



**FORWARD TOGETHER**

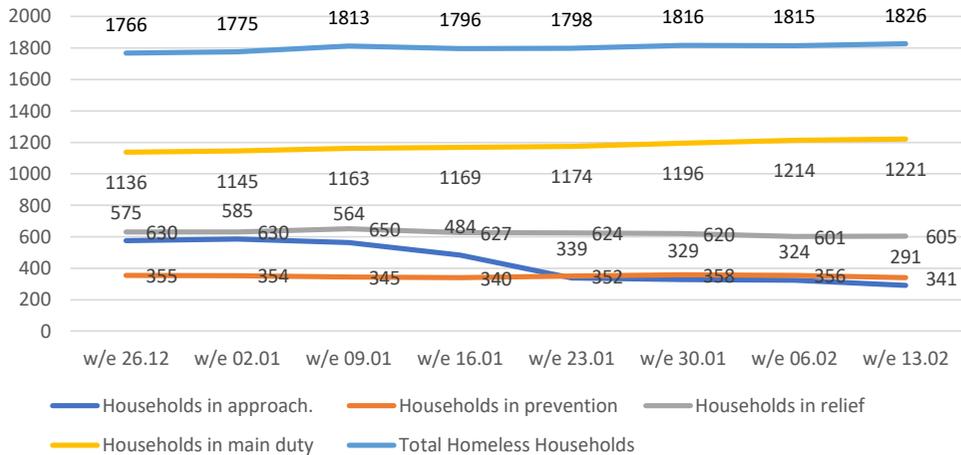
# Homeless and TA Data Pack

# Summary & Highlights – w/e 13.02.26

Measure	Movement in Fortnight	Trend
Total Homeless Households		
Preventions		
Approaches		
Acceptance (Approach vs Duty Accepted)		
In Relief		
Cases closed		
Total TA with no HB		
DoD Evictions		
Arrears Evictions		
Total debt (incl. FTA)		
Total households vs Forecast		
Overdue complaints		

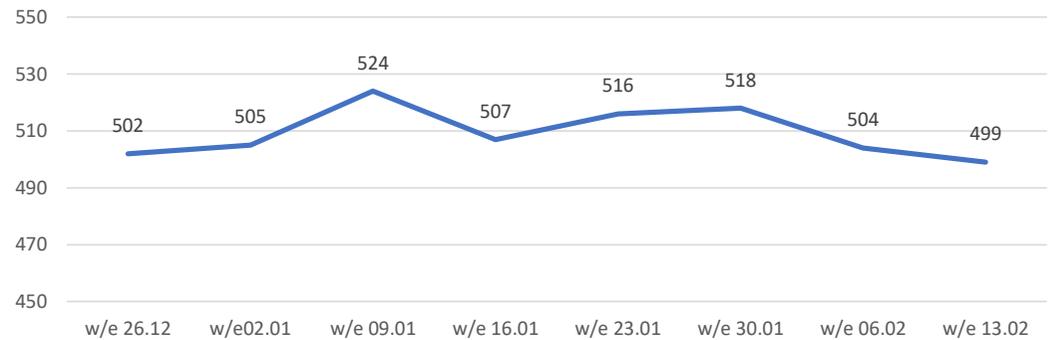
1. Total number of homeless households remains over 1,800 for third consecutive week.
2. Number of preventions decreases in-week but average remains at just under 8 prevention / week.
3. Since November 2025 a total of 103 preventions of which 49 required incentive payments costing £234k. Investment in incentive scheme means cost avoidance of approximately £4.9m.
4. Cases 'In Relief' (being accessed) remains just around 600 with those > 56 days remaining around 500.
5. Cases closed in week is 77, close to average of 72
6. Acceptance rate (Approach vs Duty Accepted) remains above 10% and increasing week on week.
7. Former TA Accounts Arrears increase to £7.3m with number of cases increasing sharply in week to 1,634.
8. Number of households in TA around 1,380, 80 above the forecast of 1,300
9. Complaints has seen a decrease in period.

# Housing Demand



- Total homeless cases remains over 1,800 for third consecutive week.
- The number of cases registered as being 'In Approach' has fallen by nearly 200 in the last 5 weeks.

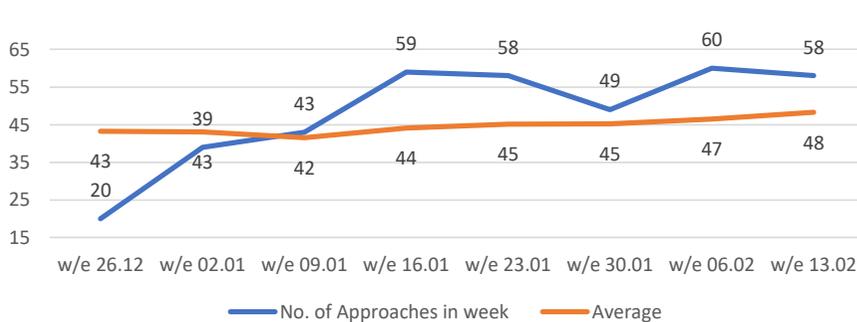
Total no. households in relief > 56 days



- Cases in relief >56 days decreases in week but remains at around 500. The target is to clear the backlog by August 2026.
- 128 of these cases are not currently in TA. If they are assessed, it is likely a main duty will be accepted and they will move into TA.

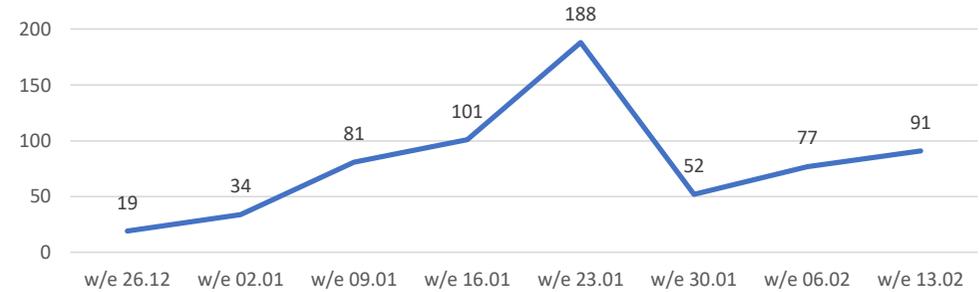
# Housing Demand

Total approaches in week



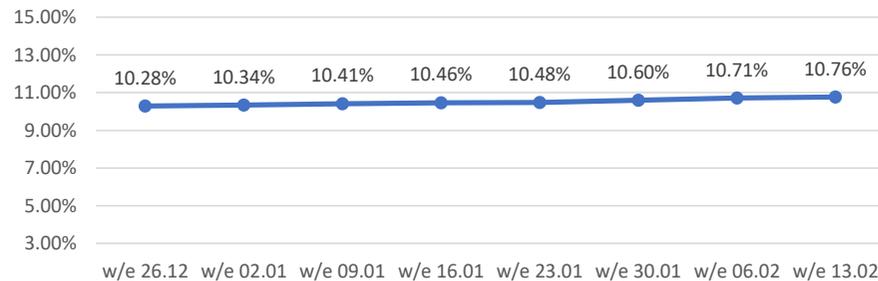
- An in-period increase in approaches. The weekly average increases for 6<sup>th</sup> week to 48.

Total closed in week (regardless of current status)



- Number of cases closed in-period is 91.

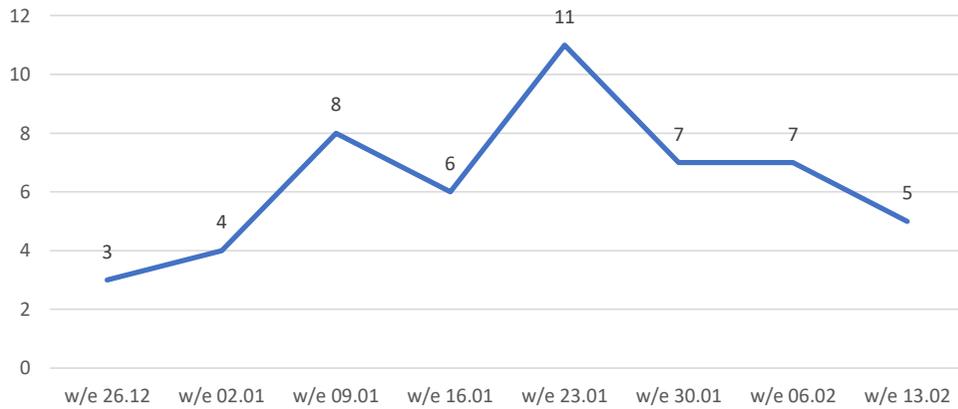
Acceptance Rate - point of approach vs duty accepted



- Risk** – As backlog cases are assessed and added the acceptance rate increases. At the start of 2025/26, the rate was 9.85%

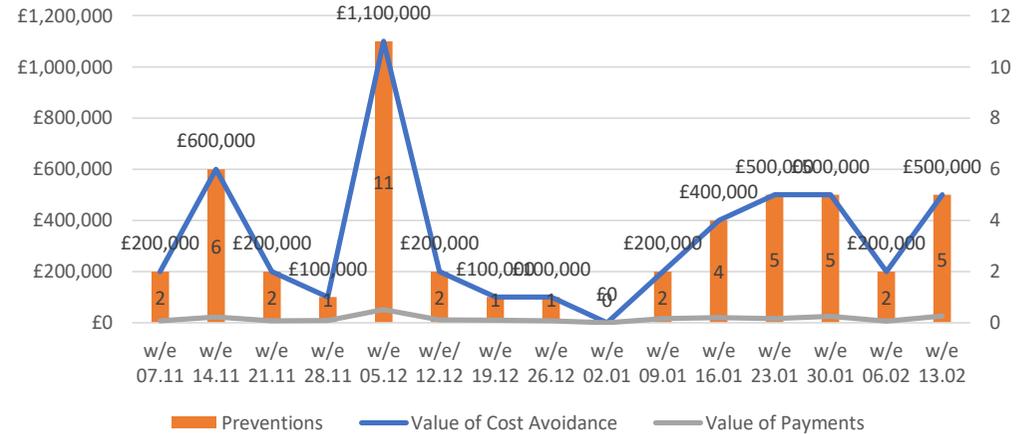
# Housing Demand

Number of Preventions per Week



- 5 preventions in the week is below the average of 6.3.

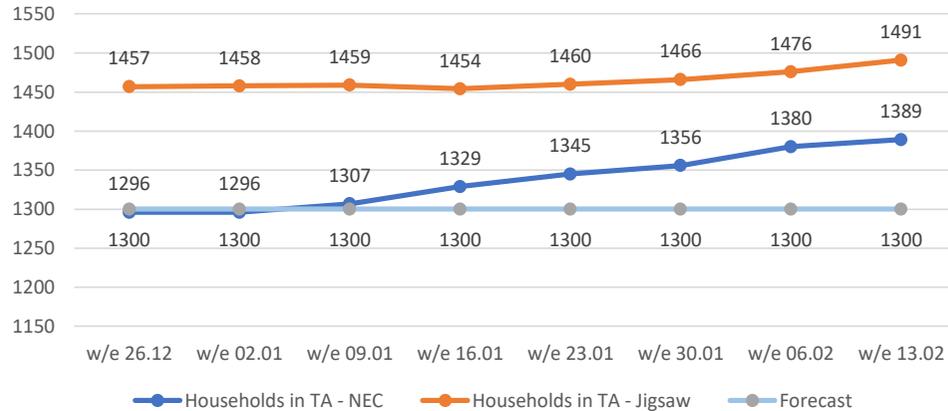
Preventions and Cost Avoidance



- All 5 preventions in the week were facilitated by incentives payments. The £25k of incentive payments generated £500,00k of cost avoidance.

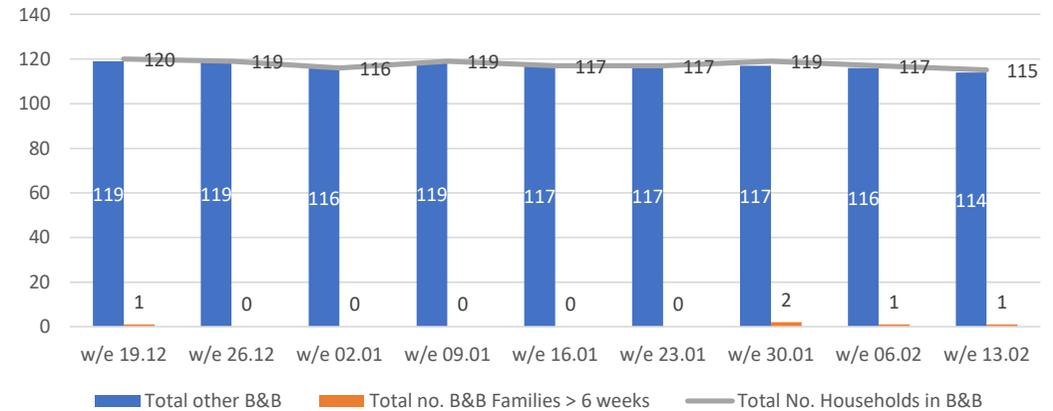
# Temporary Accommodation

Households in TA vs Forecast



- **Risk** - No. of live TA tenancies in NEC has surpassed the forecast 1,300 and is now at 1,389.
- **Risk** – No. of live TA in Jigsaw is 102 higher than in NEC. Data reconciliation officers will deal with the gap.

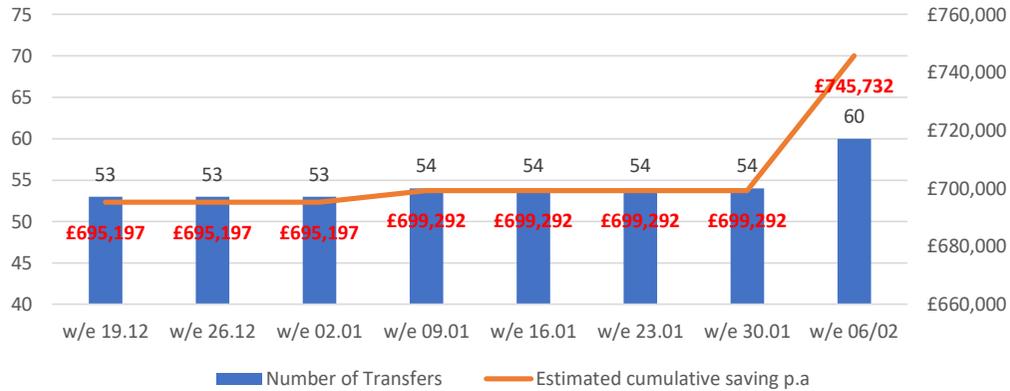
Households in B&B



- B&B and shared services accommodation has plateaued. 1 families in B&B > 6 weeks – but this is being investigated as the child is not considered dependent on the mother

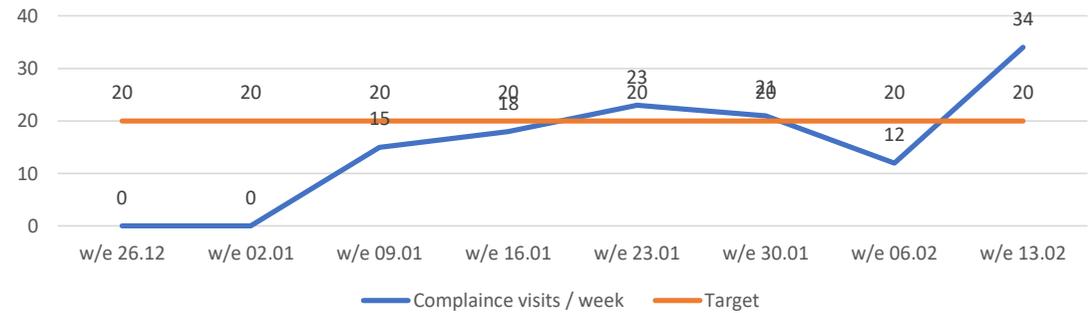
# Temporary Accommodation

TA Transfer Savings



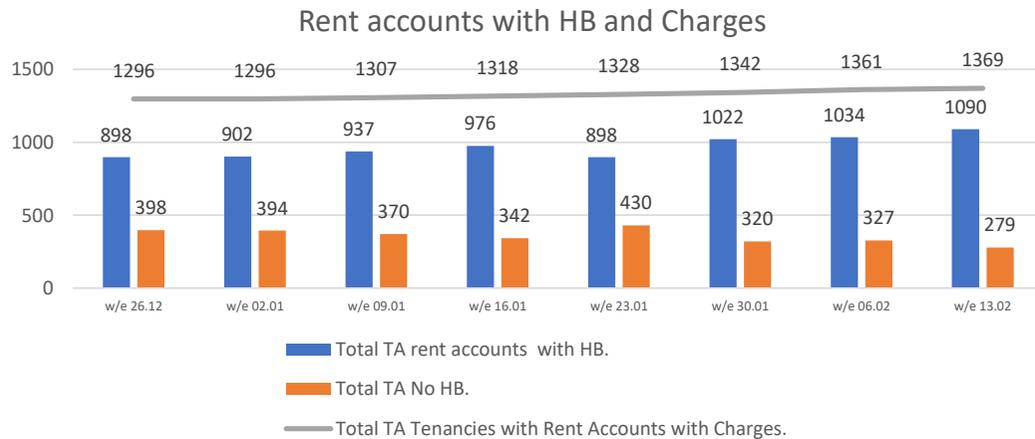
- No change in week.

Compliance Visits

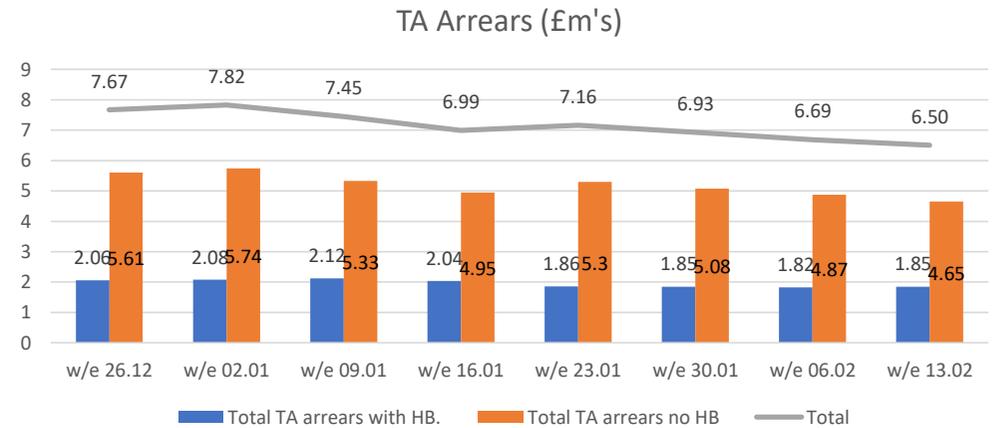


- Number of visits has significantly increased in period as both members of staff are back.

# Income Recovery & HB

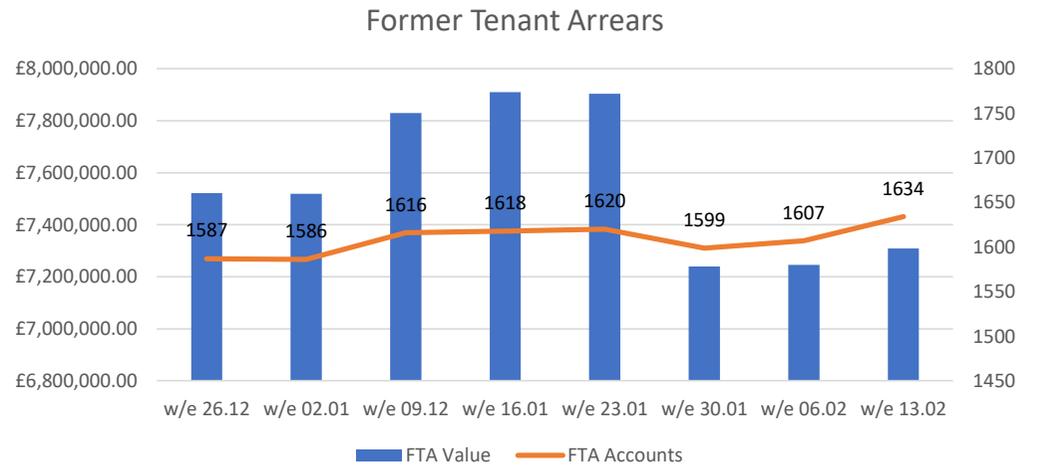
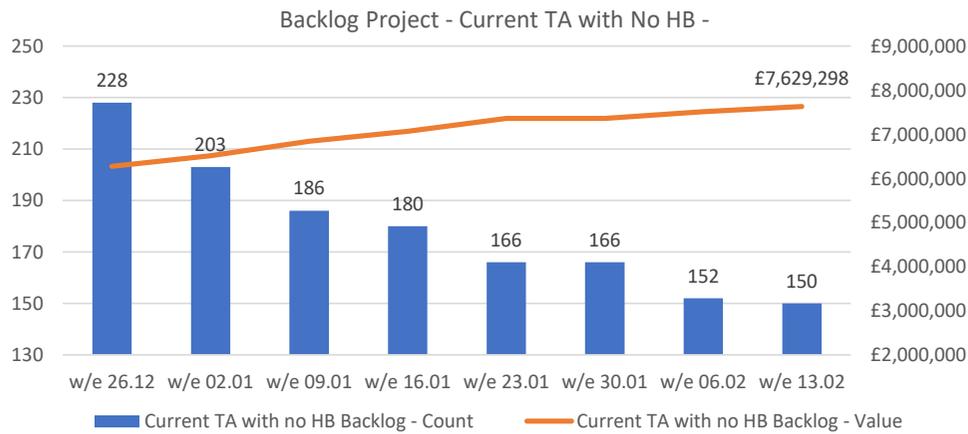


- Number of cases with Housing Benefit payments has continued to increase.
- Number of cases without HB reduced by almost 50 in the week as forms are processed and payments made.



- Current TA arrears continues to decrease.
- 0 evictions for rent arrears in the week.

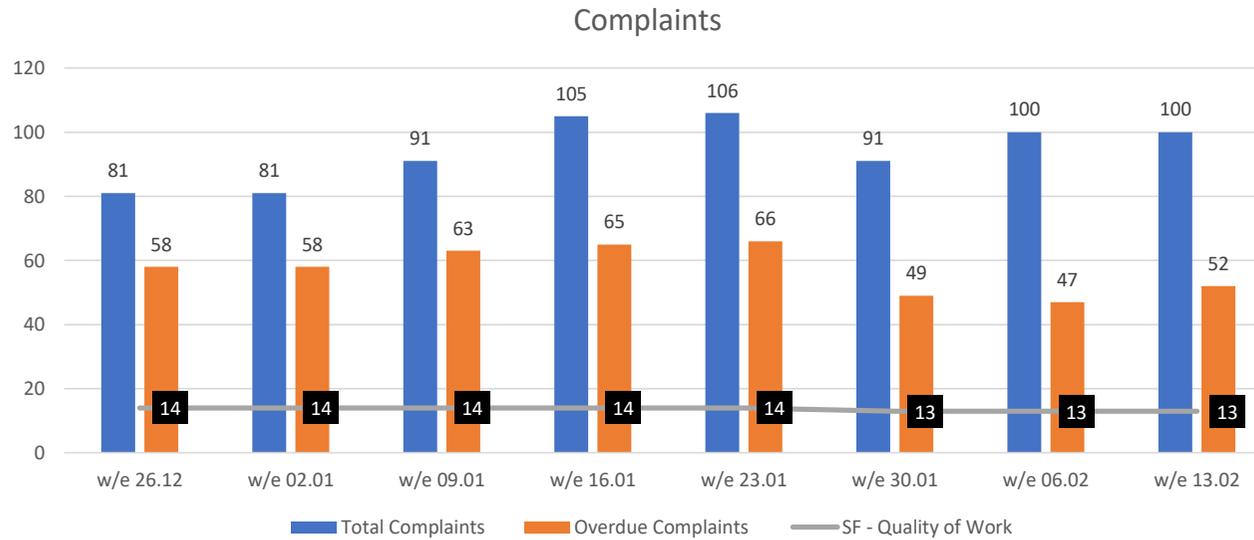
# Income Recovery & HB (Backlog cases)



- **Risk** – Of the backlog, 55 still need ‘proof of identity’ documents before being processed.

- **Risk** – FTA has increased steadily over the last three weeks.

# Complaints & Health and Safety



- Complaints, including overdue complaints, has increased. Being dealt with at weekly complaints taskforce meetings.
- **13** complaints linked to repairs and maintenance / work quality – no change in reporting period.