

**The overall performance of the Integrated Services Teams
for Street Sleepers in terms of Outcome Standards**

Outcome Indicators	Agreed Level	Performance Level		
		2019-20	2020-21	2021-22 (up to December 2021)
Non-relapse rate* of accommodated cases	80%	97%	95%	94%
Percentage of service users with perceived improvement in the main problem(s) after receiving services from the Integrated Services for Street Sleepers	65%	92%	97%	95%
Percentage of service users with improved self-esteem after receiving services from the Integrated Services for Street Sleepers	65%	93%	96%	92%
Percentage of service users with enhanced support network after receiving services from the Integrated Services for Street Sleepers	65%	92%	93%	90%

* Percentage of accommodated cases without returning to street sleeping for a period of more than 7 consecutive days within the past 6 months after leaving hostels