

## Annex 1 – Full service list

Full list of strategic service/activity areas considered for inclusion in VfM project and initial comments & clarifications
1. Homelessness
2. Temporary accommodation
3. Housing advice/housing options
4. Prevention services e.g. rent/bond guarantee schemes, mediation home visits etc – a prevention toolkit
5. Choice based lettings – Sub regional CBL project – each member of sub region has compared the current waiting list management cost to CBL proposed costs so this info should be comparable and available for the VfM project (provided that each council has included the same task elements in that exercise).
6. Housing register – see above comment. One participant doesn't manage its own list and doesn't pay for its management.
7. Housing related support – only one participant has its own support service
8. Asylum seeker and refugee services – inappropriate for these participants
9. Decent homes PSA 7 – decency in non-social housing for vulnerable people incl. PSR grants
10. Affordable warmth and energy efficiency
11. Private sector renewal – would need to focus on empty homes action
12. Home improvement agencies – being considered as a joint re-commissioning project, possibly across Cambridgeshire, owing to PCT reducing their funding. The work being done on this, led by Trish, should inform DFG VfM (for example) but it needs to be dealt with initially outside of this project.
13. Provision of additional affordable housing
14. Private sector assistance – capital grants are the payable amount (plus salary costs), not the whole cost of work
15. Private sector enforcement
16. Housing benefit – too separate from strategic housing functionally. Would be difficult to get HB to participate
17. Anti-social behaviour services – either provided within HRA or within corporate Community Safety so inappropriate for this project
18. Enabling new development
19. Enabling regeneration and housing market renewal
20. Managing partnerships and relationships (local governance links)
21. Consultation – can only be measured for direct strategic activity – otherwise too integrated with direct service delivery
22. Contract and performance management (incl. ALMO / LSVT) – too few participants could look at this. Some don't monitor, e.g. LSVT or ALMO or council-provided landlord services
23. Research and intelligence
24. Strategy and policy development and writing
25. New service development – insufficient activity and too sporadic to measure this
26. Reviews of service provision, options appraisals etc. – rarely carried out by participants and again too sporadic to measure
27. Business support to these e.g. IT, Legal services - Support costs that are allocated out by FTE staff, for example, need to be summed into a separate support costs amount for housing strategic activity. Where there are individual case-related support costs e.g. planners' time, legal time, OT input time, these need to be allocated into the individual service area.