

**Six Month Performance Update****Housing and community safety services**

<b>Performance measure- Maximise income via the re charging policy and reduce the use of temporary accomodation</b>	<b>Baseline</b>	<b>Target</b>	<b>Six month update report</b>
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%	100%	100%
To ensure that Homeless decisions made within 33 working days.  Internal target of 10 working days.	100%  90%	100%  90%	89% (-11%)  54% (-36%)*
To prioritise emergency homeless presentations and where possible deal with the situation on the day of presentation to the council.	100%	100%	100%
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%	89%	75%	89% (+14%)
<b>Notes: *89% of applications were processed in 33 working days and 54% in 10 working days, targets have slipped slightly due to staff sickness, also intentional decisions can be long investigations and decisions cannot be made until all information is received.</b>			

<b>Performance measure- Ensure that people feel safe in their homes and neighbourhood-management of gypsy and traveller sites</b>	<b>Baseline</b>	<b>Target</b>	<b>Six month update report</b>
To allow certain domestic abuse applicants to remain in their current property and to be safe in the knowledge that their property is secure.	N/A	5 working days	2 completed in partnership with Sanctuary Housing within 5 working days
To ensure 5% more rents collected than in 2015/16.	£84,396	5% above 2015/16 baseline	£42,896 collected 2% above baseline
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%	100%	100%

## Appendix A(f)

Performance measure- Proactively work with partners to provide a co-ordinated approach to tackling and preventing homelessness	Baseline	Target	Six month update report
To produce new SLA's protocols to coincide with developments within the housing service and to include new services and contacts.	100%	100%	100%

Performance measure- Provide an holistic Housing Options Service with the emphasis on preventing homelessness	Baseline	Target	Six month update report
To ensure that we use 100% of the Discretionary Housing Fund.	N/A	100%	100% (£62,172 committed)
To effectively engage with landlords by undertaking 2 landlord forums per year.	1	2	*0
To prevent at least 350 households from becoming homeless per year.	330	350	118
To undertake a rough sleeper estimate.	Yearly	yearly	Booked in for 9 <sup>th</sup> November
<b>Notes; *We are currently working on a Landlord Forum, again due to staff sickness this has not been possible.</b>			

Performance measure- Trained staff and comprehensive understanding of service by Service Delivery Champion	Baseline	Target	Six month update report
Ensure all officers attend all mandatory council training courses in policy and procedures for child safeguarding, quality & diversity, health & safety etc.	100%	100%	100%
100% appraisals completed on time.	100%	100%	100%
Service awareness briefings for Service Delivery Champion.	100%	100%	100%
All officers to be up to date with changes to benefits/Universal Credit and Benefit Caps being introduced in November 2016.	N/A	100%	100%

**Appendix A(f)**

<b>Performance measure- Adapting the service to meet the needs of the customer</b>	<b>Baseline</b>	<b>Target</b>	<b>Six month update report</b>
Update websites and ensure plethora of leaflets distributed across the district. Reviewed annually.	100%	100%	Currently reviewing
To ensure that the service meets the requirements of our customers through Customer Satisfaction surveys.	50%	50%	50%
Be flexible and adaptable to the requirements of our customers by carrying out home visits when required.	100%	100%	100%
Undertake ongoing demands analysis to show service is fully meeting needs of customers.	100%	100%	100%

**Service Delivery Champions to review six month performance report and write down their comments in the box below.**

**Name of Service Delivery Champion:-Councillor Mike Rouse**

**Comments:-**

This has been a challenging time for the team with staff sickness and changes in personnel, despite this we are performing outstandingly well and I congratulate Angela and her staff for maintaining their enthusiasm and focus.

The factor outside the team's control is housing supply and the biggest support the Council can give is to increase the number of CLTs, build more houses especially one and two bedroom houses through Palace Green Homes and encourage the general house building rate in the district.