

Housing & Community Safety 2019/20

Overview of housing

The remit of the team is to deliver the Council's housing advice and homelessness service with the emphasis on preventing homelessness.

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

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, referring clients to the homeless hostels. They are also the conduit for the Rent Deposit Scheme, Young Persons Project, Young Parents Project, Crash Bed Provision for 16/17 yr old (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 well as the Council's (Draft) Homelessness Strategy 2019 – 2024 and the Council's corporate aims of:

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

We are always looking to build on our partnership working and provide the best quality of service to our clients.

This year we are welcoming CGL (formerly Inclusion) to sit within the team for 2 days a week and an outreach worker from Woman's Aid 1 day a month. This will ensure our clients get the best possible specific help and assistance.

We offer our client's joint visits with all of our partner agencies to ensure the best possible service is offered and emergency situations are resolved as quickly and effectively as possible.

Overview of Community Safety

The Community Safety Partnerships (CSP) role is to understand the kind of community safety issues East Cambridgeshire is experiencing. Decide which of these are the most important to deal with, and then decide what actions we can take collectively.

This year we have established a dedicated and effective Problem Solving Group (PSG) who respond to emerging crime trends and issues. Membership consists of 25 partners

which include Police, Council, Fire and Rescue, Registered Social Landlords, Traveller Liaison, Housing, Environmental Health, Youth Offending and Schools. All members of our PSG will receive a minimum of 1 day “Partnership Oriented Problem Solving Training”. This training is fully funded by Cambridgeshire Constabulary and will be rolled out across the County. All Community Safety Officers are to receive a minimum of 2 days training and in addition a 1 day Master Class will be offered. Officers will then become “Subject Matter Experts” and will be expected to deliver the training to other practitioners at a local level.

In addition to the above training the CSP funded 2 days training for the PSG to focus on Anti-Social Behaviour. This included ‘thresholds’, investigation, action planning, partnership working, community triggers plus proactively understanding the civil tools and powers available to agencies. This has empowered partners to tackle ASB more robustly and with confidence.

We have been instrumental in the relaunch of ECINS within East Cambridgeshire and in particular to our PSG, Housing Team and Delivery Groups. ECINS is used widely by Cambridgeshire Constabulary and is the central repository for managing partnership casework and sharing sensitive and confidential information while in compliance with all GDPR regulations.

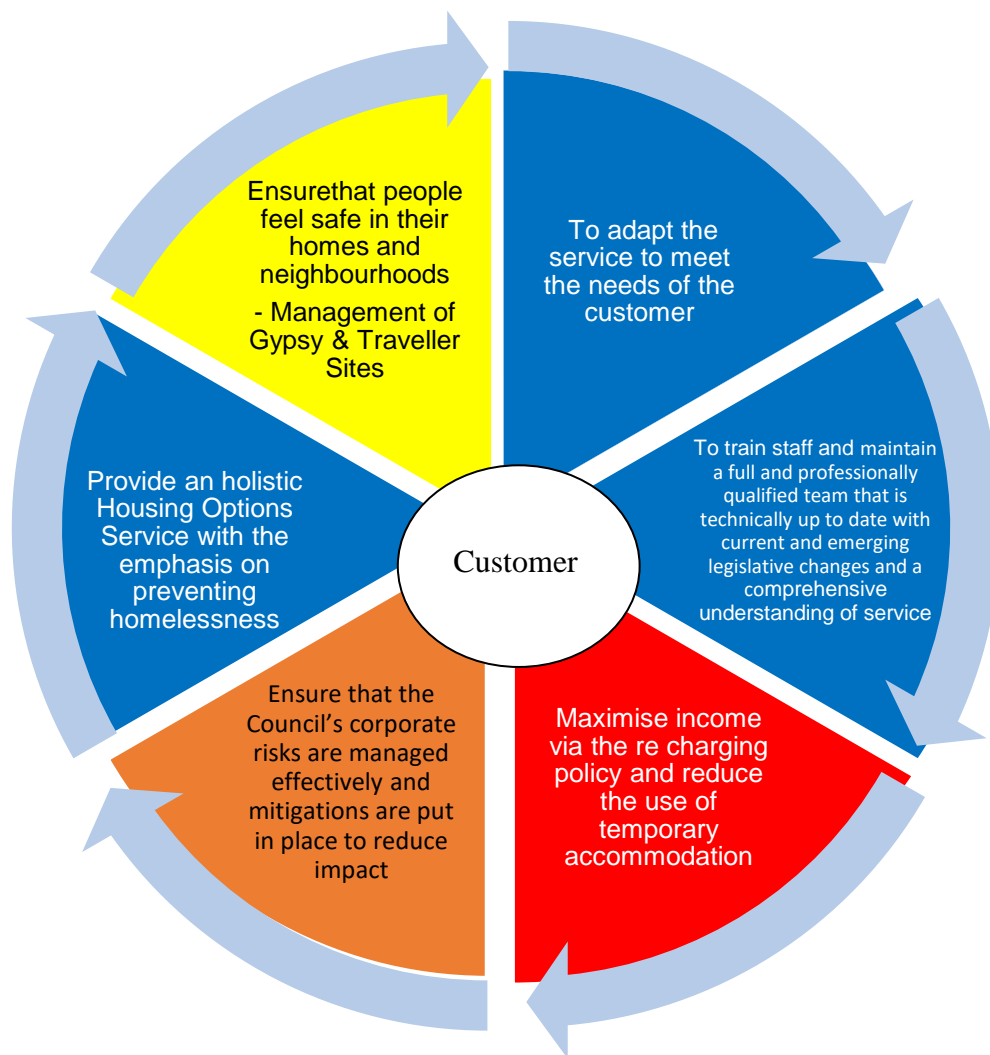
Our CSP are also working projects such as, The Modern Day Slavery Act 2015 and Organised Crime and County Lines/Exploitation.

We continue to promote the ‘Eyes and Ears’, White Ribbon, Scams and Fraud and are looking for further accreditation with the DAHA award (domestic abuse housing alliance).

Staffing information

Post	Full/Part time	Area of Department
Housing & Community Safety Manager	Full Time	All
Housing Options Team Leader	Full Time	All
Housing Options Officer	Full Time	All
Housing Options Officer	Full Time	All
Housing Admin Officer	Full Time	All
Income & Recovery Officer	Full Time	All
Neighbourhood Officer (CSP)	Full Time	All
Tenancy Support Officer x2	Full Time	All
Traveller Liaison Officer	Part Time	All
Private Landlord Liaison Officer	Full Time	All

Strategy map- 2019/20



Commitments towards our Vision

Housing & Community Safety Service Delivery Plan 2019-2020

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
Maximise income via the re charging policy and 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
		To prioritise emergency homeless presentations and where possible deal with the situation on the day of presentation to the council.	100%	All Officers
		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 95%	90%	Income & Recovery Officer
		To provide Universal Credit budgeting support for all of our clients applying or transferring over to UC.	100%	Tenancy Support Officers
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
		To prevent at least 250 households from becoming homeless per year.	250	All officers
		To maintain and increase provision for mental health support	3 Bed spaces	All Officers
		To effectively engage with landlords by undertaking 2 landlord forums per year and via an online quarterly newsletter.	2	All Officers
		To undertake a rough sleeper estimate.	Yearly	All Officers
		To respond to all rough sleeper alerts offering assistance within 24 hours	100%	All Officers
		To provide support in applying for grants and to improve the quality of life/standards of living for our clients.	100%	All Officers

		Clients remaining in existing accommodation with assistance from Tenancy Support Officers	80%	Tenancy Support Officers
		To review and refresh Homelessness Strategy	April 2019	Housing & Community Safety Manager
To adapt 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
		Conduct Customer Satisfaction surveys.	50%	
		Carry out home visits to those who need them.	100%	All officers
		Coordinating efforts with EH to ensure all HMO's are licensed and meet the required standards prior to any placements within the private landlord remit.	100%	Private Landlord Liaison Officer
To train staff and maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes and a comprehensive understanding of service		Ensure all officers attend all mandatory council training courses in policy and procedures for child safeguarding, equality & diversity, health & safety etc.	100%	All Officers
		Appraisals to be completed annually	100%	All Officers
		All officers to be up to date with changes in legislation and the introduction of The Homeless Reduction Act from April 2018 and Universal Credit roll out to all new applicants from September 2018.	100%	
Ensure people feel safe in their home and neighbourhood	Making East Cambridgeshire an even better place to live	To allow certain domestic abuse applicants to remain in their current property and to be safe in the knowledge that their property is secure including referring to Bobby Scheme.	2	All Officers

	To ensure 5% more rents collected than in 2018/2019 from the Traveller Sites.	£96,760	Traveller Liaison Officer
	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
	To establish all community hubs in line with the Corporate plan.	April 2019	All Officers
	To deliver refresher safeguarding training to all front line staff	Annually	Housing & Community Safety Manager and Neighbourhood Officer
	Deliver the Community Safety Partnership (CSP) Board meeting twice annually and lead development of annual Action plan and all performance measures	Twice annually	Housing & Community Safety Manager and Neighbourhood Officer
	To sign up at least 20 Parish Council members and local organisations as Eyes and Ears volunteers and identify Scam Champions to help identify Fraud and Scams through the 'Eyes and Ears' scheme.	100%	Housing & Community Safety Manager and Neighbourhood Officer
	Work with Secondary Schools alongside their 'Health and Safe Schools' Agenda.	Annually	Neighbourhood Officer
	Provide robust training for all partners to ensure a systematic approach is used when addressing problems in the community, using the SARA model – Scanning, Analysis, Response, and Assessment.	Annually	Housing & Community Safety Manager and Neighbourhood Officer
	Support the County Wide Delivery Group 'Hate Crime Action Plan' by setting up 3 rd party reporting centre's in East Cambs	2 centres set up	Neighbourhood Officer

<p>Ensure that people feel safe in their homes and neighbourhoods</p>	<p>Making East Cambridgeshire an even better place to live</p>	<p>To actively monitor and manage graffiti removal in partnership with ECSS</p>	<p>48 hours non offensive 24 hours offensive</p>	<p>Neighbourhood Officer</p>
<p>Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact</p>	<p>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</p>	<p>To regularly review risks associated with Housing and Community Safety, including the implementation of the Homeless Reduction Act which came into force in April 2018.</p> <p>The roll out of full Universal Credit could still see an increase of homelessness and the risk of using B&B accommodation, this risk continues to be unknown, the impact will be on the existing capacity of the team.</p>	<p>Ongoing-reviewed regularly</p>	<p>Housing & Community Safety Manager All Officers</p>