

REPORT FOR: PERFORMANCE AND
FINANCE SCRUTINY
SUB-COMMITTEE

| | |
|-------------------------------|--|
| Date of Meeting: | 6 November 2012 |
| Subject: | Chair's report |
| Responsible Officer: | Alex Dewsnap, Divisional Director, Strategic Commissioning |
| Scrutiny Lead Member area: | All areas |
| Exempt: | No |
| Enclosures: | <i>Appendix A: Note of Chair's briefing held on 4 September 2012</i> <i>Appendix B: Summary of issues selected for further monitoring at Q1 2012/13</i> <i>Appendix C: Neighbourhood champions (additional info)</i> <i>Appendix D: child protection guidance and workflow (additional info)</i> <i>Appendix E – causes of homelessness (additional info)</i> |

Section 1 – Summary and Recommendations

This report sets out issues considered by the Chair since the last meeting of the Performance and Finance scrutiny sub-committee.

RECOMMENDATIONS:

The sub-committee is requested to note the report.

Section 2 – Report

Introductory paragraph

This report outlines the work of the Chair and Vice-Chairman since the last meeting of the sub-committee, held on 12 September 2012.

Background

1. Chair's briefing – 4 September 2012

A briefing for the Chair and Vice-Chairman was held on 4 September. A note of the briefing is available at Appendix A. The meeting covered:

- Update on Internal Audit Review of Application of Contract Procedure Rules
- Corporate Scorecard Q1 2012/13 and update on indicators identified for further monitoring
- Annual Corporate Scorecard 2011/12
- SAP briefing – dates for a briefing were discussed

Agenda items were also agreed for the 6 November meeting.

2. Future chair's briefings

A briefing on SAP has been arranged for 1 November 2012. The next Chair's briefing will be held in late November 2012.

3. Agenda items – 6 November 2012

Items are:

- P&F chair's report
- Annual equalities update

The following items will be considered at a later date:

- Report on progress – debt recovery review: processes are being updated to reflect welfare reform. An update on the review is scheduled for the 23 April 2013 meeting of the sub-committee.
- Household planning application performance – update: this item will be considered at the meeting of the sub-committee on 29 January 2013, as the Lean review on which the report will be largely based is still underway.
- IT issues – migration to Outlook: a briefing was held on 15 October, attended by the chair of P&F and the vice-chairman of O&S (Cllr Paul Osborn). The Portfolio Holder (Cllr Graham Henson) and Portfolio Holder's Assistant (Cllr Bill Phillips) were in attendance. A full report will be provided to the sub-committee at a future date.

Financial Implications

This report deals with matters of financial and service performance throughout.

Performance Issues

This report deals with matters of financial and service performance throughout.

Environmental Impact

Not applicable.

Risk Management Implications

Not applicable.

Corporate Priorities

The work of the sub-committee addresses all of the council's corporate priorities.

Section 3 - Statutory Officer Clearance

Not required for this report.

Section 4 - Contact Details and Background Papers

Contact: Heather Smith, Scrutiny Officer, 020 8420 9203,
heather.smith@harrow.gov.uk

Background Papers:

Strategic Performance Report for Q1 – available at:

<http://www.harrow.gov.uk/www2/documents/s100339/SPR%20Q1%202012-13%20-%20Appendix%201.pdf> (Cabinet, 13 September)

APPENDIX A

PERFORMANCE AND FINANCE SCRUTINY SUB-COMMITTEE

Chair's briefing – Tuesday 4 September

Members:

Councillor Sue Anderson (Chair)

Councillor Barry Macleod-Cullinane (Vice-Chairman) (items 2 – 4)

Officer attendees:

Liz Defries, Service Manager – Performance & Data Services (items 1-5)

Susan Dixon, Service Manager – Internal Audit (item 1)

Heather Smith, Scrutiny Officer

Guy Fiegehen, Scrutiny Officer

NOTES

1. Update on Internal Audit Review of Application of Contract Procedure Rules

The Service Manager – Internal Audit advised that of the seven recommendations issued in the original red report, two have been fully implemented. Of the five in progress, three are reliant on the introduction of the new SAP model which has been delayed until October. One of the main issues is that until these changes are made an officer other than the budget holder can authorise purchases, which does represent good practice.

There has been some improvement to the percentage of orders raised in compliance with the contract procedures rules (CPR); compliance at the end of 2010/11 was 71% and had increased to 85% at the end of 2011/12. This been achieved, in part, through monthly monitoring. The target is for 90% compliance with the CPR.

Changes to the SAP model should also help to push up improvements when coupled with monthly monitoring. When improvement is well established monitoring may be reduced to quarterly monitoring.

A follow-up memorandum for the audit review will be issued to the Governance, Audit and Risk Management Committee.

The Chair expressed concern at the length of time being taken for the organisation to address these issues. It was noted that the Chair and Vice-Chairman have already requested a briefing on current issues with SAP and planned future improvements.

2. Corporate Scorecard Q1 2012/13 and update on indicators identified for further monitoring

The scorecard was reviewed and updates considered. Detailed comments and follow-up action are identified in the attached appendix.

3. P&F sub-committee meeting – 12 September 2012

The report on revisions to the sub-committee's terms of reference was agreed for inclusion on the agenda.

4. SAP briefing

Members identified Monday 22 and Tuesday 23 October as possible meeting dates.

5. Annual Corporate Scorecard 2011/12

The scorecard was reviewed. Detailed comments and follow-up action are identified in the attached appendix.

6. P&F sub-committee meeting – 6 November 2012

The provisional agenda items were confirmed as follows:

- P&F chair's report (Heather Smith)
- Revenue and capital monitoring (Q2 – if available) (Julie Alderson)
- Household planning application performance – update (Stephen Kelly)
- Annual equality monitoring report (Mike Howes/Mohammed Ilyas)
- Report on progress – debt recovery review (Fern Silverio)

Heather Smith

Scrutiny Officer

September 2012

APPENDIX B**Indicators brought forward for further monitoring at P&F Chair's briefing**

| Indicator | Selected for monitoring | Status (Q1 2012/13) | Update at Q1 | Comments and action to be taken (Q1) 4 September 2012 briefing |
|--|---|---------------------|--|--|
| Keeping neighbourhoods clean, green and safe | | | | |
| NI 32 - repeat incidents of domestic violence | Q3, 2010/11 | LG | - Members are meeting with the borough commander to explore the potential for the development of a standard template of crime/community safety performance information being made available to scrutiny members. This meeting will take place in September. | Monitoring at chair's briefing to continue. Further analysis of the Smartwater campaign is expected at the end of September. |
| - Residential burglaries - Serious acquisitive crime | Q2, 2011/12 | HG LG | - The 2012/13 crime targets are set by the Metropolitan Police based on a 5% reduction against the outturn for 2011/12. The target for each quarter is seasonally adjusted based on data from the past three years. | |
| NI 192 - Percentage of household waste sent for re-use, recycling and composting | Q4, 2011/12 | LG | - | No further monitoring required at this stage. |
| Improved street and environmental cleanliness: - NI 195a – litter - NI 195b – detritus - NI 195c – graffiti | Q2, 2011/12 (litter/detritus); Q4, 2010/11 (graffiti) | LG HR HR | Data for the first survey has arrived earlier this year and is therefore reported at Q1. Service commentary: The survey results will be analysed during Q2 to establish whether the scores are due to one off circumstances or whether remedial actions are required to resolve issues. | Monitoring at chair's briefing to continue. This indicator is becoming harder to compare with other authorities as some have moved away from using an outside contractor to measure performance. |

| Indicator | Selected for monitoring | Status (Q1 2012/13) | Update at Q1 | Comments and action to be taken (Q1) 4 September 2012 briefing |
|--|-------------------------|---------------------|--|---|
| United and involved communities: a Council that listens and leads | | | | |
| How well informed do residents feel (Involvement Tracker) | Q1, 2011/12 | LR | <p>Service comments: This measure for 'informed about services and benefits' has fallen slightly from the last time it was measured in Q3 2011/12 – from 56% to 54%. However, this is a fall of 2% and is therefore not statistically significant (the Tracker is statistically significant by + or – 3%). The Net informed score of 16% remains the joint highest ever and shows a positive upward trajectory since the introduction of the tracker in 2007 when it stood at -7%. Residents are also asked three other 'informed' questions</p> <ul style="list-style-type: none"> • The council's plans for the future - up from 38% to 43% which is the highest ever while Net informed went from -17 to -5 • How to get involved in local decision making - stayed at 35% the joint highest ever, • Plans to deal with budget reductions up from 24% to 28%, again the highest ever. | Monitoring at chair's briefing to continue. |
| Number of trained neighbourhood champions | Q1, 2011/12 | - | Quarterly target has not yet been set, hence no status. 1,110 are currently trained with further training sessions planned for Sept, Oct and Nov 2012. Map indicating spread across borough supplied separately. | Monitoring at chair's briefing to continue. Members were provided with a map of the distribution of Neighbourhood Champions by ward (see separate document). Members requested details of the target (not set at Q1) as well as further information on net leavers/joiners to the scheme. In addition Members requested that data be presented by household or by km of road by ward which would facilitate more meaningful comparison. |
| Supporting and protecting people who are most in need | | | | |
| - % adults in contact with secondary mental health services in paid employment (same as NI 150 - name changed) - % of adults in contact with secondary mental health services living independently, with or without support | Q1 2012/13 | A LR | | NEWLY IDENTIFIED THIS QUARTER. Members requested further information on how the target is set (NI 150) as well as information on plans in place to improve performance against these indicators. |

| Indicator | Selected for monitoring | Status (Q1 2012/13) | Update at Q1 | Comments and action to be taken (Q1) 4 September 2012 briefing |
|--|---|---------------------|--|--|
| <p>Children Looked After: - % sessions absent from school amongst school age CLA in the school year to date</p> <p>- Rate of fixed term exclusions as a % of the Harrow CLA population</p> | <p>Q1, 2011/12 (sessions absent);</p> <p>Q4 2010/11 (FT exclusions)</p> | <p>HR</p> <p>LR</p> | <p>Service comments on performance: At the end of Q1, which corresponds with the end of the 2011-12 academic year, absence indicators are significantly over target (25+ days 26%, sessions missed 14%. The Virtual School Team has an action plan in place which is being monitored by Corporate Parenting Panel and Scrutiny Committee</p> <p>The percentage of Children Looked After with fixed term exclusions has reduced but remains above target. This is a local indicator, and there is no benchmarking data. Provisional targets have been set at quarterly intervals and relate to the academic year. 12 out of 73 children /young people have had at least one fixed term exclusion. The Virtual Head teacher is identifying risks and working with schools regarding supporting CLA and preventing fixed term exclusions.</p> | <p>Monitoring at the chair's briefing to continue. Members requested that a briefing be set up for the chair and vice-chairman, O&S vice-chairman and the children's leads to investigate further.</p> |
| <p>Termly rate of permanent exclusions as % of Harrow school population</p> | <p>Q2, 2011/12</p> | <p>HR</p> | <p>The number of permanent exclusions has risen from 7 (0.02% of the school population) in the autumn term to 14 (0.04%) in the spring term and 15 (0.05%) in the summer term. This summer's exclusions are higher than the number of exclusions in the 2010-11 summer term (11 - 0.04%).</p> | <p>Monitoring at chair's briefing to continue.</p> |
| <p>Termly rate of fixed term exclusions as a % of Harrow school population</p> | <p>Q3, 2010/11</p> | <p>LR</p> | <p>The number of fixed term exclusions decreased from the autumn term figure of 368 (1.16% of the school population) to 336 (1.06%) in the spring term, and further still to 263 (0.83%) in the summer term. There has also been a significant drop since summer term 2010-11 (320 - 1.02%). The target for this indicator is currently being reviewed.</p> <p>Whilst the local authority works as closely as possible with schools, progression for this indicator largely relies on the work of Academies in order to improve outcomes.</p> | <p>Monitoring at chair's briefing to continue.</p> |

| Indicator | Selected for monitoring | Status (Q1 2012/13) | Update at Q1 | Comments and action to be taken (Q1) 4 September 2012 briefing |
|--|--------------------------|--|---|---|
| Numbers of children with child protection plan for over two years | Q3, 2010/11 | HG | Methodology for reviewing plans to be explained at the meeting. | <p>Monitoring at chair's briefing to continue. Members received a workflow for child protection, which outlined statutory processes and timescales (see separate document).</p> <p>Members requested information on the average length of a plan and the number of plans lasting over 18 months. Further, Members enquired as to the number of plans at each stage of the process.</p> |
| <p>Homelessness:</p> <ul style="list-style-type: none"> - Total number accepted as homeless and in priority need - NI 156 - Number of households living in temporary accommodation - number of households we assist with housing in the private rented sector - Number of cases where positive action is taken to prevent homelessness | Q2, 2011/12 (as a suite) | <p>HG</p> <p>A</p> <p>HR</p> <p>HG</p> | <p>See separate sheet for detail of 'main reason for loss of last settled home for applicant households found to be eligible, unintentionally homeless and in priority need during the quarter'.</p> <p>Leasing is holding up well, but, other procurement is faltering because of benefit uncertainties and the overheated housing market.</p> | <p>Monitoring at chair's briefing to continue. Members reviewed the reasons for loss of housing (see separate document). Over the last four quarters the main reason was termination of assured shorthold tenancy. Members requested a briefing on the prevention work of the council and alternative solutions. A resident had advised a Member that having been given a list of local lettings agents, a number of them refused to take tenants in receipt of LHA, wasting the time of the resident who had made a wasted phone call.</p> |
| Council adaptations: average time from assessment to completion of works (weeks) | Q3 2011/12 | HG | The indicator does include time spent on planning applications. The target for 2012/13 has been tightened to 35 weeks (was 41 weeks). 'Simple' and 'complex' analysis awaited. | Monitoring at chair's briefing to continue. Members reiterated their request for a breakdown by complexity of case. |

| Indicator | Selected for monitoring | Status (Q1 2012/13) | Update at Q1 | Comments and action to be taken (Q1) 4 September 2012 briefing |
|---|--|---------------------|---|---|
| Supporting our town centre, our local shopping centres and businesses | | | | |
| Visits to museum – number of physical visits | Q2, 2011/12 | - | No Q1 target set hence no status. Numbers increased from 6,324 to 10,486 | No further monitoring required at this stage. Future changes are planned to the museum. |
| Libraries: - number of physical visits - Hours of use of public library computers (no target) | Q3, 2011/12 | A - | Increased by c 3,000. Reduced from 22,264 to 19,370 | No further monitoring required at this stage. Members were pleased to note that performance has improved again. |
| Visits to leisure centre – number of physical visits | Q4, 2011/12 | HG | Target maintained at 200,000, Q1. | Monitoring at chair's briefing to continue. Members requested information on reasons for maintaining the target rather than setting a more stretching goal. |
| Increase the percentage difference between Harrow and the rest of London in respect of JSA | Q1 2012/13 | LR | | NEWLY IDENTIFIED THIS QUARTER. Members were advised that the target relates to Harrow widening the gap between the level of JSA claimants in Harrow in comparison with other London boroughs. Members requested further information on performance in other boroughs as well as outside London (for example Hertfordshire). |
| Customer and corporate health perspective | | | | |
| % of complaints resolved to timescale | Q1, 2012/13 | HR | | NEWLY IDENTIFIED THIS QUARTER. Members requested information on the reasons for the fall in performance. |
| Processing of householder planning applications within 6 weeks | Q2, 2011/12 | N/A | Report was provided to meeting of P&F Sub-Committee 24 July 2012. Indicator replaced with "% of householder applications approved". | See new measure, "% householder planning applications approved". |
| % householder planning applications approved | Q1, 2012/13 (former measure selected Q2 2011/12) | HR | | This indicator replaced "Processing of householder planning applications within 6 weeks". A report is to be provided to the P&F sub-committee on 6 November 2012. |

| Indicator | Selected for monitoring | Status (Q1 2012/13) | Update at Q1 | Comments and action to be taken (Q1) 4 September 2012 briefing |
|--|-------------------------|---------------------|--|--|
| Resources perspective | | | | |
| Workforce IPAD in last 12 months | Q2, 2011/12 | LR | Improved 85% to 89%. By Directorate, Q1: Resources 82% Children & Families 88% Community Health & Wellbeing 90% Environment & Enterprise 94% (some further breakdowns available) | Monitoring at chair's briefing to continue. |
| Total debt collected as a % of total debt raised [YTD] | Q1, 2011/12 | HR | Service comments: This is a rolling total and not a snapshot per quarter as a rolling total calculation is more meaningful. It should be noted that seven high value invoices total £3.4m (51% of unpaid debt). As the bills were raised near the end of the month they will distort the overall percentage. The percentage excluding these invoices is 70%. [within the target of 75%] | Monitoring at chair's briefing to continue. Performance in the Resources directorate has been affected by the transfer of staff. |
| % of invoices paid within 30 working days % of SAP purchase orders raised before invoice date | Q3, 2010/11 | HR HR | Service comments: The measure covers all invoices rather than "undisputed", recognising that SAP does not distinguish these. Changes in payment processes relating to Adult Care via the Framework I system also have an impact. Excluding these transactions, performance is 76%, which is closer to the 80% target. | Monitoring at chair's briefing to continue. See also update on the Internal Audit review in the note of the meeting. |
| IT customer (internal) complaints | Q2, 2011/12 | HR | Service comments: Capita has provided a priority plan to address service deficiencies over 6 months. Its implementation is expected to result in a reduction in the number of complaints received. | Monitoring at chair's briefing to continue. Further information on the nature of the formal complaints may be requested if performance does not improve. |

ANNUAL MEASURES - 2011/12

| Indicator | | Status 2011/12 | | Comments and action to be taken 4 September 2012 briefing |
|--|--|----------------|--|--|
| Supporting our town centre, our local shopping centres and businesses | | | | |
| NI 169 Non-principal classified roads where maintenance should be considered | | LG | | Members requested information on the definition of the indicator as well as how the data is collected. |

Appendix C - Neighbourhood Champions: Number of trained NC's by Ward in Harrow August 2012

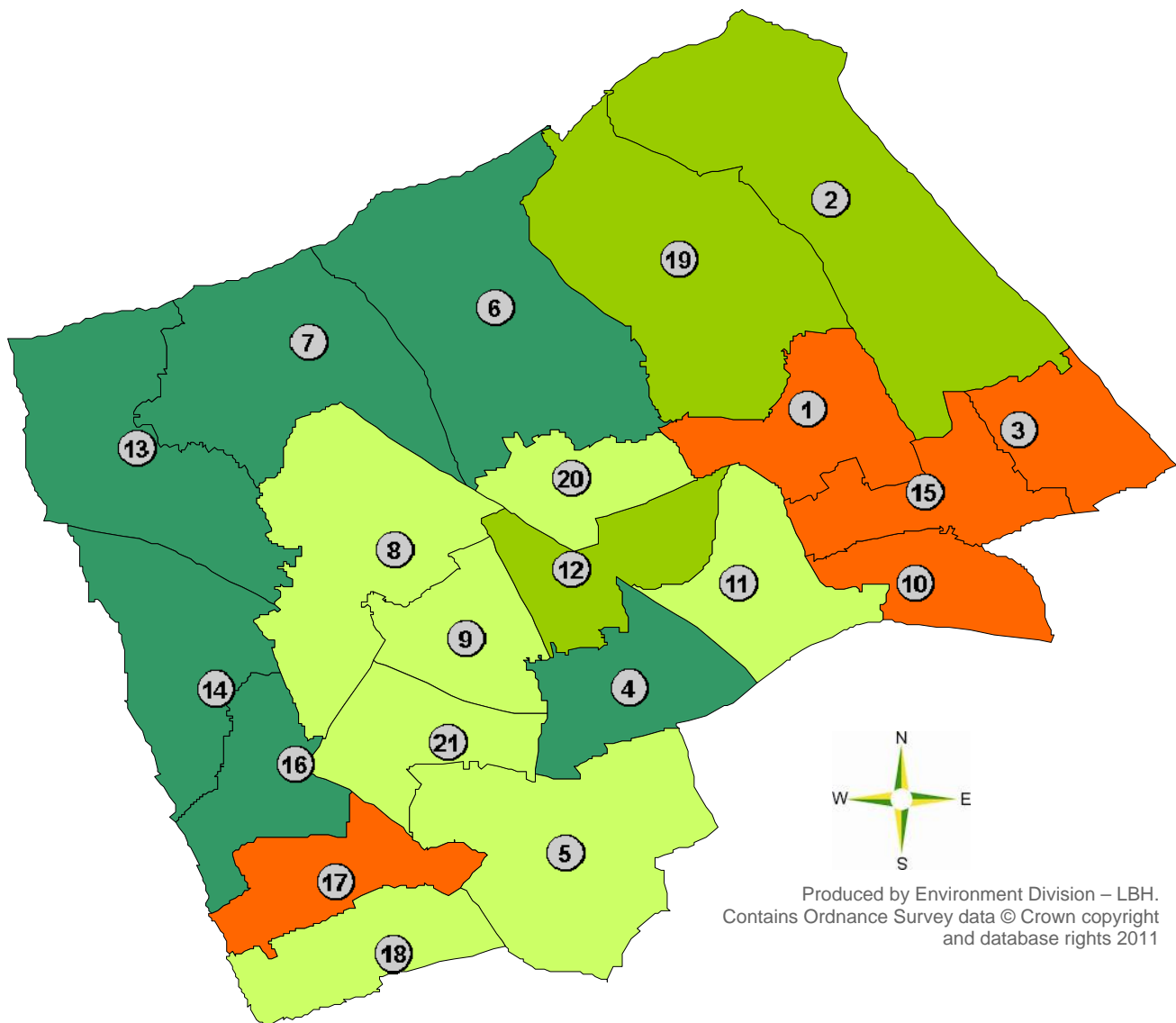


Figure 1: Number of trained NC's by Ward August 2012

- This borough map shows the number of trained Neighbourhood Champions by Ward, colour coded in quartiles, with a darker shade of green representing higher NC numbers, and orange the lowest.
- Highest numbers are found to the north and west of the borough, and around the town centre (Greenhill), with lower numbers concentrated around Edgware, Kenton, Belmont & Queensbury to the east. Roxbourne to the west also has low numbers.

Key to quartiles

| Quartile | Low (>=) | High (<) | |
|--|----------|----------|--|
| 1 st quartile (1 st – 25 th percentile) | 24 | 33 | |
| 2 nd quartile (26 th – 50 th percentile) | 33 | 42 | |
| 3 rd quartile (51 st – 75 th percentile) | 42 | 56 | |
| 4 th quartile (76 th – 100 th percentile) | 56 | 103 | |

Key to Wards (No. shown on map)

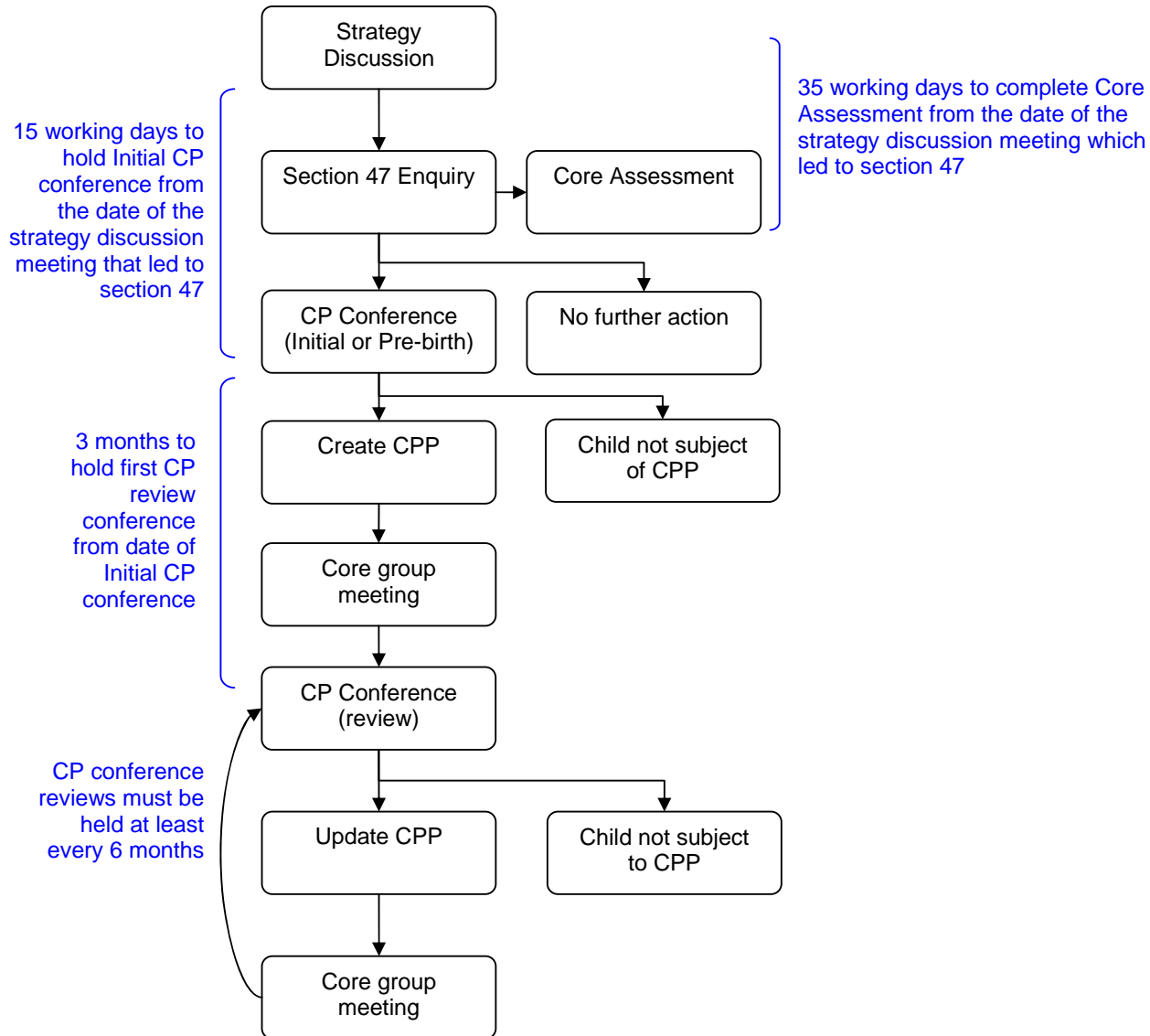
| Ward number | Ward name | Pop | No. of Live NCs |
|-------------|--------------------|--------|-----------------|
| 1 | Belmont | 10,195 | 30 |
| 2 | Canons | 11,543 | 44 |
| 3 | Edgware | 10,833 | 31 |
| 4 | Greenhill | 11,457 | 103 |
| 5 | Harrow on the Hill | 12,423 | 33 |
| 6 | Harrow Weald | 11,005 | 57 |
| 7 | Hatch End | 10,467 | 60 |
| 8 | Headstone N | 9,952 | 36 |
| 9 | Headstone S | 9,832 | 42 |
| 10 | Kenton East | 10,612 | 31 |
| 11 | Kenton West | 11,023 | 41 |
| 12 | Marlborough | 10,237 | 42 |
| 13 | Pinner | 10,339 | 58 |
| 14 | Pinner South | 10,303 | 56 |
| 15 | Queensbury | 11,234 | 24 |
| 16 | Rayners Lane | 11,111 | 61 |
| 17 | Roxbourne | 12,789 | 24 |
| 18 | Roxeth | 12,089 | 38 |
| 19 | Stanmore Park | 10,755 | 44 |
| 20 | Wealdstone | 9,960 | 35 |
| 21 | West Harrow | 9,968 | 40 |

Population source: ONS Mid-2009 Population Estimates for 2010 Wards in England and Wales

Initiatives to recruit more Neighbourhood Champions include the following (documented in the Neighbourhood Champion Development Action Plan):

- The number of NC's by ward have been analysed, and this will be factored into targeted initiatives in our recruitment drive. The largest ward (Roxbourne) has the second fewest trained NC's – only 24. Conversely, the smallest ward (Marlborough) has almost twice this
- number (42). Greenhill has by far the most NC's (103), so there is disparity of coverage across the borough.
- We are also working closely with the police. They will be targeting specific roads that do not have a neighbourhood champion, and there is a plan to use police cadets to recruit in wards that have least NC coverage. They will initially target the 5 wards with fewest NC representation.
- As part of the targeting recruitment strategy, a new generic leaflet/poster will be produced (with Communications colleagues), and also one that is road specific, broadcasting the message "*did you know that there is no NC in your street*".
- We will also be promoting the new NC portal, and advertising training sessions in the monthly newsletter.
- There will also be a focus on encouraging existing NC's to assist with recruitment in their wards.
- We will continue to use Weeks of Action / Days of Action to promote the NC scheme, and recruit.
- Plans are being considered (with Members) to develop and broaden the scheme to incorporate young people, promoting citizenship and volunteering ideas. This is on-going.

Appendix D - Workflow for Child Protection



This diagram shows the statutory processes and timescales (in blue) for Child Protection procedures i.e. the processes that take place where professionals suspect a child is suffering or is likely to suffer significant harm.

It reflects how the workflow has been set up locally to meet statutory requirements – each box on the diagram reflects an activity that is recorded on Harrow's frameworki system.

Notes:

- For all pre-birth conferences, a section 47 enquiry is required.
- If a core assessment is undertaken following a strategy discussion, it must be completed within 35 days of the date of the strategy discussion.
- The initial Core Group meeting must be held within 2 weeks of the initial child protection conference.
- For a transfer-in conference, the conference must be held 15 working days from the date of notification (date of referral).
- Step-by-step frameworki guidance documents can be found on the hub: http://harrowhub/info/200198/social_care/366/frameworki_guidance_documents/10

Appendix D - Workflow for Child Protection

Glossary

| | |
|----------------------------------|---|
| Child Protection (CP) conference | A child protection conference is held following an investigation under section 47 Children Act 1989 (a child protection investigation) and as a review at regular intervals while a CP plan is in place. The child protection conference is designed to enable professionals in the case to assess the relevant information and plan how to safeguard the child and promote his or her welfare. |
| Child Protection Plan (CPP) | Plan outlining priority needs and risks based on recommendations from Child Protection Conference, changes needed, work to be done by whom and when, outcomes required and timescales and contingency plans |
| Core Assessment | A Core Assessment is an in-depth assessment which addresses the central or most important aspects of the needs of a child and the capacity of his or her parents or caregivers to respond appropriately to these needs within the wider family and community context |
| Core Group | Established for every child who has a CPP, consisting of multi-agency professional workers, parents, carers and children (when age and understanding permit) to carry out the day to day work with the family and contribute to the Level 2 Assessments |
| Section 47 Enquiry | Section 47 of The Children's Act 1989 places a duty on all Local Authorities (with responsibility for children) to investigate and decide what actions might be required to protect/safeguard the welfare of any children that are at risk of significant harm. |
| Strategy Discussion | A strategy discussion takes place whenever there is reasonable cause to suspect significant harm. It involves the Social Care Managers and the Police, and other agencies as appropriate. A Strategy discussion may take place following a referral or at any other time and should take place within 24 hours of a decision to begin child protection procedures. |

Data required by Dept for Education (for annual Children in Need Census):

- Section 47 Enquiry effective start date.
 - The date the strategy discussion decided to initiate enquiries under section 47.
- Target date for Initial Child Protection Conference.
 - 15 working days after section 47 enquiry effective start date.
- Date of Initial Child Protection Conference.
- Initial Child Protection Conference not required flag.
 - To indicate cases where no initial conference was needed after the section 47 enquiry.
- Child Protection Plan Start Date.
- Categories of Abuse / registration categories.
 - Registration category at initial conference and latest registration category (Neglect, Emotional Abuse, Sexual Abuse, Physical Abuse).
- Number of Previous Child Protection Plans.
- Child Protection Plan Review Dates.
- Child Protection Plan End Date.
 - Date that the CPP officially ended.

Appendix E

P1E 201109: Households dealt with under the homelessness provisions of the 1996 Housing Act

Section E3: Main reason for loss of last settled home for applicant households found to be eligible, unintentionally homeless and in priority need during the quarter

| | Q3 2011 (Jul-Sep) | Q4 2011 (Oct-Dec) | Q1 2012 (Jan-Mar) | Q2 2012 (Apr-Jun) |
|---|----------------------|----------------------|----------------------|----------------------|
| 1. Parents no longer willing or able to accommodate | 5 | 8 | 3 | 3 |
| 2. Other relatives or friends no longer willing or able to accommodate | 2 | 3 | 4 | 2 |
| 3. Non-violent breakdown of relationship with partner | 0 | 3 | 0 | 2 |
| 4. Violence | | | | |
| a. Violent breakdown of relationship, involving partner | 1 | 0 | 1 | 0 |
| b. Violent breakdown of relationship involving associated persons | 0 | 1 | 2 | 0 |
| c. Racially motivated violence | 0 | 0 | 0 | 0 |
| d. Other forms of violence | 0 | 0 | 0 | 1 |
| 5. Harassment, threats or intimidation | | | | |
| a. Racially motivated harassment | 0 | 0 | 0 | 0 |
| b. Other forms of harassment | 0 | 0 | 0 | 1 |
| 6. Mortgage arrears (repossession or other loss of home) | 0 | 1 | 0 | 0 |
| 7. Rent arrears on: | | | | |
| a. Local authority or other public sector dwellings | 0 | 0 | 0 | 0 |
| b. Registered social landlord or other housing association dwellings | 1 | 0 | 0 | 0 |
| c. Private sector dwellings | 1 | 0 | 0 | 0 |
| 8. Loss of rented or tied accommodation due to: | | | | |
| a. Termination of assured shorthold tenancy | 11 | 12 | 12 | 14 |
| b. Reasons other than termination of assured shorthold tenancy | 5 | 5 | 4 | 2 |
| 9. Required to leave accommodation provided by Home Office as asylum support | 0 | 0 | 0 | 0 |
| 10. Left an institution or LA care: | | | | |
| a. Left prison/on remand | 0 | 0 | 0 | 0 |
| b. Left hospital | 0 | 0 | 0 | 0 |
| c. Left other institution or LA care | 0 | 0 | 0 | 0 |
| 11. Other reason for loss of last settled home | | | | |
| a. Left HM-Forces | 0 | 1 | 0 | 0 |
| b. Other reason (e.g. homeless in emergency, sleeping rough or in hostel, returned from abroad) | 0 | 0 | 0 | 0 |
| 12. Total applicant households (sum of 1 to 11) above, which should also equal section E1 cell 1w) | 26 | 34 | 26 | 25 |