

Housing and Community Advice Service end of the year report 2022 to 2023

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2021 to 2022	Owner and co-owners	Outcome or output 2022 to 2023
Avoid the use of Bed and Breakfast (B&B) accommodation where possible unless in an absolute emergency, high risk clients and there is no other accommodation available to the client	Sound financial management	90%, annually	100%	Housing Options Team	95%, 3 high risk clients and 1 disabled client were placed in alternative accommodation.
Ensure that every effort is made by the Income and Recovery Officer to recoup monies loaned to clients for deposits, storage and removals with a collection rate of 85%	Sound financial management	85%, annually	86%	Income and Recovery Officer	84%
Prioritise homeless presentations and deal with the situation the same day	Sound financial management	100%, annually	100%	Housing Options Team	100%
Provide income maximisation services to all of our clients	Sound financial management	100%, annually	100%	Housing and Community Advice Team	100%
Ensure we use 100% of the discretionary housing fund	Social and community infrastructure	100%, annually	100%	Housing and Community Advice Team	100%
Prevent or relieve 250 households from becoming homeless per year	Social and community infrastructure	250, annually	266	Housing Options Team	Prevented 255. Relieved 201.

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2021 to 2022	Owner and co-owners	Outcome or output 2022 to 2023
Effectively engage with landlords by undertaking 2 landlord forums per year	Social and community infrastructure	2 forums, annually	2 forums	Housing and Community Advice Team	2 forums completed including social landlords for the first time.
Undertake an annual rough sleeper estimate	Social and community infrastructure	Annual estimate, annually	Completed – estimated count was 5	Housing and Community Advice Manager	Completed in November 2022.
Provide support in applying for grants to improve the quality of life/standards of living for our clients	Social and community infrastructure	As required, annually	100%	Housing and Community Advice Team	100%
Maintain the 10 bed spaces we have for supported accommodation for clients with mental health, drug and alcohol issues provided by The Pringle Group and Amicus	Social and community infrastructure	10, annually	Ongoing	Housing and Community Advice Team	Ongoing
See all residents at first point of contact, providing a fully accessible drop in service from 10am to 4pm	Social and community infrastructure	100%, annually	100%	Housing and Community Advice Team	100%
Ensure all clients are seen within 15 minutes of attending drop in	Social and community infrastructure	100%, annually	100%	Housing and Community Advice Team	100% - average waiting time is 10 minutes.
Ensure resolution guarantee for all clients seen by the Community Advice team	Social and community infrastructure	90%, annually	94%	Community Advice Team	95% of clients received a resolution.
All CRM's are responded to within 24 hours	Social and community infrastructure	100%, annually	100%	Housing and Community Advice Team	100%

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2021 to 2022	Owner and co-owners	Outcome or output 2022 to 2023
Work in partnership with our external agencies to continue to support residents of East Cambridgeshire	Social and community infrastructure	As required, annually	Ongoing	Housing and Community Advice Team	Ongoing
Update website and ensure plethora of leaflets distributed across the district, reviewed annually	Social and community infrastructure	Annually, annually	Completed	Housing and Community Advice Team	Reviewed annually completed for 2022.
Conduct customer satisfaction surveys	Social and community infrastructure	100%, annually	579 completed	Housing and Community Advice Team	Handed out to all clients – 756 completed – all the feedback has been positive and praising the service and the officers.
Carry out home visits to those who need them	Social and community infrastructure	As required, annually	100%	Housing and Community Advice Team	100%
Work in partnership with Environmental Health to ensure all Houses in Multiple Occupation (HMO's) are licensed and meet the required standards prior to any placements within the private landlord remit	Social and community infrastructure	100%, annually	Ongoing	Housing and Community Advice Team	Ongoing when new HMOs set up, 100% existing known HMOs.
Support all residents in private sector housing in any court appearances, including assisting with all relevant paperwork	Social and community infrastructure	100%, annually	29 court appearances with 24 evictions prevented	Housing Court Officer	24 court appearances with 22 of those evictions prevented.
Allow domestic abuse applicants to remain in their own homes and to be safe in the knowledge that their property is secure, including referrals to the Bobby Scheme	Social and community infrastructure	100%, annually	1 resident supported to remain in their own home	Housing Options and Community Advice Team	2 residents were supported to remain in their own homes.

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2021 to 2022	Owner and co-owners	Outcome or output 2022 to 2023
Work towards attaining DAHA (domestic abuse housing accreditation) accreditation	Social and community infrastructure	100%, annually	Ongoing 12-18 months process	Housing Options Team Leader	Ongoing.
Provide advice and assistance to all landlords on all aspects of renting properties	Social and community infrastructure	100%, annually	100%	Housing and Community Advice Team	100%
Ensure 5% more rents collected than in 2022 to 2023	Social and community infrastructure	5% increase to 2022 to 2023, annually	£69,654.08	Traveller Liaison Officer	£74,237.84
Attend meetings and conferences for MARAC, MAPPA and ASB/PSG, making sure all officers are aware of any impending homelessness relating to domestic abuse, crime and disorder or ASB	Social and community infrastructure	100%, annually	100%	Housing and Community Advice Team	100%, completed by Zoom.
Deliver refresher safeguarding training to all front-line staff	Social and community infrastructure	100%, annually	Ongoing	Housing and Community Advice Manager	Ongoing
Carry out a review of our safeguarding policy	Social and community infrastructure	100%, annually	Ongoing	Housing and Community Advice Manager	Completed 2022.
Ensure all officers attend mandatory Council training in policy and procedures for safeguarding, equality, diversity and inclusion, health and safety and other, if necessary	Sound financial management	100%, annually	100%	Housing and Community Advice Team	100%

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2021 to 2022	Owner and co-owners	Outcome or output 2022 to 2023
All appraisals to be completed annually	Sound financial management	100%, annually	100%	Housing and Community Advice Manager Housing Options Team Leader Community Advice Team Leader	100%
All officers to keep up to date with changes in law and legislation relating to all advice services offered	Sound financial management	100%, annually	100%	Housing and Community Advice Team	100%
Explore upskilling officers to carry out enforcement of unlawful evictions and landlord harassment in line with The Protection from Eviction Act 1977 Part 1	Sound financial management	100%, annually	Ongoing	Housing and Community Advice Manager	Ongoing
Undertake activities which help mitigate/adapt to climate change	Cleaner, greener East Cambridgeshire	To contribute to the implementation of the Council's Climate and Environment Action Plan	Ongoing	Cross-council Activity	Ongoing