

## Housing and Community Advice End of the Year report 2024 - 2025

| Performance measure  | Link to Corporate Plan priority | Target and reporting timescale | Baseline/output from 2023 – 2024  | Owner and co-owners             | Outcome or output 2024 - 2025  |
|--|---------------------------------|--------------------------------|---|---------------------------------|--|
| Meet all of our statutory duties relating to the Housing Act 1996 as amended                 | Sustainable communities         | 100%, 31 March 2025            | 100%.   | Housing & Community Advice Team | <p><b>Completed – Target Met</b></p> <p>For every resident that has approached as homeless or threatened with homelessness a homeless application has been triggered and the prevent or relief duty has started.</p>   |
| Ensure that 100% of the discretionary Housing Fund is fully utilised to prevent homelessness | Sustainable communities         | 100%, 31 March 2025            | <p>The DHP budget for the year was £67,716.00</p> <p>100% of this was spent as at 31 March 2024</p> | Housing & Community Advice Team | <p><b>Completed – Target Met</b></p> <p>The DHP budget for 24/25 was £67,716.00 we are predicted to have spent £71,376.71 as at 31 March 2025. This budget is used to top up shortfalls in residents rent payments, deposits, rent in advance and removals services.</p> |
| Prevent or relieve at least 250 households per year from becoming homeless                   | Sustainable communities         | 250 households, 31 March 2025  | 451 households were either prevented from becoming homeless or relieved from becoming homeless      | Housing & Community Advice Team | <p><b>Completed – Target Met</b></p> <p>165 households had their homelessness prevented</p> <p>157 households had their homelessness relieved with alternative accommodation.</p>  |

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| Ensure 100% of clients are seen within 15 minutes of attending drop-in services and explore the possibility of more interview rooms  | Sustainable communities         | 100%, 31 March 2025            | 97%, average waiting time of 5 minutes, lack of interview rooms an issue for not seeing 100% of clients within 15 minutes | Housing & Community Advice Team | <b>Completed – Target Not Met</b><br>97% of 5,529 individual clients were seen within 15 minutes, ongoing issues with lack of interview rooms   |
| Ensure resolution guarantee for 100% of clients that are seen by the Community Advice team   | Sustainable Communities         | 90% 31 March 2025              | 94% of clients had their issues resolved  | Community Advice Team           | <b>Completed – Target Met</b><br>98% of 5,529 individual clients had their issues resolved.   |
| Carry out 100% of welfare checks with our Ukrainian guests within a week of arriving at their host properties and continue to work in partnership on the Asylum Dispersal and Afghan Resettlement Scheme | Sustainable Communities         | 100%. 31 March 2025            | 100% of all checks carried out within 7 days  | Resettlement Officers           | <b>Completed – Target Met</b><br><br>100% - 21 carried out within 7 days of arriving  |
| To ensure at least one officer undertakes training and are qualified to provide residents with immigration advice to enhance the service provided by the Community Advice Team                           | Sustainable Communities         | 100%, 31 March 2025            | New performance measure   | Resettlement Officers           | <b>Completed – Target Met</b><br><br>2 officers have completed the course work OISC (Office of the Immigration Services Commissioner) level 1 and are waiting for a place to be available to take exam either May or June 2025<br><br>A 3 <sup>rd</sup> officer is due to start course work in the financial year |

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| Support residents in the private sector and social housing in any court appearances, including assisting with all relevant court paperwork  | Sustainable Communities         | 100%, annually                 | 24 court appearances with 22 evictions prevented     | Court Officer                      | <b>Completed – Target Met</b><br>42 court appearances with 38 successful outcomes, 2 pending 2 <sup>nd</sup> hearing and 2 lost contact |
| Improve communications by updating our website and leaflets, relationships with registered providers and the private sector. Including regular promotional work to make residents aware of services available | Sustainable Communities         | As required, annually          | Updated as and when needed                           | Housing & Community Advice Team    | <b>On-going</b><br>Updated as and when needed   |
| 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                          | Sound financial management      | 90% 31 March 2025              | 85% 14 high risk clients placed in B&B accommodation | Housing & Community Advice Team    | <b>Completed – Target Not Met</b><br>84% 20 high risk clients placed into B&B accommodation (including early prison release)            |
| To secure alternative accommodation for high-risk clients to avoid the use of B&B accommodation   | Sound financial management      | 31 March 2025                  | New performance measure                              | Housing & Community Advice Manager | <b>On-going</b><br>Ongoing discussions with housing providers for suitable accommodation, a potential site has been identified          |
| Recoup monies loaned to clients for deposits, storage and removals  | Sound financial management      | 85%, 31 March 2025             | 84% of all monies loaned collected                   | Income and Recovery Officer        | <b>Completed – Target Not Met</b><br>82%, collection rates have been impacted by the cost of living crisis,                             |

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| with a collection rate of 85%  |                                       |                                |                                  |                                 | re payments have been reduced in line with affordability  |
| Produce a full re charging procedure for B&B, deposits, removals and storage | Sound financial management            | 31 March 2025                  | New performance measure          | Housing Options Team Leader     | Completed – Target Met<br>Completed and rolled out within the team  |
| Reduce our paper usage within the service by 10%                             | Cleaner, greener East Cambridgeshire. | 31 March 2025                  | 19%                              | Housing & Community Advice Team | Completed – Target Not Met<br>-4.5%, when completing benefit forms with clients a copy is printed for their records, for example a PIP application is 60 pages plus supporting evidence, Attendance Allowance 40 pages plus supporting evidence |