![East Cambridgeshire District Council]

# Housing and Community Advice Service half year report 2023 to 2024

| Performance measure | Target and reporting timescale | Half year update |
|---|---|---|
| **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** | 90%, annually | 2 High risk clients provided short term accommodation in B&B |
| **Recoup monies loaned to clients for deposits, storage and removals with a collection rate of 85%** | 85%, annually | 84% |
| **Prioritise homeless presentations and deal with 100% of clients immediately** | 100%, annually | All homeless presentations are seen immediately |
| **Provide income maximisation services to all of our clients** | 100%, annually | 100% all clients have income maximisation and income and expenditures |
| **Ensure that 100% of the discretionary Housing Fund is fully utilised to prevent homelessness** | 100%, annually | 43.7% spent so far |
| **Prevent or relieve at least 250 households per year from becoming homeless** | Minimum 250, annually | 303 households have either been prevented for relieved from becoming homeless |

| Performance measure | Target and reporting timescale | Half year update |
|---|---|---|
| **Undertake the annual rough sleeper estimate typically in November** | 100%, annually | Being held on the night/morning of Thursday 23rd and Friday 24th November |
| **Maintain the 10 bed spaces we have for supported accommodation for mental health, drug and alcohol provided by The Pringle Group and Amicus** | 100%, annually | Ongoing – 10 bed spaces |
| **Ensure 100% of clients are seen within 15 minutes of attending drop in services** | 100%, annually | 91% of 1,959 clients have been seen within 15 mins, 9% were over 15 mins mostly through lack of interview rooms |
| **Ensure resolution guarantee for 100% of clients that are seen by the Community Advice team** | 100%, annually | 98% of 1317 clients have resolution guarantee, 2% haven't engaged |
| **Carry out 100% of welfare checks with our Ukrainian guests within a week of arriving at their host properties** | 100%, annually | 14 welfare checks completed, 29% within 7 days, 29% within 14 days and 43% within 21 days – hosts haven't always notified us when guests arrived, availability of guests, hosts and officers. |
| **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** | 100%, annually | Ongoing work as required |

| Performance measure | Target and reporting timescale | Half year update |
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| **Improve communications by updating our website and leaflets, relationships with registered providers and the private sector with regular landlord forums and to ensure services accessible for all residents within East Cambridgeshire making use of our Community Bus** | As required, annually | Ongoing work as required |
| **Support residents in the private sector and social housing in any court appearances, including assisting with all relevant court paperwork** | 100%, annually | 21 clients supported at court, 20 evictions prevented successfully |
| **Allow domestic abuse applicants to remain in their own home and to be safe in the knowledge that their property is safe and secure, including referrals to the Bobby Scheme** | 100%, annually | Ongoing as required |
| **Work towards attaining DAHA (domestic abuse housing accreditation) accreditation for the authority** | April 2024, annually | On target for completion in April 2024 |
| **Ensure 100% of all unauthorised traveller encampments are visited within 24 hours and working with partner agencies to arrange planned move-ons or evictions** | 100%, annually | No unauthorised encampments this year |
| **Ensure all staff attend all mandatory council training courses in policy and procedures for safeguarding,** | 100%, annually | Ongoing as required |

| Performance measure | Target and reporting timescale | Half year update |
|---|---|---|
| equality, diversity and inclusion, health and safety; ensure all staff maintain their professional development records | | |
| Appraisals completed annually and within timeframe set by HR | 100%, annually | 100% |
| Reduce our paper usage within the service by 5% | 5% reduction, annually | 19% decrease in paper usage |