

DRAFT- No Second Night Out KPIs commencing April 2024

Subject to change - to be discussed prior commencement of contract

KPIs	
Assessment	100% of people have an initial risk and support needs assessment undertaken and recorded in the assessment hub
	100% of people with unclear or limited entitlements in the UK are provided with initial immigration advice at the assessment hub
	90% of people are given a move-on plan at the assessment hub
Outcomes	70% of people have a successful accommodation or reconnection outcome at their departure from NSNO
	<15% of people departing NSNO return to rough sleeping within 90 days of leaving the service
	<10% of people abandon the assessment hub
	90% of departures from the staging post are planned moves
Move on times	80% of people move on from the assessment hub within 7 days
	The average length of stay in a hub is less than 10 days
	70% of people move on from a staging post within 42 days
	The average length of stay in a staging post is less than 56 days
	The average length of stay in the immigration advice bedspaces is less than 90 days
	Long stay reviews completed and recorded for 100% of those in the hub for 7+ days, staging post beds for 42+ days and immigration advice beds for 90+ days

As part of the quarterly monitoring process, the service will be required to report on a range of other monitoring information outside of the service KPIs.