



FORWARD TOGETHER

Housing Needs & Support - Data Tracker Quarterly Update for Cabinet

22.06.2026

Summary & Highlights – w/e 05.06.26

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		

- **Success** – A single TA transfer has saved an annualized £26.5k. The nightly rate was reduced by £90 / night.
- **Success** – the number of households in B&B / shared facilities accommodation stays below 100 for three consecutive weeks.
- Total number of homeless households remains around 1,800 for eighteenth consecutive week.
- The average number of preventions has remained to around 9 / week.
- The average number of approaches increases to over 58 / week. Based on current acceptance rate of 12.5%, we anticipate 5-6 full duty accepted and therefore 7 -8 placements into TA / week.
- Cases 'In Relief' (being accessed) down significantly to around 357 with those > 56 days reducing to 252 of which **68 are NOT already in TA**.
- Overall arrears drops to around £13.5m. Zero evictions during last 5 months.
- **Risk** - Number of households in TA (excl. JEH) increase to 1,518, 218 above the 2026/27 forecast target of 1,300
- **Risk** - Part 6 & 7 duty discharge remains very low.
- **Risk** - Complaints has increased significantly over the last four weeks to 126 from 51 at start of April with 98 overdue up from 19 at the beginning of April. All complains linked to health and safety matters have been cleared.

Prior Years & 26/27 TA Budget Forecast, Arrears & Subsidy loss

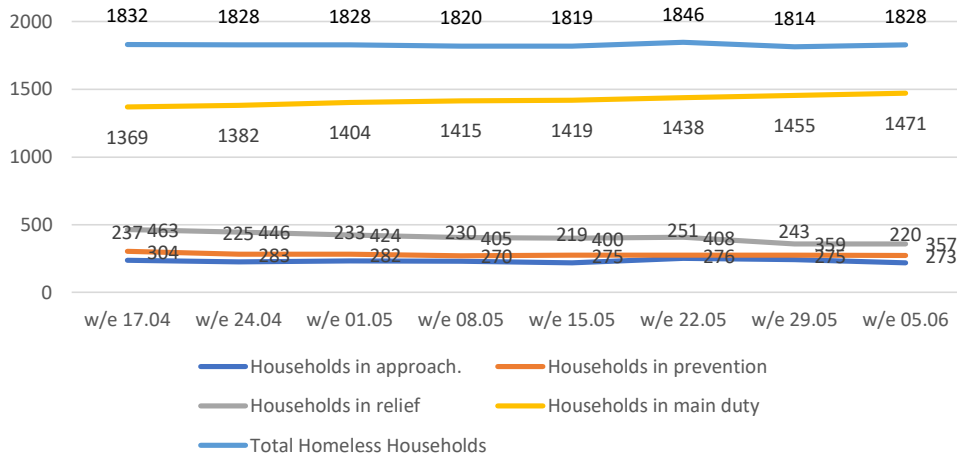
Description	2022/23 Outturn	2023/24 Outturn	2024/25 Outturn	2025/26 Outturn	2026/27 Current Budget	2026/27 Forecast @P01	2026/27 Forecast @P02	2025/26 Variance from Budget	Forecast Risk
TA Households with Rent Accounts									
Total - Opening				1,292	1,350	1,437	1,488	138	
Estimated Movement (net)				148	-100	-275	-377	-139	
Total - Closing (31st March)	676	846	1,298	1,440	1,250	1,162	1,111	-278	
Average TA Households				1,366	1,300	1,300	1,300		
Average gross costs per HH per month				£2,191	£2,148	£2,148	£2,148		
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Total Accommodation costs	£8,571	£19,623	£31,979	£35,917	£33,501	£33,501	£33,501	£0	£2,416
Total Rental Income	-£5,137	-£13,385	-£24,280	-£34,130	-£32,721	-£32,721	-£32,721	£0	-£2,368
TA Variance (net)	£3,434	£6,238	£7,699	£1,787	£780	£780	£780	£0	£48
Current Tenants	£1,004	£9,401	£11,670	£6,544	£6,544	£5,558	£5,604	-£940	
Former Tenants	£1,214	£1,161	£4,214	£7,194	£7,194	£7,921	£7,931	£737	
Rent credits	-172	-179	-375	-699	-£699	-£622	-£625	£74	
Total Arrears (net)	£2,046	£10,383	£15,509	£13,039	£13,039	£12,857	£12,910	-£129	
Total HB Expenditure - Non-HRA	£7,636	£6,967	£24,036	£34,017	£31,186	£31,186	£31,186	£0	£2,273
Total Subsidy Recovered - Non-HRA	-£3,201	-£2,648	-£11,277	-£12,533	-£11,118	-£11,118	-£11,118	£0	-£818
Total HB Subsidy loss (£)	£4,435	£4,319	£12,759	£21,484	£20,068	£20,068	£20,068	£0	£1,455
Net Adjustments				868					
Total HB Subsidy loss (£)	£4,435	£4,319	£12,759	£22,352	£20,068	£20,068	£20,068	£0	£1,455
Total HB Subsidy loss (%)	58%	62%	53%	64%	64%	64%	64%		64%
TA & HB Subsidy total (net)	£7,869	£10,557	£20,458	£24,139	£20,848	£20,848	£20,848	£0	£1,503

The number of households continues to increase as backlogs are worked through and new allocations team members are onboard.

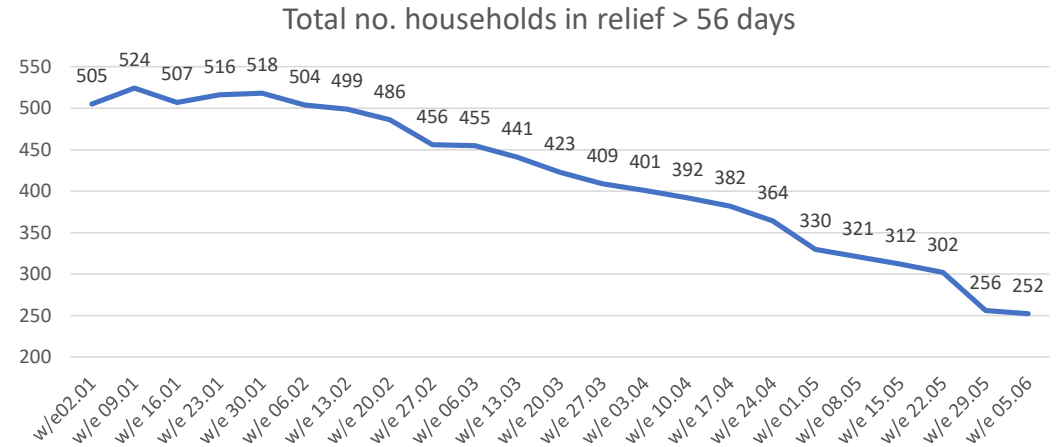
The forecast subsidy and TA rent loss at the end of 2026/27 is £20,848 and as of P2 we remain on track. However, there is always a 2-3 month 'lag' in receiving and paying invoices and as such reporting in P3 will be an important indicator as to the overall position.

The team must carefully manage new approaches, costs of current TA and increase move-ons to remain within the budget.

Housing Demand

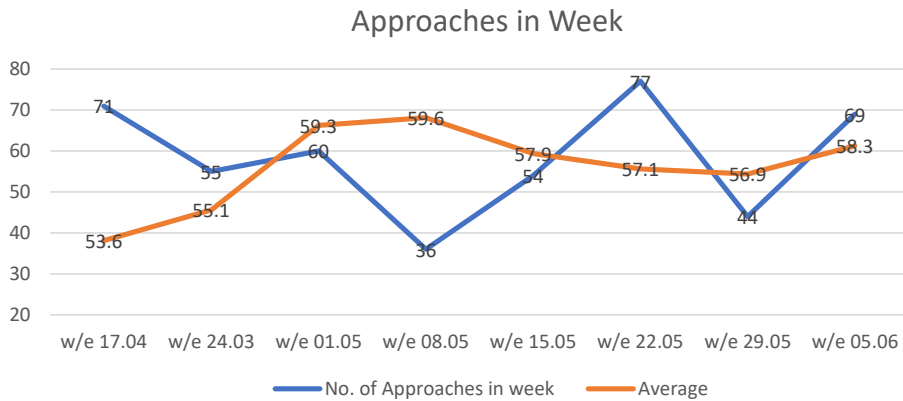


- Total homeless cases remains just over 1,800 for **nineteenth** consecutive week.
- The number of cases registered as being 'In Relief' continues to fall.

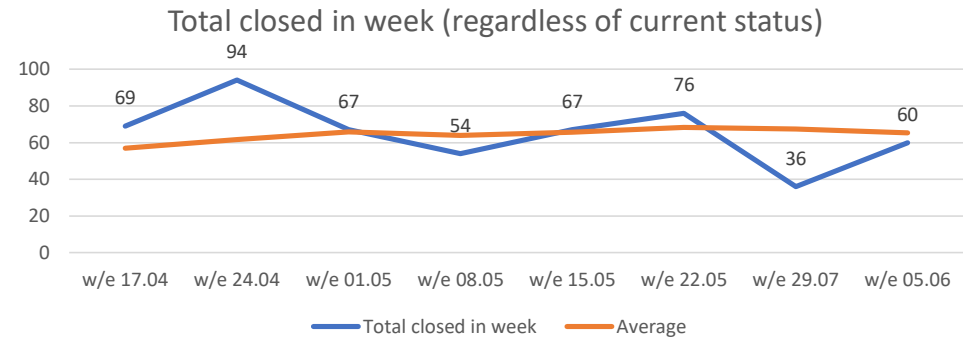


- Cases in relief >56 days decreases to 252.

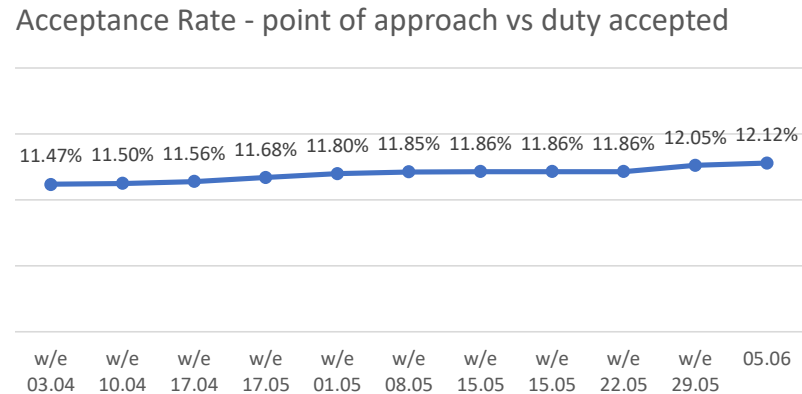
Housing Demand



Approaches has steadied over the period and the average over the last 9 weeks remains 58 / week.

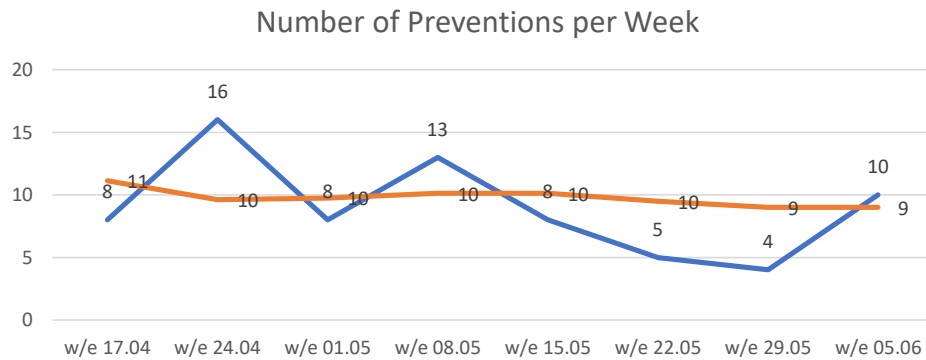


Number of cases closed in-period has remained at around 65 for the last four weeks.

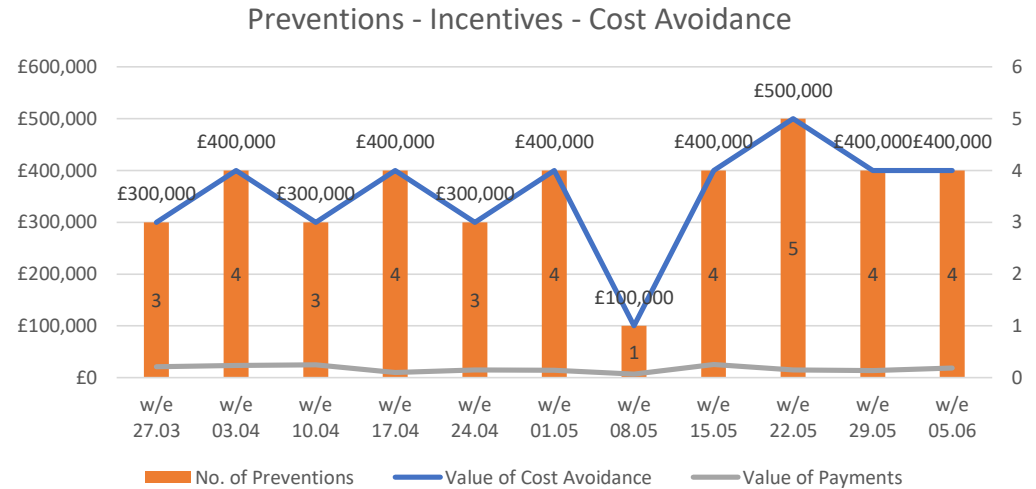


- **Risk** – At the start of 2025/26, the rate was 9.85%. It now remains at just over 12%.

Housing Demand



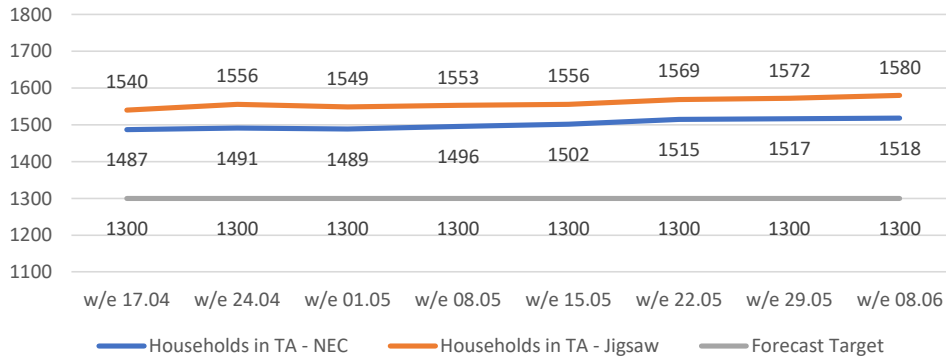
- The in-week performance has increased significantly however the average remains around 9 cases of homelessness prevented every week.



- Since November 2025 there have been 122 incentive payments made totalling £623k. This investment has meant cost avoidance of approximately £12.2m.

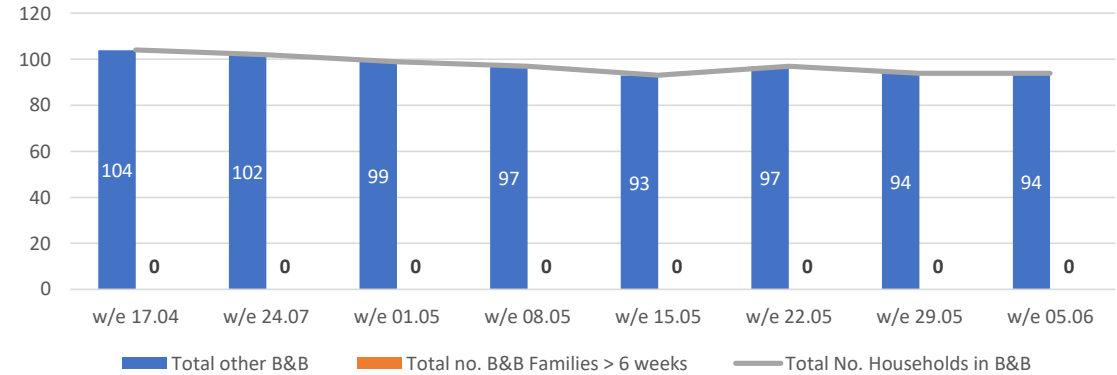
Temporary Accommodation

Households in TA (incl. JEH) vs Forecast



- **Risk** - No. of live TA tenancies in NEC remains above the forecast 1,300 and is now at 1,518.
- The 2026/27 target of 1,300 is now being tracked. With JEH properties excluded, the Council is 218 households over target.

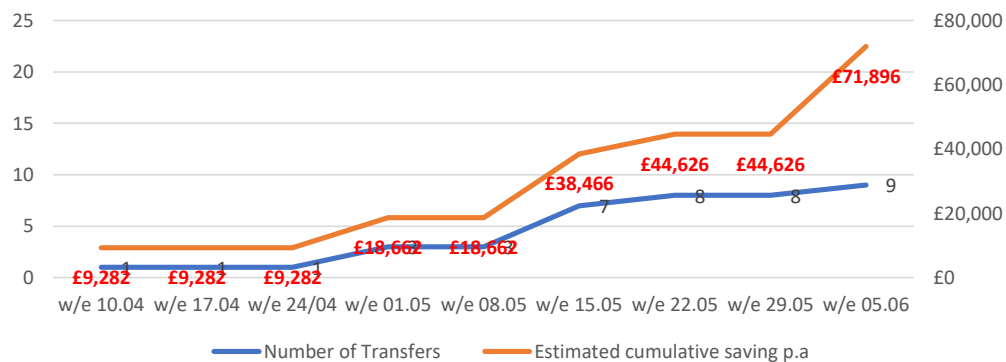
Households in B&B



B&B and shared services accommodation continues to gradually decrease and remains below 100. Zero families in B&B > 6 weeks.

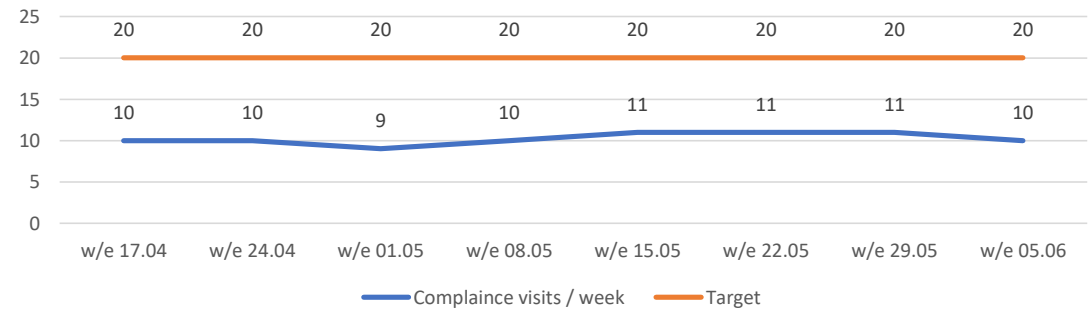
Temporary Accommodation

TA Transfer Savings 2026/27



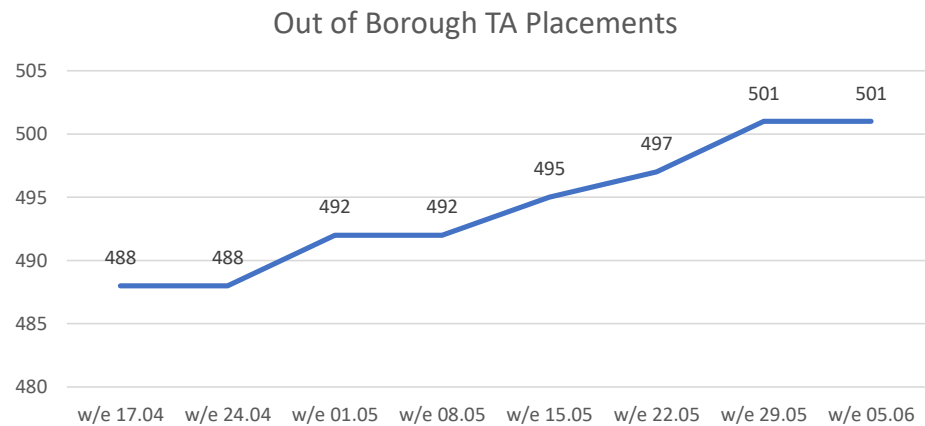
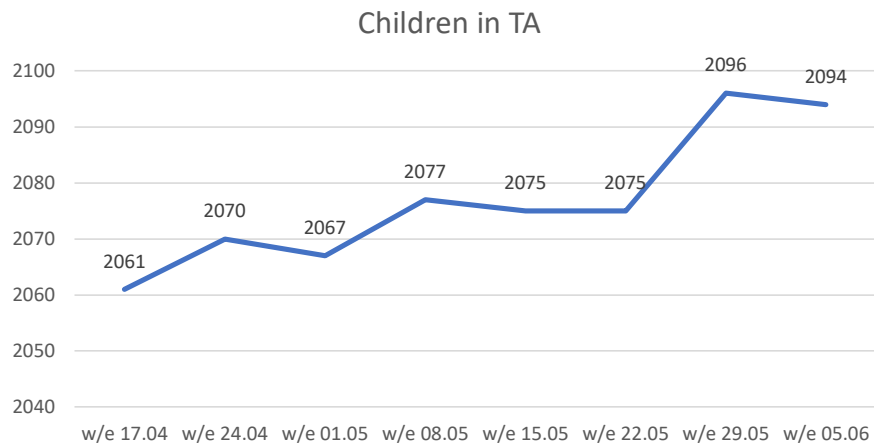
- A significant increase in-week following a single transfer that saved £90 / night.

Compliance Visits



- We continue to visit a many properties as possible with just 1 officer.

Temporary Accommodation



- The number of children in TA has steadily increased over the last 12 weeks as the backlog is worked through. However, this appears to have plateaued at present.

- The number of out of borough placements has steadily increased as the backlog is worked through however in-week placements has remained the same.

Risk - Temporary Accommodation – Move On

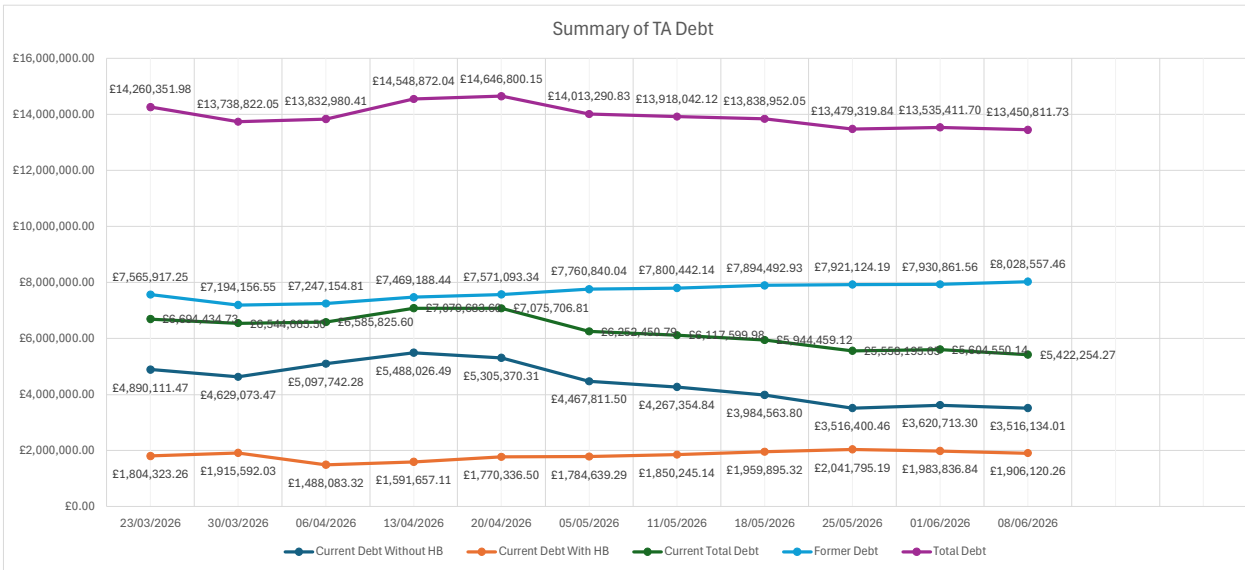
Part 6 lettings															
	w/e 27.02	w/e 06.03	w/e 13.03	w/e 20.03	w/e 27.03	w/e 03.04	w/e 10.04	w/e 17.04	w/e 24.04	w/e 01.05	w/e 08.05	w/e 15.05	w/e 22.05	w/e 29.05	w/e 05.06
SBC HRA	0	1	2	6	6	1	0	4	0	1	1	0	2	0	0
RP Partner	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

- We continue to have a very low permanent discharge (move on) to HRA and RP due to a) low resource, although this has increased to 9 officers w/c 8th June, b) low number of HRA voids and c) RP engagement only just re-starting following the departure of the Head of Service.

Part 7 lettings via Move-on Providers															
	w/e 27.02	w/e 06.03	w/e 13.03	w/e 20.03	w/e 27.03	w/e 03.04	w/e 10.04	w/e 17.04	w/e 24.04	w/e 01.05	w/e 08.05	w/e 15.05	w/e 22.05	w/e 29.05	w/e 05.06
HomeFinder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Reloc8te	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0
LizzieB	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

- Move on providers appointed in January 2026 continue to struggle to re-locate households into permanent accommodation. A total of 6 offers have been made in the period with 2 households moving to permanent accommodation. Additional pressure now as one provider, Bridge Housing, has not returned their SLA and cannot be onboarded.

Arrears Summary & Action Status

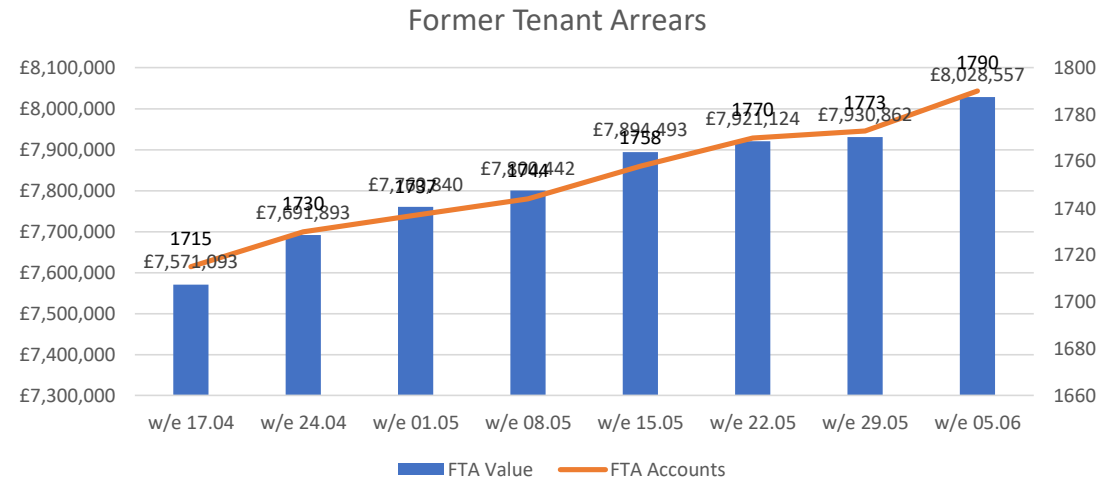
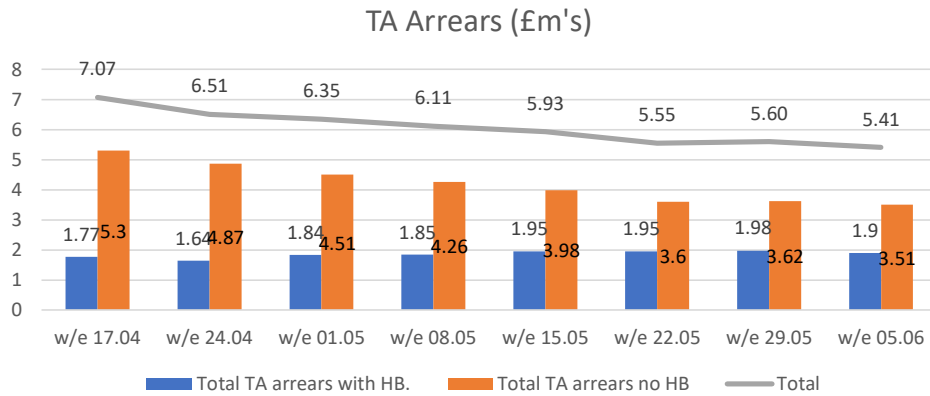


Total debt reduces slightly in the period. Current arrears continues to reduce relatively quickly as new HB claims are processed. However former rent arrears continues to rise.

Total	Value	No of account	Variance to prior week
Arrears cleared	£46,645.45	14	£35,082.32
Arrears letter	£3,023,066.36	442	£3,023,066.36
ARRG	£7,905.84	3	-£264,289.28
Eviction due	£11,600.01	1	-£19,429.52
FT01	£532.90	2	-£104,760.48
HB awarded	£237,625.32	67	£237,625.32
HB cancelled	£33,546.01	4	-£41,564.37
HB evidence requested	£108,144.81	8	-£448,952.25
HBTR	£0.00	0	-£404,736.26
Invite to claim HB	£241,280.05	11	-£77,321.42
Notice due	£0.00	0	-£50,772.90
Notice served	£910,675.76	66	£884,318.08
Personal contact letter	£226,712.70	35	£226,712.70
System error	£92,593.92	1	£18,119.59
(blank)	£159,227.87	39	£20,051.40
Deceased (NEW)	£0.00	0	-£92,111.66
To be terminated (NEW)	£67,925.00	1	-£5,536,625.14
Court Hearing Scheduled	£254,772.27	6	£254,772.27
Waiting for HB - technical	£0.00	0	£0.00
Total	£5,422,254.27	693	-£182,295.87

Please note the number of Notices due and / or served. This is a significant increase in activity since April 2026/ 27 started.

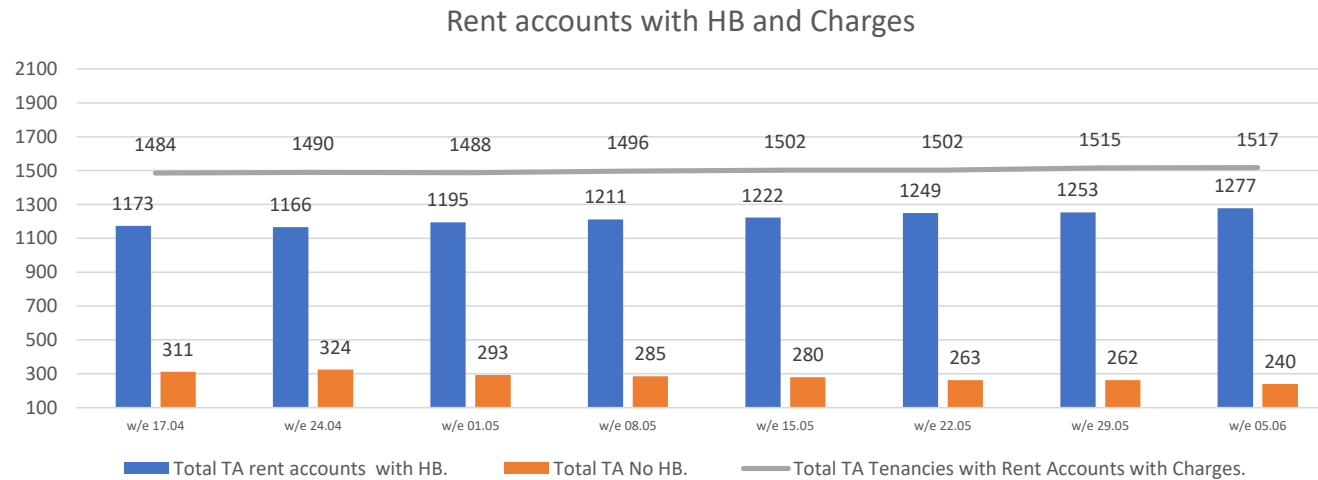
Arrears Detail



- Current arrears has decreased over the last week and remains below £6m. This has reduced from £12m in March 2025.
- One potential eviction has been prevented by the resident agreeing to apply for HB. Officers have obtained 2 possession orders which are due to expire 10th June.

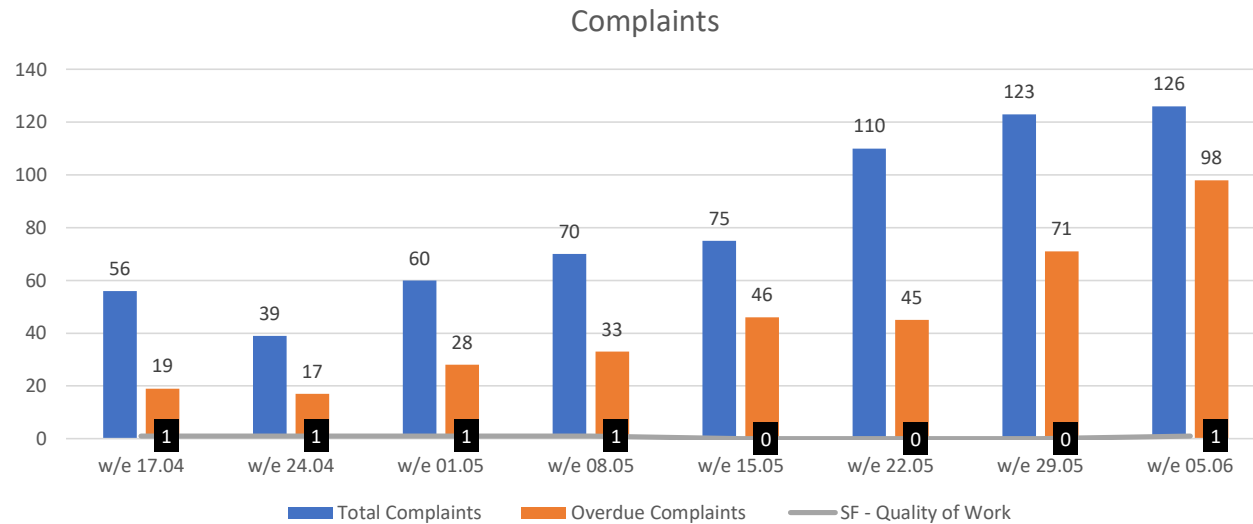
- **Risk** – FTA has steadily increased over the last 8 weeks. The number of cases has increased to 1,790.

Income Recovery & HB



- Cases not in receipt of HB continues to fall and now stands at 240.

Complaints & Health and Safety



- Current and overdue complaints have increased significantly over the period.
- Complaints linked to repairs and maintenance / work quality have been reduced to zero.