

Housing Service Update

As set out in the main report, the Housing & Homelessness service undertook a service review and below is a summary of the measures which housing are implementing following the outcome of the review.

The main focus is on where the pressures are most acute, where resources are most stretched and where the proposed changes should have the most significant impact. The review focusses on the length of time spent in temporary accommodation rather than solely the total number of households.

The review proposes a more proactive and creative approach to spending the Homelessness, Rough Sleeping and Domestic Abuse Grant in line with government guidance to spend the majority share on prevention-based activity.

The approach advocated by the review is in the process of being implemented and progress against the main points is listed below.

- *Realigned the focus of the rent deposit officer post to take a more proactive approach with landlords and households in long-term TA. The post will work closely with the existing and new move on officer posts and commenced early September.*
- *Improved referral process to ETHOS, employment support project, to increase the employment prospects and income of households in TA, which will subsequently increase their options in the private rented sector.*
- *New post created to cover hospital discharge to cover both physical and mental health discharge commenced July 2026, in order to reduce the number and complexity of referrals.*
- *Housing adviser upskilled and moved to the housing options team, to ensure more effective triage with earlier intervention and better-quality advice.*
- *Increased resource for the management of temporary accommodation placements and the administration of the housing needs register, to help improve the link between temporary and settled accommodation, and to process the increase in housing register related activity.*
- *New standard operating procedures produced and implemented, in order to improve the management and, where necessary, the termination of temporary accommodation placements.*