

## CABINET MEMBERS REPORT TO COUNCIL

25 January 2022

### **COUNCILLOR SAM SANDELL- CABINET MEMBER FOR PEOPLE AND COMMUNITIES**

For the period 2<sup>nd</sup> December 2021 to 10<sup>th</sup> January 2022

#### **1 Progress on Portfolio Matters.**

I would like to wish you all a very Happy New Year. My cabinet report is very short this time.

Before the last Council meeting I was interviewed by Gill Bennett as Radio Norfolk were broadcasting for a whole week on the subject of Homelessness in West Norfolk. This interview was broadcast during the w/c 6<sup>th</sup> December 2021.

#### **2 Forthcoming Activities and Developments.**

Following on from the last Council meeting, as Cabinet member for People and Communities, I will be working with officers on the Active Clean Connectivity project.

#### **Our Handyperson service is a winner – and that’s official!**

A fantastic service with high levels of customer satisfaction has resulted in the borough council’s Handyperson Prevention Service winning a prestigious award.

The service won the Handyperson of the Year Award, given by the Foundations National Healthy Housing Awards, which recognises excellence in supporting people to live independently.

Originally created 15 years ago to undertake minor repairs, the service has developed over the years.

In 2017 a review of the service, and consultation with health and social care organisations, led to the service expanding. Since then, it has focused on implementing preventative measures around the home that make day-to-day living easier and reduce the chance of someone falling.

It is a free, funded service for West Norfolk residents who have a disability or health condition, and the team’s activities include installing grab rails and

easier-to-use handles and taps. It works alongside the major adaptation service for larger works and also links with other organisations to make referrals when people need extra help.

Over the past four years the team more than 2,000 people and completed more than 2,300 jobs. This doesn't just help people in their homes: it has helped the NHS to save more than 2,500 bed days by reducing admissions and getting people home more quickly.

All the people who have given us feedback said the works had made them feel more safe and secure at home, and that they would recommend the service. More than 95% rated the service as excellent.

This is a great achievement and one that this Council should be proud of. It is because of the hardworking and dedication of staff and officers that this has been achieved.

### **HOUSING OPTIONS**

It was business as usual up to the Christmas break for Housing Options. Provision was made for 5 rooms in B&B to cover this period and up to 14th February 2022. A flat in Broad Street and St James Lodge was left available for any family presentations to ensure accommodation was available.

However, there were 23 homeless presentations to the out of hours service over this time - 10 single people were placed into B&B as immediately homeless meaning an increase in B&B being source. One Covid positive case was moved to the furnished self-contained 'Covid' flat at Parkway to self-isolate with provisions provided.

The Housing register forms were suspended over Christmas, as was the advert cycle; these have now all been reinstated.

### **3 Meetings Attended and Meetings Scheduled**

Cabinet Briefings  
Cabinet Sifting  
Full Council  
Local Plan Task Group  
Active Clean Connectivity Project Briefing  
Media Training