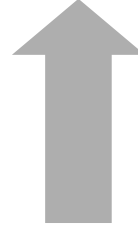

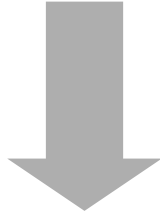


# Commitments towards our Vision

## Six month report- Housing & Community Safety



East Cambridgeshire  
District Council

| Performance Measure  | Link to Corporate Plan Priority   | Target and reporting timescale (i.e. 6 monthly or annually)  | Baseline from previous year/output from previous year | Owner and co-owners       | Status (at the 6 month stage)   | Outcome or output (at 6 month stage)  |  |
|--|---|--|---|---------------------------|---|---|--|
| Maximising income via the re charging policy an reduce the risk of temporary accommodation | A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer. | To avoid the use of B&B accommodation where possible unless in an absolute emergency and there is no other accommodation available to the client.  | 100%  | All Officers              |    | 100%  |  |
|  |   | To ensure that Homeless decisions made within 33 working days. Internal target of 10 working days.   | 100%  |                           |   | All homeless apps decisions were made within 33 days. We have taken 48 applications, accepted a full duty to 12, 4 were intentionally homeless decisions, 16 non priority and 16 not homeless decisions. The intentional decisions took longer than 10 working days due to the investigations involved. |  |
|  |   | To prioritise emergency homeless presentations and where possible deal with the situation on the day of presentation to the Council.   | 100%  | All Officers              |  | 100%  | Officers are always on duty in case of an emergency presentation in reception.                     |
|  |   | To ensure that every effort is made by the Income Recovery Officer (IRO) to recoup monies loaned to clients for deposits, storage & removals and full recharge for any time spent in B&B with a collection rate of 75% | 95%   | Income & Recovery Officer |  | 90%   | We are now using debt recovery for historic outstanding debts through Anglian Revenues Partnership |

| Performance Measure   | Link to Corporate Plan Priority   | Target and reporting timescale (i.e. 6 monthly or annually)  | Baseline from previous year/output from previous year | Owner and co-owners  | Status (at the 6 month stage)                            | Outcome or output (at 6 month stage)                         |
|---|---|--|---|--|--|--|
| Provide an holistic Housing Options Service with the emphasis on preventing homelessness  | Making East Cambridgeshire an even better place to live   | To ensure we use 100% of Discretionary Housing Fund  | 100%  | All officers   |  | We have spent £69,118 of the allocated £122,810 which is 56% |
|   |   | To prevent at least 350 households from becoming homeless per year.  | 240   |  |  | 110 prevented or relieved                                    |
|   |   | To effectively engage with landlords by undertaking 2 landlord forums per year.  | 0   | All Officers   |  | We are currently in the process of booking one for December  |
|   |   | To undertake a rough sleeper estimate.   | yearly  | All Officers   |  | Booked for 15 <sup>th</sup> November                         |
| Adapting the service to meet the needs of the customer  | A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer | Update websites and ensure plethora of leaflets distributed across the district. Reviewed annually.  | Yearly  | All Officers   |  | To be reported on at 12 months stage                         |
| Conduct Customer Satisfaction surveys.  |   | 50%  |   | Customer satisfaction surveys are now handed out at every interview. |  |  |
| To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes |   | Ensure all officers attend all mandatory council training courses in policy and procedures for child safeguarding, quality & diversity, health & safety etc.   | 100%  | All officers   | All officers are attending training as and when required | 100%   |
|   |   | Appraisals to be completed annually  | 100%  | Housing & Community Safety Manager                                   |  | 100%   |
|   | Service awareness briefings for Service Delivery Champion.  | 100%   |   | 100%   |  |  |
| Ensure that the Council's corporate risks are managed effectively and mitigations are put in                                      |   | All officers to be up to date with changes to benefits/Universal Credit and Benefit Caps being introduced in from November 2016 and Universal Credit roll out to all new applicants from May 2017.   | 100%  | All Officers   |  | 100%   |
|   |   | To regularly review risks associated with Housing and Community Safety, including the implementation of the new Homeless Reduction Act coming into force from April 2018. This could bring an increase in customers accessing the service, including the risk of using B&B accommodation which | New target  | Housing & Community Safety Manager<br>All Officers                   |  | New target   |

| Performance Measure     | Link to Corporate Plan Priority | Target and reporting timescale (i.e. 6 monthly or annually)  | Baseline from previous year/output from previous year | Owner and co-owners | Status (at the 6 month stage) | Outcome or output (at 6 month stage) |
|-------------------------|---------------------------------|--|---|---------------------|-------------------------------|--------------------------------------|
| place to reduce impact. |                                 | will have a financial risk to the authority.<br><br>Roll out of full Universal Credit from May 2018 could also see an increase of homelessness and the risk of using B&B accommodation, this risk is unknown, the impact will be on the existing capacity of the team. |   |                     |                               | Ongoing                              |

**Name of Service Delivery Champion: Cllr Mike Rouse**

**Comments:** 'This is always one of the most challenging of our front line services dealing with people often in crisis and I am proud of the team that continues to deliver an excellent and caring service. Members must be aware of the uncertainties around the roll out of Universal Credit and the Homeless Reduction Act and the pressures that this could bring on the council and our team, but I am pleased to commend another very positive report to the committee and thank all the officers for their continued hard work and professionalism.'