

Housing and Community Advice half year report 2024 to 2025

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	Target exceeded 97.2%- (396 applications 2.8% high risk, complex needs that couldn't access general needs accommodation)
To secure alternative accommodation for high-risk clients to avoid the use of B&B accommodation	New performance measure	Ongoing Discussions with housing providers for suitable accommodation
Recoup monies loaned to clients for deposits, storage and removals with a collection rate of 85%	85% annually	Target off track 81.84% (slightly under target but hoping to recoup above target by the end of the year)
Produce a full re charging policy for B&B, deposits, removals and storage	100%	Ongoing Draft completed - work ongoing on final procedure and will be shared with Director of Operations
Meet all of our statutory duties relating to the Housing Act 1996 as amended	100%	Target on track 100%

Performance measure	Target and reporting timescale	Half year update
Prevent or relieve at least 250 households per year from becoming homeless	250 Annually	<p>Target on Track</p> <p>92 applications Prevented (able to remain in existing properties/homes)</p> <p>96 Relieved applications (were found alternative accommodation)</p>
Ensure 100% of clients are seen within 15 minutes of attending drop-in services and explore the possibility of more interview rooms	100%	<p>Target on track</p> <p>98% of 1,512 individual clients. Lack of interview rooms often the reason for a longer wait</p>
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%	<p>Target on track</p> <p>100% all essential packs now available when needed.</p>
Ensure resolution guarantee for 100% of clients that are seen by the Community Advice team	100%	<p>Target on track</p> <p>98% - in some circumstances it is not always possible to resolve an issue to the clients satisfaction</p>
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	100%	<p>Target on track</p> <p>100% - 12 carried out within 7 days of arriving.</p>
Work in partnership with Environmental Health to ensure all Houses in Multiple Occupation	100%	<p>Ongoing</p> <p>As and when we are required by Environmental Health. Two more housing officers training to</p>

Performance measure	Target and reporting timescale	Half year update
(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		be HRSS qualified.
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	100%	<p>Ongoing</p> <p>One officer has completed coursework and sitting the exam in January 2024, another officer has completed coursework and waiting for an exam date and 3rd officer is starting the coursework in January.</p>
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	As required, annually	<p>Ongoing</p> <p>Update as and when needed</p>
Support residents in the private sector and social housing in any court appearances, including assisting with all relevant court paperwork	100%	<p>Target on track</p> <p>37 cases with 28 successful outcomes and 4 pending 2nd hearing</p>
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%	<p>Target on track</p> <p>100%</p>

Performance measure	Target and reporting timescale	Half year update
Reduce our paper usage within the service 10%	10% reduction, annually	Target off track +2.06% (all housing duty letters and personal housing plans have to be printed for all clients. We also have numerous officers doing online qualifications which involves printing research and assignments as and when needed)