

# Community Safety and Homelessness & Housing Monthly Services Scorecard

## January 2026

### Community Safety Plan

Service performance measures	Annual baseline	Annual forecast	Monthly %	Trend = ↓ ↑
City amenity patrols conducted daily	90%	>90%	100%	↑
% of Community Safety Plan actions on track	80%	>80%	>80%	=

Service statistics	Annual baseline	Annual forecast	This month	Trend = ↓ ↑
City amenity patrols of hotspot locations (incl. Fitzroy, Carlisle and Acland Streets)	1,825	Increase	Daily across 195 locations (73 hotspots)	↑
Customer community safety and housing and homelessness enquiries per year (CRMs)	455	No change	No change	

Operations tracking	This month	Trend = ↓ ↑
Partnered patrols with outreach activities	9	
Joint patrols with Victoria Police	4	
Clean ups undertaken (by hotspot location)	52	
000 calls during patrols	5	
000 calls attended	5	

### Homelessness and Affordable Housing Strategy

Outcome Indicators	Annual baseline	Annual forecast	This month	Trend = ↓ ↑
Number of people experiencing homelessness on the Port Phillip By-Name List	<50	<30	78	↓
Number of people actively sleeping rough Port Phillip By-Name List	<15	<15	39	↓

Service performance measures	Annual baseline	Annual forecast	This Month	Trend = ↓ ↑
Number of older people housed through Council's Sponsorship Housing program	<50	<50	1	↓

Service statistics	Annual baseline	This month	Trend = ↓ ↑
Customer housing and homelessness enquiries	455	38	

#### Monthly Program Spotlight

Over December and January, twenty-one people who had experienced rough sleeping homelessness in Port Phillip have moved into Madden House. The remaining five rooms will be occupied over the following months. Madden House is a property which has on-site wraparound support services to help people with complex needs to thrive and stay in housing. Council proudly partnered with the Victorian Government, through Homes Victoria, and St Kilda Community Housing to help bring Madden House, named after former SKCH Chair Paul Madden, to life.

Performance measures, service statistics and outcome indicators are measures from the Community Safety Plan and Homelessness and Affordable Housing Strategy.