

End of year report**Housing and community safety services****April 2016 – March 2017**

Performance measure- Maximise income via the re charging policy and reduce the use of temporary accomodation	Baseline	Target	End of year
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%	100% 72% (-18%)*
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%	95%	95% (+20%)
Notes: *100% of applications were processed in 33 working days and 72% in 10 working days, intentional decisions can be long investigations and decisions cannot be made until all information is received.			

Performance measure- Ensure that people feel safe in their homes and neighbourhood-management of gypsy and traveller sites	Baseline	Target	End of Year
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	£86,214 Equates to 2% increase
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%

Performance measure- Proactively work with partners to provide a co-ordinated approach to tackling and preventing homelessness	Baseline	Target	End of Year
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	End of Year
To ensure that we use 100% of the Discretionary Housing Fund.	N/A	100%	91% (-8%)*
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	240 -(110)*
To undertake a rough sleeper estimate.	Yearly	yearly	Completed

Notes; *We have not held a landlord forum this year, although work is still carried out with all our landlords and over a third of our preventions are housed in the private rented sector. We have also discharged full duty in four 12 month tenancies.

We have not reached our target for preventions this year, this is down to a lower footfall of clients in the last 12 months and only having one experienced housing officer for 8 months. Also due to our excellent working relationships with our partner agencies we are seeing less young people 16/17yr olds than ever before as early intervention work is being carried out in schools and homes across the district.

We still have outstanding DHP requests being processed.

Performance measure- Trained staff and comprehensive understanding of service by Service Delivery Champion	Baseline	Target	End of year 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%

Performance measure- Adapting the service to meet the needs of the customer	Baseline	Target	End of year report
Update websites and ensure plethora of leaflets distributed across the district. Reviewed annually.	100%	100%	100%
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%
Feedback forms are handed to our clients at various stages of their journey so we can monitor performance at all stages			