



Housing and Community Advice Service Delivery Plan 2026 to 2027

Overview of the service

Housing Advice

The remit of the team is to deliver the Council's housing advice and homelessness service with the emphasis on preventing homelessness. This includes providing a fully comprehensive and holistic advice service.

The service is also responsible for fulfilling the Council's legal obligation to assist homeless persons, investigate the individual reasons for homelessness, advise the client accordingly and provide temporary accommodation where applicable.

To manage and administer the Council's housing register in line with the sub regional HomeLink partnership.

In addition to the above, the team is responsible for ensuring illegal evictions and harassment within the district are eradicated, providing a Landlord Resolution Service and Landlord Forum, liaising with partner housing providers, and referring clients to homeless hostels. They are also the conduit for the Rent Deposit Scheme, Young Persons Project, provision and assistance for 16/17year olds or Care Leavers, Choice Based Lettings Scheme, Housing Register and Allocations of Social Housing.

We are regulated by Government and have to have regard of numerous Housing Acts (as amended) as well as the Council's Homelessness and Rough Sleeping Strategy 2020 to 2025 and the Council's corporate aims of:

- maintaining sound finances by investing wisely, maximising income and providing effective and efficient services
- when delivering services, our customers are at the heart of everything we do

The team oversee the Homes for Ukraine Scheme, Asylum Dispersal Scheme and Afghan Resettlement Scheme and work with Community Advice Resettlement officers in supporting, re-matching, and moving our guests into independent accommodation.

Community Advice

To provide a high quality, generalist advice service including in-depth advice and casework, covering welfare benefits, debt advice (including debt relief orders and bankruptcy), immigration, employment and consumer rights, wills and probate, relationship advice and mediation. Tailored to meet the needs of the individual, to help vulnerable people to improve their quality of life, achieve their goals and make a very real and positive difference to people's lives.

The team co-ordinates and attends the community hubs/bus across the district, reaching more remote residents and ending social and digital isolation.

Direct delivery of the Community Advice services enables the Council to act as a one-stop-shop for residents; providing a fully accessible range of services and expertise that is readily available and expanding on the Council's proven ability to intervene and assist residents with the issue that they face in an ever-changing environment.

The Housing and Community Advice team offer support and advice in:

- Universal Credit (including the housing element)
- domestic abuse
- defending possession proceedings
- housing options
- conflict management
- DASH risk assessments
- mediation
- income maximisation
- armed forces covenants
- immigration status and eligibility
- Adults and Mental Capacity Act
- mental health
- drug and alcohol abuse
- personal independence payments (PIP) applications and challenging decisions
- overpayments of benefits
- employment and consumer law
- rent arrears
- debt and money advice
- anti-social behaviour
- pensions
- referrals or signposting to other services

Cost of service

The gross cost of running the Housing and Community Advice service for 2026/27 is £1,492,738 with a net cost to the authority of £326,611 the remainder of £1,166,127 is covered by Department for Levelling Up, Housing and Communities grant funding.

Staffing information

Housing and Community Advice Manager (part time)

Housing Options Team Leader (full time)

Housing Options Officer (4 full time)

Tenancy Sustainment Officer (full time)

Income and Recovery Officer (full time)

Traveller Liaison Officer (part time)

Community Advice Team Leader (full time)

Community Advice Officer (3 full time, 1 part time)

Community Advice and Resettlement Officer (3 full time)

Housing & Community Advice Office Manager (1 full time)

Senior Allocations and Lettings Officer (full time)

Home Energy Advisor (part time)

Forward planning for Councillors

Proposed item	Proposed date of decision	Committee
Half year report 2026 to 2027	November 2026	Operational Services
End of year report 2026 to 2027	March 2027	Operational Services
Service Delivery Plan 2027 to 2028	March 2027	Operational Services

Housing and Community Service Delivery Plan 2026 to 2027

This Service Delivery Plan describes what Housing and Community Advice Service will be doing to deliver continuous improvement (service objective). Each performance measure relates to the council's strategic outcomes and Corporate Plan 2023 to 2027.

Council's Strategic Outcome: Minimise the financial (cost) impact of the Council on its residents.

Service Name's Strategic Objective: Maximising income via the re charging policy and reduce the risk of temporary accommodation.

Link to Corporate Plan: Sound financial management.

Performance measure	Target and reporting timescale	Baseline/output from 2025 to 2026	Owner and co-owners
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	83%	Housing Options Team
To secure alternative accommodation for high-risk clients to avoid the use of B&B accommodation.	April 2026	Ongoing	Housing & Community Advice Manager
Recoup monies loaned to clients for deposits, storage and removals with a collection rate of 85%.	85%, annually	82%	Income and Recovery Officer
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%	Senior Allocations and Lettings Officer
To actively facilitate and engage with the Local Government Reorganisation (LGR) programme and be operationally ready to transition into the new authority model without service disruption, including staff training and awareness, reviewing service delivery.	April 2028	New performance measure	Housing & Community Advice Team

Council's Strategic Outcome: Sustainable Communities.

Reprographics' Strategic Objective: Provide a holistic Housing and Community Advice service with the emphasis on preventing homelessness and offering a fully accessible Community Advice Service.

Link to Corporate Plan: Support our residents to live happy and healthy lives.

Performance measure	Target and reporting timescale	Baseline/output from 2025 to 2026	Owner and co-owners
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%	Housing & Community Advice Team
Ensure that 100% of the discretionary Housing Fund is fully utilised to prevent homelessness.	100%, annually	100%	Housing & Community Advice Team
To assist 100% of residents to relieve or prevent their homelessness	100%	99%	Housing Options Team
To assist 50 households into private rented accommodation with landlord incentives.	100%, annually	54	Housing & Community Advice Team
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%	Housing & Community Advice Team
Ensure 100% of clients are seen within 15 minutes of attending drop-in services and explore the possibility of more interview rooms	100%, annually	98%	Housing & Community Advice Team
To assist residents with applying for UPE2 (Ukraine Permission Extension Visa) which is an additional 24 month extension and continue to work in partnership on the Asylum Dispersal and Afghan Resettlement Scheme.	100%, annually	100%	Community Advice and Resettlement Officers
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	100%, annually	100%	Housing Options Team

Performance measure	Target and reporting timescale	Baseline/output from 2025 to 2026	Owner and co-owners
property inspections			
Support residents in the private sector and social housing in any court appearances, including assisting with all relevant court paperwork.	100%, annually	100%	Housing Options Court Officer
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%, annually	100%	Traveller Liaison Officer
To assist 55 households in reducing their energy costs.	100%, annually	57	Home Energy Advisor
To imbed the LIFT (low income family tracker) programme including hosting a new post funded by Cambs County Council.	April 2027	New performance measure	Housing & Community Advice Team
To Successfully implement year 1 of the Crisis and Resilience Fund (replacing the Household support fund).	April 2027	New performance measure	Housing & Community Advice Team

Council's Strategic Outcome: A clean, green and attractive place.

Reprographics' Strategic Objective: Undertake activities which help to mitigate/adapt to climate change.

Link to Corporate Plan: Cleaner, greener East Cambridgeshire.

Performance measure	Target and reporting timescale	Baseline/output from 2025 to 2026	Owner and co-owners
Reduce our paper usage within the service 10%.	10% reduction, annually	-1.14%	Housing and Community Advice Team