






Commitments towards our Vision

Housing & Community Safety 2018-2019-Six month update

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at the 6 month stage)	Outcome or output (at 6 month stage)
Maximising income via the re charging policy an reduce the risk of temporary accommodation	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.	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%	All Officers		100%
		To prioritise emergency homeless presentations and where possible deal with the situation on the day of presentation to the Council.	100%	All Officers		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%	95%	Income & Recovery Officer		83%
Provide an holistic Housing Options Service with the emphasis on preventing homelessness	Making East Cambridgeshire an even better place to live	To ensure we use 100% of Discretionary Housing Fund	100%	All officers		62% Spent £77,708 of the allocated £124,784
		To prevent or relieve at least 250 households from becoming homeless per year.	248			127 prevented & 89 relieved **

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		To effectively engage with landlords by undertaking 2 landlord forums per year.	1	All Officers		New Private Landlord Liaison Officer has now been recruited.
		To undertake a rough sleeper estimate.	yearly	All Officers		Booked in for 19 th November 2018
Adapting the service to meet the needs of the customer	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer	Update websites and ensure plethora of leaflets distributed across the district. Reviewed annually. Conduct Customer Satisfaction surveys. To carry out home visits to those who need them. To carry out a full review of our Gypsy and Traveller Sites	Yearly 50% 100% April 2018	All Officers All Officers Traveller Liaison Officer		Ongoing 50% 100% Completed
To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes	Delivering a financially sound & well managed council	Ensure all officers attend all mandatory council training courses in policy and procedures for child safeguarding, quality & diversity, health & safety etc.	100%	All officers		All officers are attending training as and when required
		Appraisals to be completed annually	100%	Housing & Community Safety Manager		At year end
		Service awareness briefings for Service Delivery Champion.	100%	All Officers		100%
		All officers to be up to date with changes to benefits/Universal Credit and Benefit Caps being introduced in from November 2016 and Universal Credit roll out to all new applicants from October 2018	100%	All Officers		100%
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact		To regularly review risks associated with Housing and Community Safety, including the implementation of the new Homeless Reduction Act coming into force from April 2018. This could bring an increase in customers accessing the service, including the risk of using B&B accommodation which will have a financial risk to the authority.	New target	Housing & Community Safety Manager All Officers		Ongoing – no significant impact at this stage

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		Roll out of full Universal Credit from October 2018 could also see an increase of homelessness and the risk of using B&B accommodation, this risk is unknown, the impact will be on the existing capacity of the team.	New target	Housing & Community Safety Manager All Officers		Ongoing – no significant impact at this stage
Ensuring people feel safe in their home and neighbourhood	Making East Cambridgeshire an even better place to live	To ensure 5% more rents collected than in 2017/2018 from the Traveller Sites.	£86,214	Traveller Liaison Officer		£56,934 collected 132%
		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%	All Officers		100%
		To deliver refresher safeguarding training to all front line staff	Annually	Housing & Community Safety Manger		Completed 2018
		Deliver the Community Safety Partnership (CSP) Board meeting twice annually and lead development of annual Action plan and all performance measures	Twice annually	Neighbourhood Officer		One held
		To sign up at least 20 Parish Council members/clerks as Eyes and Ears volunteers and roll out more multi agency events	100%	Neighbourhood Officer		Re-launched Sept 18 th – 30 champions signed up so far
		Prevent awareness raising sessions at the secondary schools in East Cambridgeshire involving video presentation.	Annually	Neighbourhood Officer		Completed

Name of Service Delivery Champion: Cllr Mike Rouse

Comments: I am satisfied that our Housing team continues to meet the challenges in an efficient and understanding way and I'm particularly pleased with the accreditation for the White Ribbon and the re launch of the 'Eyes and Ears Campaign to protect vulnerable people within our communities. The team have risen to the challenge of new legislation and continue to focus on prevention and early intervention.

** under the new Homeless Reduction Act we now have 56 days to prevent someone from becoming homeless, 56 days to relieve someone's homelessness (once already homeless) before we accepted a main duty (Band A Statutory Homeless). Since April 2018 we have accepted a main duty 11 households.