

### Appendix 3

1. This appendix details the roles within the Providing Homes service providing statutory services required on behalf of SBC under Part 6 and 7 of the Housing Act 1996 (as amended) and the work completed.
  - 1.1 Local Authorities are bound by statute. Their functions are set out in numerous acts of parliament with associated legal duties and Homelessness legislation which can be found at; <https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities>
  - 1.2 These are the teams currently within the Providing Homes service area:
    - **Housing Options-** all work related to part 7 of the Housing Act 1996 in the prevention of homelessness.
    - **Housing Supply-** all work related to part 7 of the Housing Act 1996 and the prevention of homelessness.
    - **Temporary Accommodation and Lettings-** work related to part 6 and 7 of the Housing Act 1996.
    - **Housing Business Support-** administrative and processing support to all teams within Providing and Managing Homes dealing with requirements under the Housing Act 1996 (as amended).
  - 1.3 The below table details the job roles, the team they are in and the job function, how these roles are funded the caseload and context. The number of cases quoted is a snapshot in time and the number vary from week to week.
  - 1.4 Where posts are grant funded and because the grant is awarded by government year by year basis the Council can only offer Fixed term contracts making the jobs less attractive. Should these jobs be funded for more than 2 years any redundancy costs would also need to be covered by this funding.

Job Role	Team	Role Function	Funding and number of roles	Caseload and context
Housing Options Caseworker	Housing Options	The initial point of contact for all applicants seeking Housing advice and homelessness assistance. Ongoing casework in prevention and relief of	6 FTE in the base establishment from General Fund 4 FTE fixed term from the Homeless Prevention Grant	These caseworkers are managing the current caseload of <b>584</b> open Housing Options Cases d issuing all statutory decisions. Without 10 staff or more

		Homelessness until discharge of duties <b>Statutory function</b>		caseloads will be unmanageable compared to industry norm of 30-40 cases per officer.
Senior Housing Options Caseworker	Housing Options	Managing the HOC and RSC, completing s202 reviews of suitability and decisions, Operational oversight <b>Statutory function</b>	2 FTE fixed term posts from the HPG	These roles are senior to the officers issuing
Housing Options Manager	Housing Options	Managing the SHOC and HOC, completing s202 reviews of suitability and decisions, Strategic oversight <b>Statutory function</b>	1 FTE funded from General Fund establishment	
Rough Sleeper Outreach workers	Housing Options	Working with all cases sleeping rough or an imminent risk of in order to engage with cases and bring them into accommodation and access support to prevent homeless for an entrenched group. Attending all homelessness reports of rough sleeping <b>Statutory function</b>	4 FTE fixed term posts from the RSI grant	These roles are responsible for the engagement and outreach work for the <b>38</b> rough sleeper accommodated plus any additional case sleeping rough which at present stands at <b>5</b> and those that have been moved on into PRS which stands at <b>25</b> . <b>Total case load of 68 cases which have complex needs</b>
<b>Total staff numbers</b>			<b>17 staff Providing statutory functions (10 of which funded from fixed term</b>	If the funding was not available the service could not continue with 7 staff – already

			funding)	reliant on agency workers to cover vacant posts
Job Role	Team	Role Function	Funding and number of roles	Caseload and context
Housing Supply Co-Ordinator	Housing Supply	Increasing our access to the Private Rented Sector (PRS) increasing new business in order to discharge our homeless duties into PRS accommodation. Completing tenancy sustainment for those we place into the PRS to prevent any future homelessness. Managing the refugee resettlement work <b>Statutory and non-statutory work</b>	2 FTE established post in General fund 2 FTE fixed term contracts funded out of the HPG 1 FTE fixed term contract funded out the Next Steps Accommodation Pathways revenue grant	These roles are responsible for sourcing the accommodation for those out of the <b>584</b> cases that can be moved into the PRS, the ongoing sustainment work with these cases. They manage the <b>5</b> refugee resettlement cases within SBC and any additional placements. Without this level of staffing service there would not be the ability to source and sustain accommodation in the private rented sector to prevent and discharge homelessness
Housing Apprentice	Housing Supply	To work across Housing and Investment completing and a qualification. Reporting into the Housing Supply Manager with a focus on Homelessness work <b>Non- Statutory work however</b>	2 FTE fixed term contracts funded out of the HRA	Only 1 post filled at the moment as the other has successfully been promoted. This is our offer to the national apprenticeship scheme and the service benefits without cost when a post is placed in the

		<b>working across statutory and non-statutory services.</b>		teams.
Housing Supply Manager	Housing Supply	Managing the HSC and HA with responsibility for the refugee resettlement programme and our services to access PRS in the prevention of homelessness <b>Statutory and non-statutory work</b>	1 FTE established in General fund	
<b>Total Number of Staff</b>			<b>8 staff members with 6 delivering statutory services and 5 funded from fixed term funding from the General Fund and 2 FTE from the HRA</b>	If grant was not received to fund posts we would be reliant on 3 posts
<b>Job Role</b>	<b>Team</b>	<b>Role Function</b>	<b>Funding and number of roles</b>	<b>Caseload and context</b>
Temporary Accommodation Officer	Lettings and Temporary Accommodation	The provision and management of emergency and temporary accommodation <b>Statutory function</b>	3 FTE funded from HRA establishment 2 FTE FTC funded from HRA establishment (COVID posts) 2 FTE FTC funded from HPG	These roles are responsible to manage the <b>189</b> placements within Emergency and Temporary Accommodation and Bed and Breakfast Without this level of staffing caseloads will be unmanageable
Temporary Accommodation Assistant	Lettings and Temporary Accommodation	The management of emergency and temporary accommodation <b>Statutory function</b>	2 FTE funded from service charges in HRA establishment –	These roles are responsible to manage the <b>189</b> placements within Emergency and Temporary Accommodation and Bed and Breakfast Without this level

				of staffing caseloads will be unmanageable 189 = average of 21 cases per officer
Lettings Advisor	Lettings and Temporary Accommodation	The management of the Allocations Policy and housing register and lettings of all SBC GN units <b>Statutory function</b>	2.5 FTE funded from HRA establishment 1 FTC funded from HRA establishment	FTC is due to end in Sep 2021 due to the implementation of the Housing Online product. There are 2070 applicants on our housing register.
Lettings and Temporary Accommodation Manager	Lettings and Temporary Accommodation	Responsible for the Strategic oversight of temporary accommodation provision, the allocations policy, lettings and housing register. Further to ensure that lettings are in line with void works <b>Statutory function</b>	1 FTE funded from HRA establishment	
Senior lettings and Temporary Accommodation Officer	Lettings and Temporary Accommodation	Responsible for the Operational oversight of temporary accommodation provision, the allocations policy, lettings and housing register. Further to ensure that lettings are in line with void works <b>Statutory function</b>	1 FTE funded from HRA establishment	This officer is responsible to authorise the service of notices and authorising works.
<b>Total Number of Staff</b>			<b>14.5 staff members delivering statutory functions in</b>	

			relation to Part 6 and 7 5 roles are from fixed term funding	
Job Role	Team	Role Function	Funding and number of roles	Caseload and context
Housing First Project Manager	Providing Homes reporting into Operations Manager- Providing Homes	Leading on our approach to providing single homelessness accommodation and support solutions <b>Contributing to Statutory work</b>	1 FTE FTC from HPG	This role is focusing on the Housing First approach as an approach to manage single homelessness
Strategic Complaints Manager- Providing Homes	Providing Homes reporting into Operations Manager- Providing Homes	Leading on all complaints, feedback and insight relating to the homeless services, providing learning and training <b>Contributing to Statutory work</b>	1 FTE FTC from HPG –	This role providing Homeless feedback is recommended as good practise by the MCHLG
Continuous Improvement Manager- Providing Homes	Providing Homes reporting into Operations Manager- Providing Homes	Working across all services within Providing Homes to focus on process, procedure, continuous improvement of all services and feeding into the wider Housing and corporate teams leading on updates required from legislation <b>Contributing to Statutory work</b>	1 FTE funded from HRA establishment	

1.4 As detailed above there are currently 42.5 posts for providing the front-line services under parts 6 and 7 of the Housing Act 1996

1.5 There are 8 Staff members within the Business Support team providing administrative and processing support for these teams but also for approximately. 30 staff in the Managing Homes teams.

1.6 The Business Support team predominantly provide support to providing homes in the processing and payment of invoices, claims to the Refugee resettlement system, Bed and Breakfast placement audit trail and all work associated in the payment for external services. The Business Support team also provide support in the process chain for voids, mutual exchanges, and other workflows.

1.7 There are 7 posts reporting into the Operations Manager- Providing Homes.

1.8 Out of the **51.5** staff within the Providing Homes services there are **20** roles which are funded from fixed term funding specifically:

- The Rough Sleeper Initiative Grant is issued on a financial yearly basis

<https://www.gov.uk/government/publications/rough-sleeping-initiative-2020-to-2021-funding-allocations>

It has been confirmed that we will receive the same grant amount that was allocated for 2020/2021 however any additional funds must be requested by 24<sup>th</sup> February 2021.

- The Homelessness Prevention grant issued on a financial yearly basis

<https://www.gov.uk/government/publications/homelessness-prevention-grant-2021-to-2022>

Funding has been confirmed and our allocated was £500,831

1.9 The information provided within this appendix highlights that the services providing our front-line statutory services for Housing Advice, Homelessness and access to accommodation have 38% of service reliant on fixed term funding

1.10 As detailed in the above information I can confirm that there are 584 cases with Housing Options (average of 58 per HO officer)

1.11 Of which 189 are in the Temporary Accommodation "TA" and open to the TA team. This is an average 21 per TA Officer

1.12 68 rough sleepers are open to the Housing Options team (38 in temporary accommodation, 5 sleeping rough and 25 housed in the private rented sector) This is an average caseload of 27 cases per RSC.