

Housing and Community Advice End of the Year report 2025 - 2026

Performance measure	Link to Corporate Plan priority	Target and reporting timescale	Baseline/output from 2024 – 2025	Owner and co-owners	Outcome or output 2025 - 2026
Meet all of our statutory duties relating to the Housing Act 1996 as amended	Sustainable communities	100%, 31 March 2026	100%.	Housing & Community Advice Team	<p>Completed – Target Met</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 2026	<p>The DHP budget for the year was £67,716.00</p> <p>108% of this is committed to be spent</p>	Housing & Community Advice Team	<p>Completed – Target Met</p> <p>The DHP budget for 25/26 was £67,716.00 we are predicted to have spent £71,376.71 (topped up by Anglia Revenues Partnership) as at 31 March 2026. This budget is used to top up shortfalls in residents rent payments, deposits, rent in advance and removals services.</p>
To assist 100% of residents to relieve or prevent their homelessness	Sustainable communities	100%	100%	Housing & Community Advice Team	<p>Completed – Target Met</p> <p>99%</p> <p>132 households had their homelessness prevented</p>

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					127 households had their homelessness relieved with alternative accommodation.
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 2026	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	Completed – Target Not Met 98% of 2,734 individual clients were seen via our drop-in service within 15 minutes, ongoing issues with lack of interview rooms
Ensure 100% of clients are offered assistance in reducing their energy costs	Sustainable Communities	100%, 31 March 2026	New Performance Measure	Community Advice Team	Completed – Target Exceeded 57 Households received assistance in reducing their energy costs.
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 2026	100% of all checks carried out within 7 days	Resettlement Officers	Completed – Target Met 100% - 12 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 2026	1 Officer	Resettlement Officers	Completed – Target Exceeded 2 officers are now qualified via OISC (Office of the Immigration Services Commissioner) level 1. A 3 rd officer has started the course.

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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	42 court appearances with 38 evictions prevented	Court Officer	Completed – Target Met 49 court appearances with 47 successful outcomes
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	On-going 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 2026	85% 14 high risk clients placed in B&B accommodation	Housing & Community Advice Team	Completed – Target Not Met 83% 18 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 2026	New performance measure	Housing & Community Advice Manager	On-going 6 Self-contained units identified, waiting for works to be completed.
Recoup monies loaned to clients for deposits, storage and removals	Sound financial management	85%, 31 March 2026	82% of all monies loaned collected	Income and Recovery Officer	Completed – Target Not Met 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
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 are received.	Sound financial management	31 March 2026	New performance measure	Senior Allocations and Lettings Officer	478 applications processed compared to 24/25 211 applications processed.
Reduce our paper usage within the service by 10%	Cleaner, greener East Cambridgeshire.	31 March 2026	-4.5%	Housing & Community Advice Team	<p>Completed – Target Not Met</p> <p>-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</p>