



Housing and Community Advice half year report 2025 to 2026

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	79% Target off track 53 applicants have been placed into temporary accommodation 9 of those are high risk/high needs which is higher than the same time last year
To secure alternative accommodation for high-risk clients to avoid the use of B&B accommodation	April 2026	Ongoing Discussions are ongoing
Recoup monies loaned to clients for deposits, storage and removals with a collection rate of 85%	85% annually	81.3% Target off track Slightly off track we are hoping to recoup this by year end
To manage and administer the Councils Housing Register in line with the HomeLink good practice guide. Validate all applications within 10 days once all required documents received.	100% annually	100% Target on Track All applications have been validated within 10 days
Meet all of our statutory duties relating to the Homeless Act 1996 as amended and to implement the action plan from the Homelessness and Rough Sleeper Strategy	100% annually	100% Target on track

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Ensure that 100% of the discretionary Housing Fund is fully utilised to prevent homelessness	100% annually	100% Target on track
Prevent or relieve people from becoming homeless	Minimum 350 households annually	80 prevented 102 relived Target on track A total of 248 applications have been taken 80 out of 113 applications of those have been prevented and able to remain in current property or a new property has been found before they are homeless 135 Homeless applications have been taken and of those we have relived 102
To assist 50 households into private rented accommodation with landlord incentives	50 annually	31 Target on track
To continue to implement the DAHA accreditation including providing DA survivors with essential packs of sanitary products and essential clothing and bedding to support when fleeing	100% annually	100% Target on track We are working towards being re-accredited
Ensure 100% of clients are seen within 15 minutes of attending drop-in services and explore the possibility of more interview rooms	100%	98% Target off track Waiting times for interview rooms can be a factor in the times going over 15 minutes
Carry out 100% of welfare checks with our Ukrainian guests within a	100% annually	100% Target on track

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week of arriving at their host properties and continue to work in partnership on the Asylum Dispersal and Afghan Resettlement Scheme		
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 including upskilling another housing officer to carry out HRSS property inspections	100%	100% Target on track
Support residents in the private sector and social housing in any court appearances, including assisting with all relevant court paperwork	100%	100% Target on track
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%	100% Target on track
To assist 55 households in reducing their energy costs	55	30 Target exceeded
To achieve the Armed Forces Covenant Bronze Award – to promote being armed forces-friendly and are open to employing reservists, armed forces veterans (including the wounded, injured and sick), cadet	April 2026	Achieved Target exceeded Awarded September 2025

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instructors and military spouses/partners.		
Reduce our paper usage within the service 10 %	10% reduction, Annually	11.95% reduction Target exceeded