

SUBJECT: Housing Support Team Restructure

MEETING: COMMUNITIES AND PLACE DMT

DATE: 4TH SEPTEMBER 2023

DIVISION/WARDS AFFECTED: All

1. PURPOSE:

- 1.1 To consider a minor restructure of the Housing Support Team to reflect role changes and the need for additional front line support, in response to early homelessness intervention and prevention requirements.

2. RECOMMENDATIONS:

Further to the restructure of the Flexible Funding and Housing Support Team previously agreed on the 13th December 2022:

- 2.1 To approve the regrading of the new Housing Support Services Coordinator from Band F (19-23) to Band G (23-27) £30,151 to £33,820, previously known as the Housing Intervention Panel Coordinator, to reflect the additional responsibilities associated with the role from 1st April 2023.
- 2.3 To consider and approve the need for an additional post for a Housing Support Gateway Assistant (Grade E SCP 14-18) to reflect the need for additional early intervention and prevention measures, in light of the approval of the Rapid Rehousing Transition Plan 2022-2027, by [Cabinet](#) on the 5th April 2023.

3. KEY ISSUES:

3.1 Housing Support Grant (HSG)

Purpose: To address the housing and housing related support needs of the most vulnerable individuals in society through the range of early intervention, prevention and support mechanisms. The **HSG** encompasses three programmes:

- Supporting People;
- Homelessness Prevention; and
- Rent Smart Wales Enforcement

- 3.2 As part of the 2023/24 ongoing review of the service delivery of the Housing Support Team, a need to review and consider the following posts has been identified:

- 3.3 **Housing Support Services Coordinator** – The Housing Intervention Panel Coordinator role has been reconsidered to incorporate the coordination and development of both the Housing Intervention and Housing First panels to

ensure a proactive approach to both the multi-agency referrals and multi-agency working.

The purpose of all the panels is to provide a multi-agency forum to identify, consider and co-ordinate multi-agency support to vulnerable individuals and households with multiple and complex needs.

The role includes linking in with the SPACE Panel (Children’s Services) and liaising with professionals from Health, Social Care, Police, Housing, Registered Social Landlords, DWP, Ambulance, Probation, GDAS, Community Safety, HSG Commissioned Services and referrals from organisations.

3.4 Housing Support Gateway Assistant – A new role and central point of contact for the Housing Gateway. The Assistant will liaise with colleagues to advise customers at an early stage of their housing and support options, in order to determine the most appropriate means by which to prevent homelessness.

Amongst other duties, the Assistant will:

- co-ordinate and register the receipt and closures of referrals for Housing Support services which are received via the Gateway;
- determine the status of referrals received, to check if they are already being supported or have any known risks and update the Gateway database accordingly;
- allocate assessed clients to appropriate providers, including temporary accommodation and rough sleepers;
- complete welfare calls to people on the Housing Support waiting list to prevent any immediate crisis.

4. EQUALITY AND FUTURE GENERATIONS EVALUATION (INCLUDES SOCIAL JUSTICE, SAFEGUARDING AND CORPORATE PARENTING):

As this is an operational matter no political decision is required.

5. OPTIONS APPRAISAL

5.1 Table One which follows, contains an analysis of the options considered:

Table One: Options Appraisal

Option	Benefits	Risks	Comments
<ul style="list-style-type: none"> • Do nothing 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • All the tasks will fall to other members of the Housing Support Team and will increase the burden on their 	

		current workloads.	
<ul style="list-style-type: none"> • Re-grade of Housing Support Services Coordinator 	<ul style="list-style-type: none"> • Acts as a conduit between multi agency working. • Key in ensuring the right services are coordinated to the most vulnerable people to prevent homelessness occurring. 	<ul style="list-style-type: none"> • 	
<ul style="list-style-type: none"> • Additional Housing Support Gateway Assistant 	<ul style="list-style-type: none"> • Reflects the need to review the changes required within Housing Support Team to enable a more seamless and robust service delivery and increase opportunities to prevent homelessness. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

6. REASONS:

6.1 The proposed restructure reflects the required growth in the delivery of Housing Support Services, providing an opportunity to bolster resources where they are most needed i.e. homelessness prevention and intervention to avoid homelessness occurring and strengthening multi-agency partnership working.

7. RESOURCE IMPLICATIONS:

7.1 The restructure requested will be funded from within the existing allocation of the Housing Support Grant and will therefore have no impact on the MTFP.

- Housing Support Services Coordinator will increase from a Band F (19-23) £27,852 - £30,151 to Band G (23-27) £30,151 to £33,820
- Housing Support Gateway Assistant Band E (14-18) £25,409 to £27,344

8. CONSULTEES:

- Chief Officer for Communities and Place;
- Chief Officer for Social Care and Health;
- HR Business Partner;
- Communities and Place DMT

9. BACKGROUND PAPERS:

Appendix A: Housing Support Services Coordinator

Appendix B: Housing Support Gateway Assistant

Appendix C: Proposed Team Structure

10. AUTHOR:

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11. CONTACT DETAILS:

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Appendix A



Housing Support
Services Coordinator

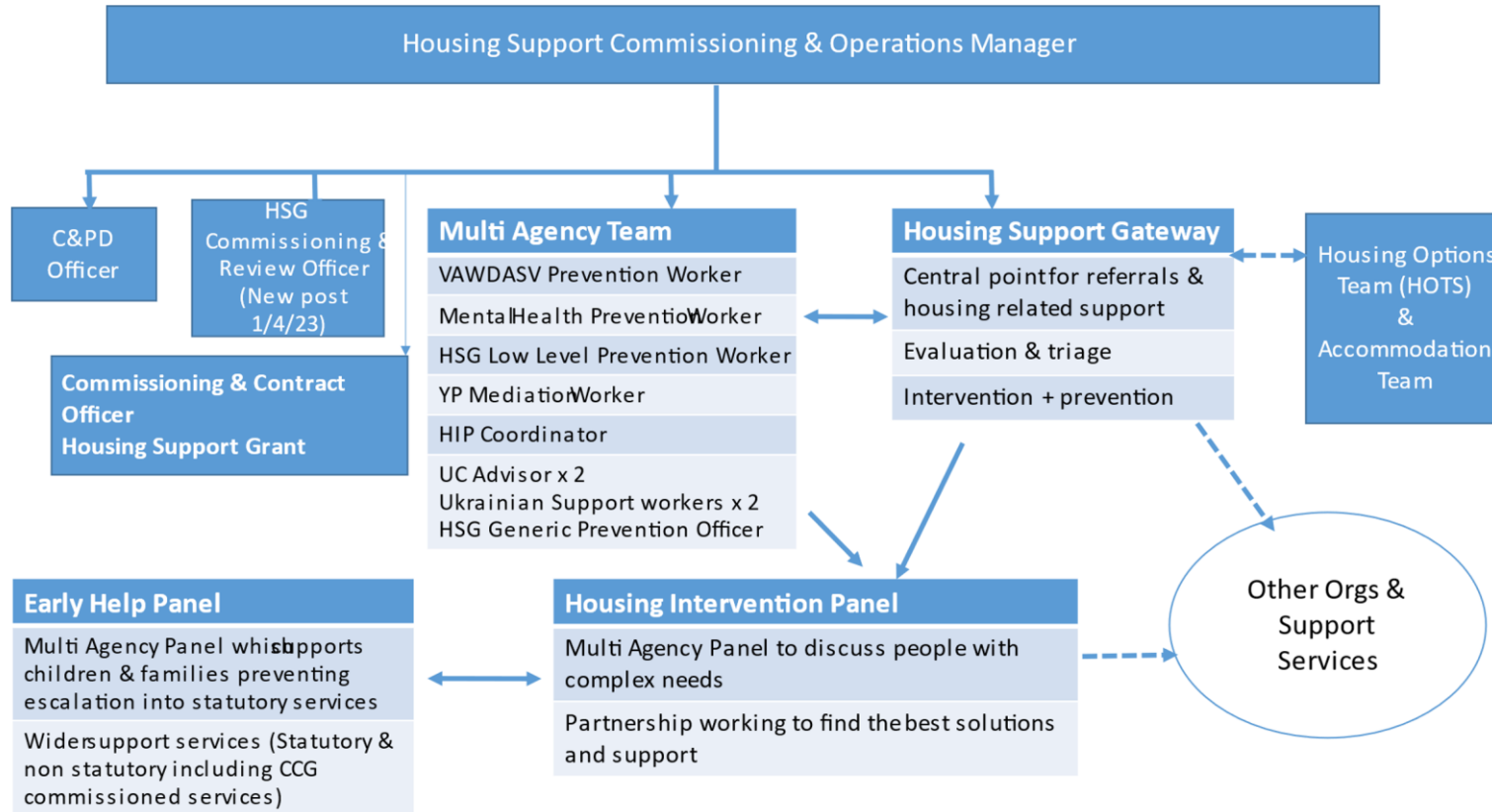
Appendix B:



Housing Support
Gateway Assistant Fin:

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Appendix C – Proposed Structure



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