












Commitments towards our Vision

6 Month Report - Housing & Community Safety

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 end of year)	Outcome or output (at 6 month stage)
Maximising income via the re-charging policy and 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 prioritise emergency homeless presentations and where possible deal with the situation on the day of presentation to the Council.	100%	All Officers		100%
		To ensure that every effort is made by the Income Recovery Officer (IRO) to recoup monies loaned to clients for deposits, storage and removals and full recharge for any time spent in B&B with a collection rate of 75%	95%	Income & Recovery Officer		85% We lent £23,164 and collected £17,462
		To provide Universal Credit budgeting support for all of our clients applying or transferring over to UC (this is now provided by CAB)	100%	Tenancy Support Officers		100%

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Provide a 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		100% £45,667 of the allocated £99,821 as of 03/10/2019
		To prevent or relieve at least 250 households from becoming homeless per year.	286 prevented & 116 relieved **	All Officers		118 prevented & 15 relieved **
		To maintain and increase provision for mental health supported accommodation	3	All Officers		By November 2019 a further 6 spaces
		To effectively engage with landlords by undertaking 2 landlord forums per year.	1	All Officers		2
		To undertake a rough sleeper estimate.	Yearly	All Officers		Will be held in November 2019
		To respond to all rough sleeper alerts offering assistance within 24 hours	100%	All Officers		Will be held in November 2019
		To provide support in applying for grants and to improve the quality of life/standards of living to our clients.	100%	All Officers		100%
		Clients remaining in existing accommodation with assistance from Tenancy Support Officers	80%	Tenancy Support Officers		100%

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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		Ongoing
		Conduct Customer Satisfaction surveys.	50%	All Officers		50%
		To carry out home visits to those who need them.	100%	All Officers		100%
		Coordinating efforts with EH to ensure all HMO's are licensed and meet the require standards prior to any placements within the private landlord remit.	100%	Landlord Liaison Officer		100%
To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes	Delivering a financially sound and well managed Council	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
		Appraisals to be completed annually	100%	Housing & Community Safety Manager		At year end
		All officers to be up to date with changes to legislation and the introduction of The Homeless Reduction Act from April 2018 and Universal Credit rollout to all new applicants from September 2018	100%	All Officers		100%

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Ensuring people feel safe in their home and neighbourhood	Making East Cambridgeshire an even better place to live	To ensure 5% more rents collected than in 2018/2019 from the Traveller Sites.	£96,760	Traveller Liaison Officer		£30,097.00 **
		To attend meetings and conferences for MARAC, MAPPA and ASB, make sure housing team are aware of any impending homelessness relating to domestic violence/abuse, crime and disorder or ASB.	100%	All Officers		100%
		To deliver refresher safeguarding training to all front line staff	Annually	Housing & Community Safety Manger		Annually
		Deliver the Community Safety Partnership (CSP) Board meeting twice annually and lead development of annual Action plan and all performance measures	Twice annually	Neighbourhood Officer		Completed
		To sign up at least 20 Parish Council members/clerks as Eyes and Ears volunteers and roll out more multi agency events	100%	Neighbourhood Officer		We currently have ambassadors and agencies signed up to be 'eyes and ears' aware. (Eyes & Ears event 24th October)
		Prevent awareness raising sessions at the secondary schools in East Cambridgeshire involving video presentation.	Annually	Neighbourhood Officer		Completed
		Support the County Wide Delivery Group 'Hate Crime Action Plan' by setting up 3 rd party reporting centres in East Cambs	2 Centres	Neighbourhood Officer		2 Centres
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact	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.	To regularly review risks associated with Housing and Community Safety including the implementation of the Homeless Reduction Act which came into force in April 2018.	Ongoing-reviewed regularly	Housing & Community Safety Manager		Ongoing
		The roll out of Universal Credit could still see an increase of homelessness and the risk of using B&B accommodation, this risk continues to be unknown, the impact will be on the existing capacity of the team.	Ongoing-reviewed regularly	Housing & Community Safety Manager		ongoing

** under the new Homeless Reduction Act we now have 56 days to prevent someone from becoming homeless, 56 days to relieve someone's homelessness (once already homeless) before we accepted a main duty (Band A Statutory Homeless). Since April 2018 we have accepted a main duty to 8 households.

**There has been a period of time without a Traveller Liaison Officer, some weeks we haven't had the resources to go out and collect rents, payment plans are currently being set up.