

## KEY PERFORMANCE INDICATORS

Key Performance Indicators will be reviewed annually. The Provider will be required to submit performance data to enable the Council to assess delivery of service against the KPIs set out above.

Outcome	Applicable Services <sup>1</sup>	Description	Calculation	KPI Target	Reporting Frequency
Tenancy Sustainment	FS	% Referred Council tenants supported to prevent homelessness / remain in their current homes	No. remaining in current home divided by total no. referred	85%	Quarterly
	FS	% Referred non-Council tenants able to remain in their current home (if suitable)	No. remaining in current home divided by total no. referred	85%	Quarterly
	FS	% Referred Council tenants who were subsequently evicted during the period	No. subsequent divided by total no. referred	Less than 5%	Quarterly
	FS	% Referred introductory tenants who were assisted to remain in their current accommodation avoiding eviction	No. introductory tenancies becoming secure divided by total no. introductory tenants referred	85%	Quarterly
	FS	% tenancies ending on eviction through breach of tenancy	No. tenancies ending on eviction through breach of tenancy divided by total no. tenants supported	Less than 5%	Quarterly
	FS	% Service Users evicted within 28 days of NTQ being issued where a decision is made by the Council to carry out an eviction	No. evicted for arrears divided by total no.	95%	Quarterly

<sup>1</sup> AS = Housing Management and Support for Adults  
YPS = Housing Management and Extra Support for Young People  
FS = Floating Support  
OS = Outreach Service  
HF = Housing First

Outcome	Applicable Services <sup>1</sup>	Description	Calculation	KPI Target	Reporting Frequency
Arrears, Debt and Financial Management	All	% Service Users in receipt of correct benefits	No. in receipt of correct benefits divided by total no. supported	100%	Quarterly
	AS, CYS, FS, HF	% Service Users who fall into arrears of 6 weeks or more during the period	No. falling into arrears divided by total no.	Less than 5%	Quarterly
	AS, CYS, FS, HF	% Service Users who are evicted for rent arrears during the period	No. evicted for arrears divided by total no.	Less than 5%	Quarterly
	All	% Service Users identified problem debt restructured	No. identified problem debt restructured divided by total no. supported	90%	Quarterly
Meaningful Occupation	AS, CYS	% Service Users that are supported to access Inspire Careers	No. supported to access divided by total no.	100%	Quarterly
	CYS	% Service Users engaged in part time or full time education	No. engaged divided by total no.	85%	Quarterly
	AS, CYS, FS, HF	% Service Users engaged in full or part time employment	No. attending divided by total no.	50%	Quarterly
	AS, CYS, FS, HF	% Service Users that are undertaking voluntary work	No. undertaking voluntary work divided by total no.	Yr 1 60% Yrs 2 plus 70%	Quarterly
	AS, CYS	% Service Users receiving training to enable successful independent living with their personal plan showing progress	No. showing development divided by total no.	80%	Quarterly

Outcome	Applicable Services <sup>1</sup>	Description	Calculation	KPI Target	Reporting Frequency
	All	% Service Users with a pre-defined set of paperwork	No. with complete paperwork divided by total no.	100%	Quarterly
Health	All	% Service Users registered with GP and dentist and opticians	No. registered with GP divided by total no. supported	100%	Quarterly
	All	% Service Users with an identified need engaging effectively with the appropriate health service	No. engaging effectively with the appropriate health service divided by total no. supported	95%	Quarterly
Social Inclusion	AS, CYS, FS, HF	% Service Users engaging in leisure, cultural, faith or informal learning activities	No. engaging in leisure, cultural, faith or informal learning activities divided by total no. supported	90%	Quarterly
	AS, CYS, FS, OS, HF	% Service Users engaged with and completing court orders and ASBOs	No. engaged with and completing court orders and ASBOs divided by total no. required	100%	Quarterly
	AS, CYS	% Service Users that are supported to access Inspire Mediation service	No. supported divided by total no.	Yr 1 40% Yrs 2 plus 60%	Quarterly
	AS, CYS	% Service Users that have advised that they now feel able to discuss their issues openly with their key worker	No. able to discuss issues divided by total no.	Yr 1 60% Yr 2 80% Yrs 3 plus 100%	Quarterly

Outcome	Applicable Services <sup>1</sup>	Description	Calculation	KPI Target	Reporting Frequency
	AS, CYS	% Service Users that have advised that they have a positive sustainable support network	No. with positive support network divided by total no.	Yr 1 40% Yr 2 60% Yrs 3 plus 80%	Quarterly
	AS, CYS	% Service Users reconnecting with family networks	No. reconnecting with family networks divided by total no. supported	25%	Quarterly
Resettlement	AS, CYS	% Service Users moved on in a planned way	No. planned move ons divided by total no. moved on	95%	Quarterly
	AS, CYS	% of Service Users provided with tenancy support training	No. training support provided divided by total no moved	100%	Monthly
	OS, AS	% identified Service Users assisted to move on to private rented accommodation.	No. moved into private accommodation divided by total no. identified to move	50%	Quarterly
	OS	% recorded first attempts to make contact with individual made within 3 working days of receipt of referral	No. first attempts within 3 days of referral divided by total no. referrals	95%	Quarterly
	OS	% engaged cases that have an initial needs assessment completed within 24 hours of first contact.	No. initial needs assessments within 24 hours of first contact divided by total no. contacted	80%	Quarterly
	OS	% engaged cases that have a detailed needs assessment completed within 3 days of first contact.	No. detailed needs assessments within 3 days of first contact divided by total no. contacted	80%	Quarterly

Outcome	Applicable Services <sup>1</sup>	Description	Calculation	KPI Target	Reporting Frequency
	OS	% engaged cases moved into settled accommodation within 3 months of receipt of referral	No. moved into settled accommodation within 3 months of referral divided by total no. referrals	50%	Quarterly
	OS	% engaged cases who have been homeless or rough sleeping in Thurrock for more than a month – and who have links outside of the area - who are reconnected with their place of origin.	No. homeless/rough sleeping for more than one month divided by total no. homeless/rough sleeping	95%	Quarterly
	OS	% engaged cases who are supported to settle in more secure accommodation who do not return to rough sleeping within 6 months.	No. not returning to rough sleeping within 6 months divided by total no. supported to settle	95%	Quarterly

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