

Appendix 3: Detailed Operational Update Since November 2025

The service has continued to tackle the challenges identified at the November 2025 Cabinet meeting. Since then:

- **Demand remains high**, with around **50 households per week** presenting as homeless or potentially homeless.
- The **assessment backlog** remains over **500 cases**, with an estimated **80%–90%** of these already in, or likely to enter, temporary accommodation.
- Work to reduce both the backlog and cases without Housing Benefit is progressing, though **over 320 cases** remain without HB due to the volume of historic and complex cases.
- The **early intervention team** is having a significant impact, increasing preventions to **nine per month**, generating an estimated **£3.8m in cost avoidance**.
- Establishing a **dedicated compliance team** and strengthening checks and balances has improved the safety and oversight of temporary accommodation.
- **Data quality and reporting improvements** now enable consistent, clear reporting to senior officers, Cabinet, Scrutiny and DLUHC, supporting the successful award of **£400k in additional grant funding**. Continued data-quality improvement remains a priority to deliver further transparency.