

Item 6 - Review of Homelessness Out of Hours Service

The attached report was considered by the Housing & Health Advisory Committee on 24 November 2020. The relevant Minute extract is below.

Housing & Health Advisory Committee Advisory Committee (24 November 2020, Minute 57)

The Head of Housing & Health presented the report which provided a review of the pilot undertaken with Centra to provide the Council's homelessness out of hours service and also considered future delivery options for the service. The Council was required to deliver a dedicated service to customers facing homelessness outside standard office hours. The report provided Members with options for how the homelessness out-of-hours service was delivered.

Members asked questions of clarification concerning any possible contract with Centra such as whether there would be regular review meetings and whether there was enough capacity should it be required. The Head of Housing & Health advised that if a contract was entered into as set out in Option B, then there would be a service level agreement with performance indicators and regular meetings. There would also be scope to negotiate increased capacity should it be required. It was noted that a Council housing officer would also provide a back-up contact for Centra and CCTV, to support them with complex questions. Concern was expressed about putting extra pressure on existing staffing levels should Option C be considered.

Public Sector Equality Duty

Members noted that consideration had been given to impacts under the Public Sector Equality Duty.

Resolved: That it be recommended to Cabinet to agree Option B as set out at paragraph 29 of the report, for the future delivery for the Council's homelessness out-of-hour service.