

End of year report-Housing Options- 2015-2016

Maximise income via the recharging policy and reduce the use of temporary accommodation	Baseline	Target	Outcome
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% avoidance The Service worked with 409 homeless or threatened with homelessness families this year, not including advice only cases.
To ensure that Homeless decisions made within 33 working days.	100%	100%	91% *79 decisions were made. (see variance *)
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.	100%	100%	100%- £33,589.48 collected
* -9%, intentional decisions can take longer as a thorough investigations are made on all cases.			

Ensure that people feel safe in their homes and neighbourhood-management of gypsy and traveller sites	Baseline	Target	Outcomes
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	1 completed
To ensure 5% more rents collected than in 2014.	£84,396	5% above 2014 baseline	(£85,387)** 1% above 2014 baseline (see variance **)
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%
** 1% above 2014 as one site now temporarily closed, although collection rate has increased on remaining two sites.			

Proactively work with partners to provide a coordinated approach to tackling and preventing homelessness	Baseline	Target	Outcomes
To produce new SLA's protocols to coincide with developments within the housing service and to include new services and contacts.	100%	100%	100%

Provide an holistic Housing Options Service with the emphasis on preventing homelessness	Baseline	Target	Outcomes
To ensure that the Discretionary Housing Payment take up by 100%.	N/A	100%	70%*** (see variance ***)
To effectively engage with landlords by undertaking 2 landlord forums per year.	1	2	1 **** (see variance ****)
To prevent at least 350 households from becoming homeless per year.	364	350	330 ***** (see variance *****)
To undertake a rough sleeper estimate.	Yearly	yearly	achieved

***The team spent 70% of the DHP fund. Unfortunately some requests were turned down, after discussions with ARP since no applications from the housing team will be turned down. This fund has been increased for 16/17 due to Universal Credit introduced February 2016 and the Benefit Cap which is being introduced in November 2016.

****1 undertaken due to issues in housing team, Private Landlord Liaison Officer stepped up and took housing options case load on, however over 60% of our preventions have gone into private rented accommodation. This clearly proves how our relationships with private landlords have improved over the last 12 months.

*****-20, compared to 14/15 we have taken less advice calls and had fewer approaches via drop in. We hope more people are now sustaining tenancies thanks to our free landlord resolution service and our Tenancy Support Officer.

Appendix c

Trained staff and comprehensive understanding of service by Service Delivery Champion	Baseline	Target	Outcomes
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.	N/A	100%	100%

Adapting the service to meet the needs of the customer	Baseline	Target	Outcomes
Update websites and ensure plethora of leaflets distributed across the district. Reviewed annually.	100%	100%	100%
Conduct Customer Satisfaction surveys.	50%	50%	50%
Carry out home visits to those who need them.	100%	100%	100%
Undertake ongoing demands analysis to show service is fully meeting needs of customers.	100%	100%	100%