




Commitments towards our Vision

Housing & Community Safety- End of year Report 2018-2019

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 end of year)	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% We've lent £40,761.93 so far this year and collected £38,231.72

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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		100% £114,033 of the allocated £124,784 As of 20/02/2019
		To prevent or relieve at least 250 households from becoming homeless per year.				286 prevented & 116 relieved **
		To effectively engage with landlords by undertaking 2 landlord forums per year.	1	All Officers		Landlord forum booked 9 th April 2019 and October 2019
		To undertake a rough sleeper estimate.	yearly	All Officers		completed November 2018, 1 rough sleeper recorded now back in his own property
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.	Yearly	All Officers		Ongoing
		Conduct Customer Satisfaction surveys.	50%			50%
		To carry out home visits to those who need them.	100%	All Officers		100%
		To carry out a full review of our Gypsy and Traveller Sites	April 2018	Traveller Liaison Officer		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%			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%
			New target	All Officers		100%

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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
		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.		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		£96,760 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		Completed
		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		We currently have 43 ambassadors and 10 agencies signed up to be 'eyes and ears' aware.
		Prevent awareness raising sessions at the secondary schools in East Cambridgeshire involving video presentation.	Annually	Neighbourhood Officer		Completed

** 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 to 18 households.