Oct-16 | 105 |
| Nov-16 | 114 |
| Dec-16 | 91 |
| Jan-17 | 113 |
| Feb-17 | 94 |
| Mar-17 | 99 |
| Apr-17 | 92 |
| May-17 | 106 |
| Jun-17 | 114 |
| Jul-17 | 98 |
| Aug-17 | 78 |
| Sep-17 | 90 |



This chart represents our non-family clients housed in B&B temporary accomodation on a monthly basis.

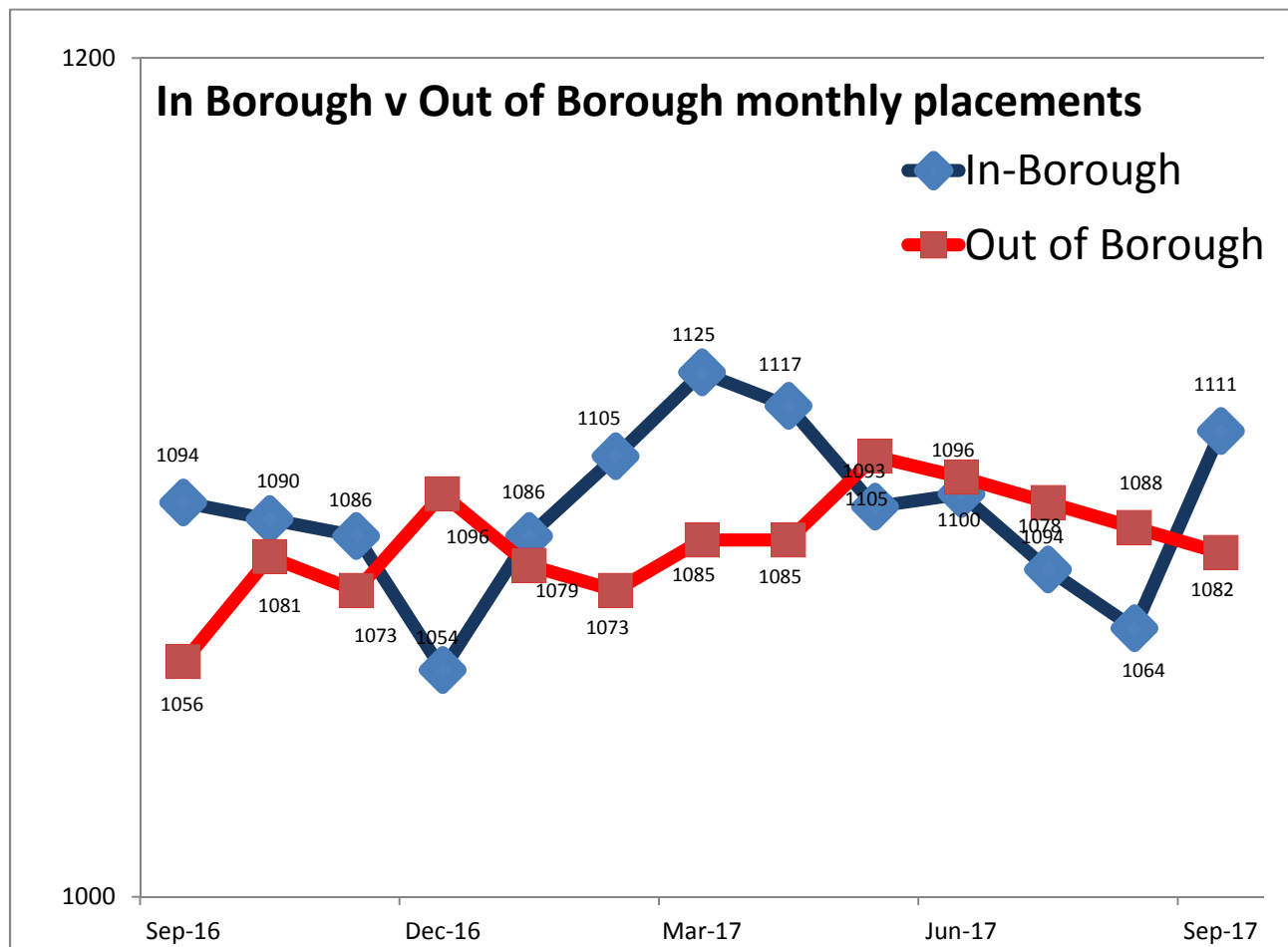
| Month | Total | 6 weeks & longer |
|--------|-------|------------------|
| Sep-16 | 21 | 0 |
| Oct-16 | 33 | 0 |
| Nov-16 | 21 | 0 |
| Dec-16 | 6 | 0 |
| Jan-17 | 4 | 0 |
| Feb-17 | 8 | 0 |
| Mar-17 | 11 | 0 |
| Apr-17 | 3 | 0 |
| May-17 | 1 | 0 |
| Jun-17 | 2 | 0 |
| Jul-17 | 3 | 0 |
| Aug-17 | 0 | 0 |
| Sep-17 | 5 | 0 |



This chart represents Families housed in B&B temporary accommodation on a monthly basis. Also showing the Families who have been in B&B temporary accommodation for longer than 6 weeks

Please note that this is a snapshot of the monthly cases in B&B accommodation and not the total number that are housed monthly

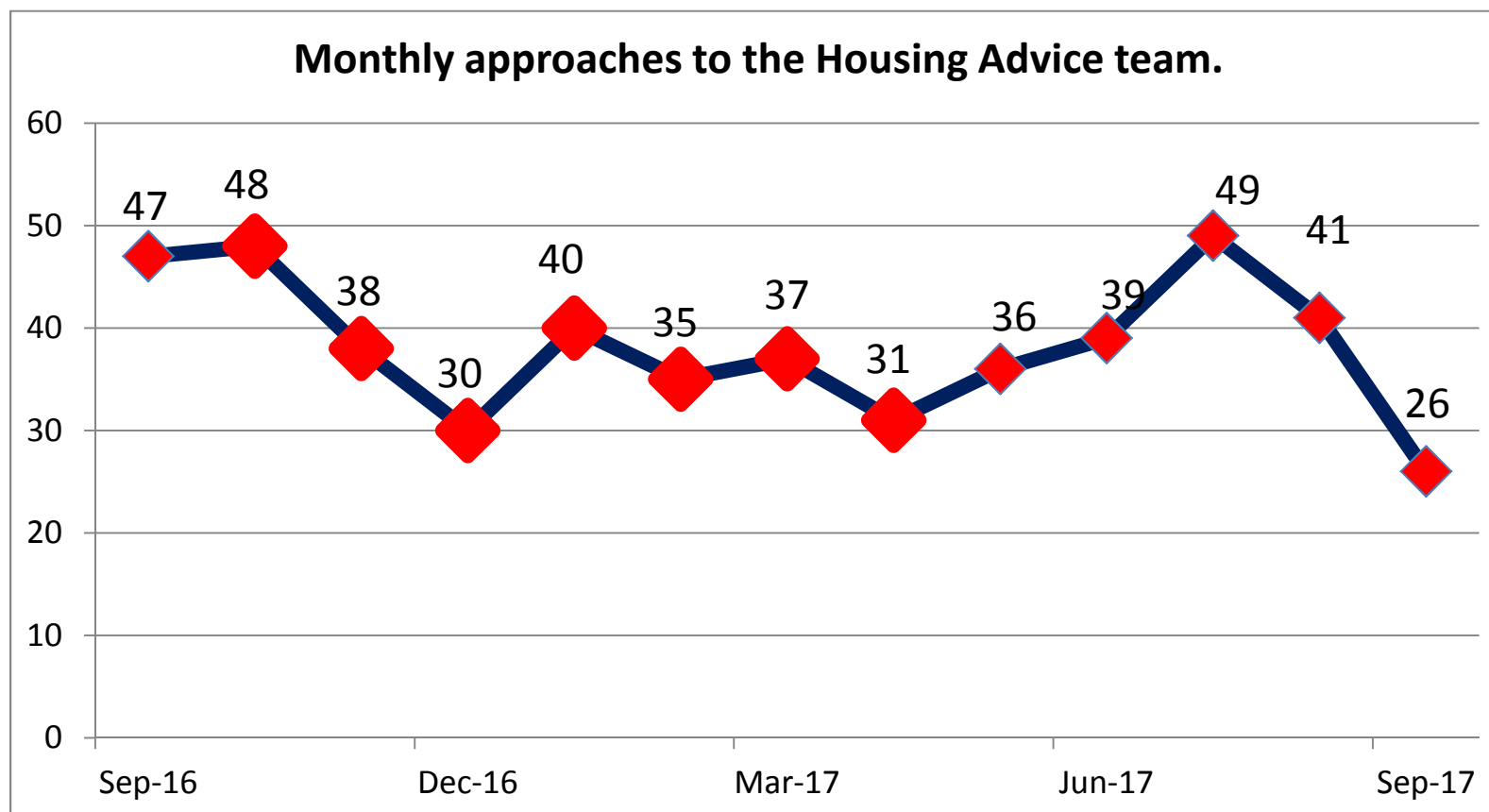
| Month | In-Borough | Out of Borough |
|--------|------------|----------------|
| Sep-16 | 1094 | 1056 |
| Oct-16 | 1090 | 1081 |
| Nov-16 | 1086 | 1073 |
| Dec-16 | 1054 | 1096 |
| Jan-17 | 1086 | 1079 |
| Feb-17 | 1105 | 1086 |
| Mar-17 | 1125 | 1085 |
| Apr-17 | 1117 | 1085 |
| May-17 | 1093 | 1105 |
| Jun-17 | 1096 | 1100 |
| Jul-17 | 1078 | 1094 |
| Aug-17 | 1064 | 1088 |
| Sep-17 | 1111 | 1082 |



This chart represents our monthly figures of clients who have been placed in Temporary Accommodation both In-Borough and Out of Borough

Please note that this is a snapshot of the monthly cases in Temporary accommodation and not the total number that are housed monthly

| Month | No. |
|--------|-----|
| Sep-16 | 47 |
| Oct-16 | 48 |
| Nov-16 | 38 |
| Dec-16 | 30 |
| Jan-17 | 40 |
| Feb-17 | 35 |
| Mar-17 | 37 |
| Apr-17 | 31 |
| May-17 | 36 |
| Jun-17 | 39 |
| Jul-17 | 49 |
| Aug-17 | 41 |
| Sep-17 | 26 |



The Housing Advice team will see any clients, with or without dependants, who are tenants of private sector or housing association landlords. The issues they deal with include problems with rent arrears, repairs, problems with deposits, and any disputes with landlords including potential illegal eviction. This graph represents the monthly approaches made to the Housing Advice team not including email and telephone enquiries.