

To: Members of the Special Sub-Group

(Councillors Clews, Chapman, Bates, Farrow, Guilmant, Jarvis, Jenns, Stuart, Turley and M Watson)

For the information of the Members of the Council

For general enquiries please contact Democratic Services on 01827 719226 or via email – democraticservices@northwarks.gov.uk

For enquiries about specific reports please contact the officer named in the reports.

This document can be made available in large print and electronic accessible formats if requested.

SPECIAL SUB-GROUP

16 JUNE 2025

The Special Sub-Group will meet on Monday, 16 June 2025 at 6.30pm in the Council Chamber at The Council House, South Street, Atherstone, Warwickshire.

The day after the meeting a recording will be available to be viewed on the Council's YouTube channel at [NorthWarks - YouTube](#).

AGENDA

- 1 Evacuation Procedure**
- 2 Apologies for Absence / Members away on official Council Business.**
- 3 Disclosable Pecuniary and Non-Pecuniary Interests**

4 **Public Participation**

Up to twenty minutes will be set aside for members of the public to put questions to elected Members. Questions should be submitted by 9.30am two working days prior to the meeting. A period of five minutes will be allowed for each question to be answered.

Members of the public wishing to address the Board must register their intention to do so by 9:30am two working days prior to the meeting. Participants are restricted to five minutes each.

If you wish to put a question to the meeting, please register by email to democraticservices@northwarks.gov.uk or telephone 01827 719221/719226/719237.

Once registered to speak, the person asking the question has the option to either:

- (a) attend the meeting in person at the Council Chamber.
- (b) attend remotely via Teams; or
- (c) request that the Chair reads out their written question.

The Council Chamber has level access via a lift to assist those with limited mobility who attend in person however, it may be more convenient to attend remotely.

If attending remotely an invitation will be sent to join the Teams video conferencing for this meeting. Those registered to speak should dial the telephone number and ID number (provided on their invitation) when joining the meeting to ask their question. However, whilst waiting they will be able to hear what is being said at the meeting.

5 **Temporary Accommodation Officer - Report of the Director of Housing**

This report provides the Board with a draft homelessness strategy to consider.

The Contact Officer for this report is Angela Coates (719369).

6 **Exclusion of the Public and Press**

To consider, in accordance with Section 100A(4) of the Local Government Act 1972, whether it is in the public interest that the public and press be excluded from the meeting for the following item of business, on the grounds that it involves the likely disclosure of exempt information as defined by Schedule 12A to the Act.

7 **Staffing Matter** – Report of the Chief Executive

The Contact Officer for this report is Dorothy Barratt (01827 719250).

STEVE MAXEY
Chief Executive

Agenda Item No 5

Special Sub-Group

16 June 2025

**Report of the
Director of Housing**

**Temporary Accommodation
Officer**

1 Summary

- 1.1 This report provides the Board with a draft homelessness strategy to consider.

Recommendation to the Special Sub-Group:

- a That the increase in the use of temporary accommodation and the importance of managing it well be noted; and**
- b That the inclusion of a Temporary Accommodation Officer in the staff establishment and the Housing Options Team be agreed.**

2 Consultation

- 2.1 Unison were involved in the job evaluation of this post and are aware of our intention to create a new job role in the establishment.

3 Background

- 3.1 The Council has recently agreed a new homelessness strategy.

- 3.2 The evidence review recognised that the Housing Options Team is currently under pressure but managing well given the demands placed on it. Key pressures are because of Domestic Abuse, and family/friends no longer willing to accommodate. It is also notable that while an increasing number of households need support some have become homeless because of financial reasons and housing costs. For the purpose of this report it is noted again that there has been an increase in the use of temporary accommodation since the last strategy was published. The chart shared with Members as part of the review is attached at **Appendix A**

...

- 3.3 The intention of the 2017 homelessness legislation was to promote prevention and early intervention to stop crisis and reduce the use of temporary accommodation. It also set out clearly that Government understood that real change would only come through partnership. It is noted that nationally and locally Local Authorities have struggled to reduce the need to use temporary accommodation for households which has escalated in most areas.

4 Temporary Accommodation

- 4.1 The Housing Options Team act to prevent homelessness by giving timely advice and support to homelessness applicants. Unfortunately, the continuing challenges in the housing market and with personal finances means that we are receiving an increase in homelessness applications and in the use of temporary accommodation.
- 4.2 The Housing Division uses a range of temporary accommodation options to meet the needs of homeless applicants. There is a small hostel for families, three houses in multiple occupation for single men and 6 dispersed premises across the Borough. We also use hotel accommodation in emergencies – this is short term only.
- 4.3 All of the temporary accommodation has to be managed. This includes ensuring rent is paid, the premises are in good repair and safety risks are closely attended to and occupants are provided with good information and support as required.
- 4.4 Until the end of January 2025 the single men's hostels were managed by a member of staff recruited by the Veteran Contact Point service. This followed a specific project to support Veterans and single men to prevent homelessness/ the prevalence of rough sleeping. Initially it was to manage one house in multiple occupation. To meet current needs we now have three. The officer left the service in January and since then we have considered how manage the premises successfully.
- 4.5 Corporate Management Team have agreed to the appointment of a Temporary Accommodation Officer to manage the Council's temporary accommodation. The job has been evaluated. The job description and specification are attached at **Appendix B**.
- ...
- 4.6 The Group will understand from the amount of premises that we use for temporary accommodation and the job description that this will be a busy and important post for both looking after our premises and those who occupy them. We recommend the inclusion of this post in the establishment to support the positive work done by the Housing Options Team in providing services for households that are homeless. The appointment to this role will relieve other staff of some of the tasks required to manage our temporary accommodation and allow them to focus on providing housing solutions to prevent homelessness.

5 Report Implications

5.1 Finance and Value for Money Implications

- 5.1.1 The Temporary Accommodation Officer will be funded from the grant that Government provides for homelessness services. The post meets the requirements set out in the funding agreement. The Council receives a homelessness prevention grant from the Government which enable us to deliver our homelessness services. The Homeless Prevention grant award was £169,141 in 2023/2024 and is £257,462 for 2024/2025.
- 5.1.2 Additional grant funding has been provided for a designated staff resource to support housing applicants suffering Domestic Abuse this is £37,846 for 2024/2025 as well as for supporting Guests from Ukraine and Asylum Seekers who accommodated in dispersed accommodation in the Borough.
- 5.1.3 Over the three years from 2020 to 2023 the Council spend on hotel temporary accommodation costs was an average of £40,000 annually. In 2023-2024 the costs for hotel temporary accommodation was £145,571. These costs are largely covered by Housing Benefit payments or paid for by the applicant. Some of the increase in costs for 2023-2024 was due to the need to provide temporary accommodation for tenants made homeless by a fire for a short time.

5.2 Legal, Data Protection and Human Rights Implications

- 5.2.1 The Council has a number of statutory duties to those people who present themselves as homeless which are set out in several Housing and Homelessness Acts which were extensively modified by the Homelessness Reduction Act 2017. As a local housing authority, the Council has a duty under the Homelessness Act 2002 to adopt a homelessness strategy for
- (a) preventing homelessness;
 - (b) securing that sufficient accommodation is and will be available for people who are homeless;
 - (c) securing satisfactory provision of support for homeless people.
- 5.2.2 The Council's Homeless Strategy must be kept under review as required by the 2002 Act.

5.3 Equalities Implications

- 5.3.1 Both our local and the County wide strategy aim to ensure that homelessness and support services are accessible to all households and do not discriminate against any particular client group. The Council is required to ensure that policies and decisions relating to homelessness and threatened homelessness do not amount to unlawful conduct under the Equality Act 2010 and must also comply with the public sector equality duty.

5.4 Safer Communities Implications

- 5.4.1 The Homelessness Strategy includes two key themes relating to domestic abuse and offending. Both themes have significant safer communities' contributions by supporting victims of domestic abuse and helping to reduce re-offending through seeking to address the risk of homelessness as well as addressing rough sleeping.

5.5 Human Resources Implications

- 5.6 The Temporary Accommodation Officer role has been job evaluated. If agreed it will become a permanent role within the establishment. The appointment will allow other officers in the team to focus on preventing homelessness and providing solutions for applicants.

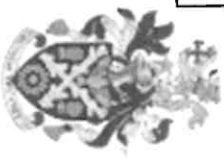
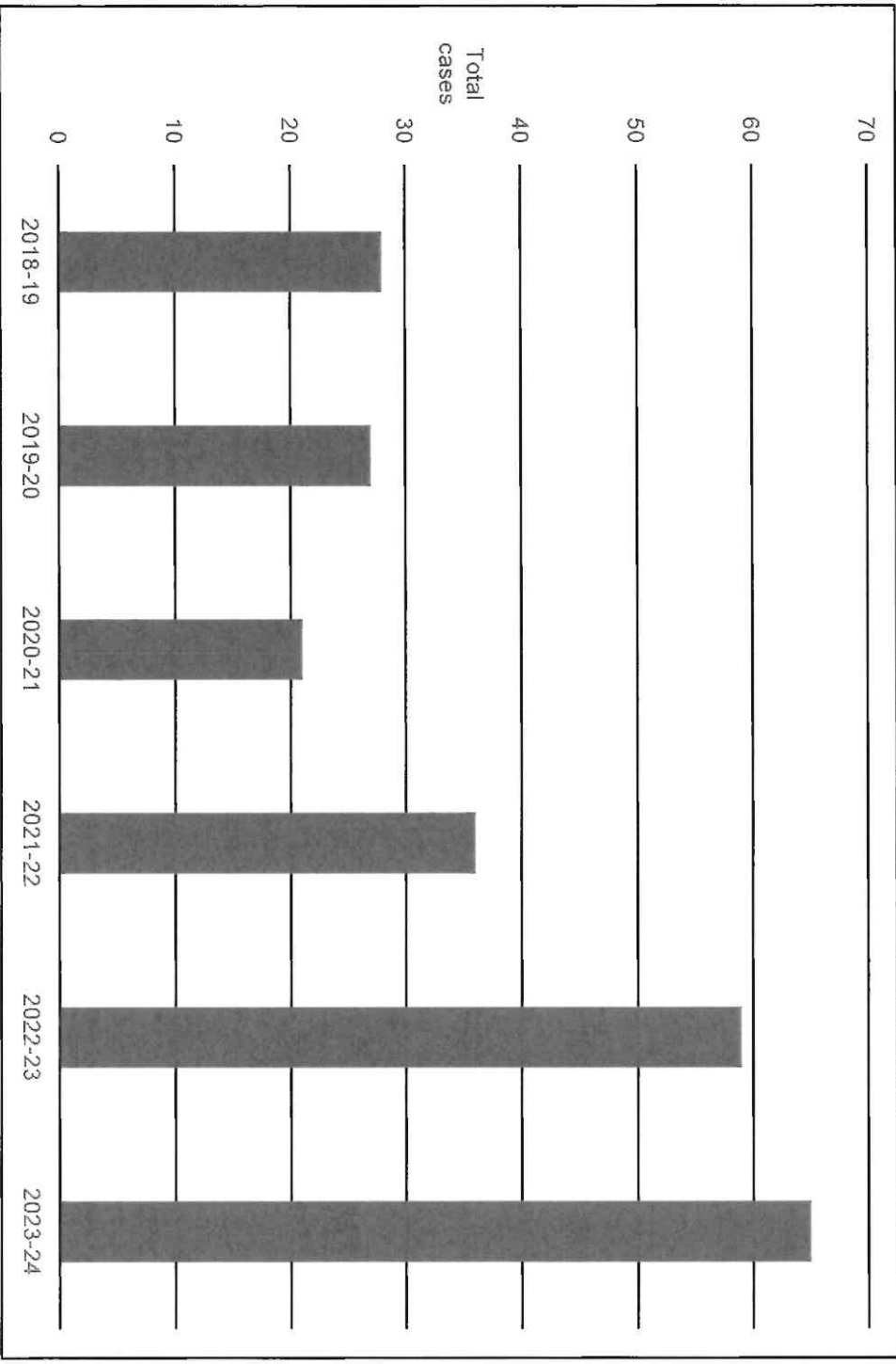
The Contact Officer for this report is Angela Coates (719369).

Background Papers

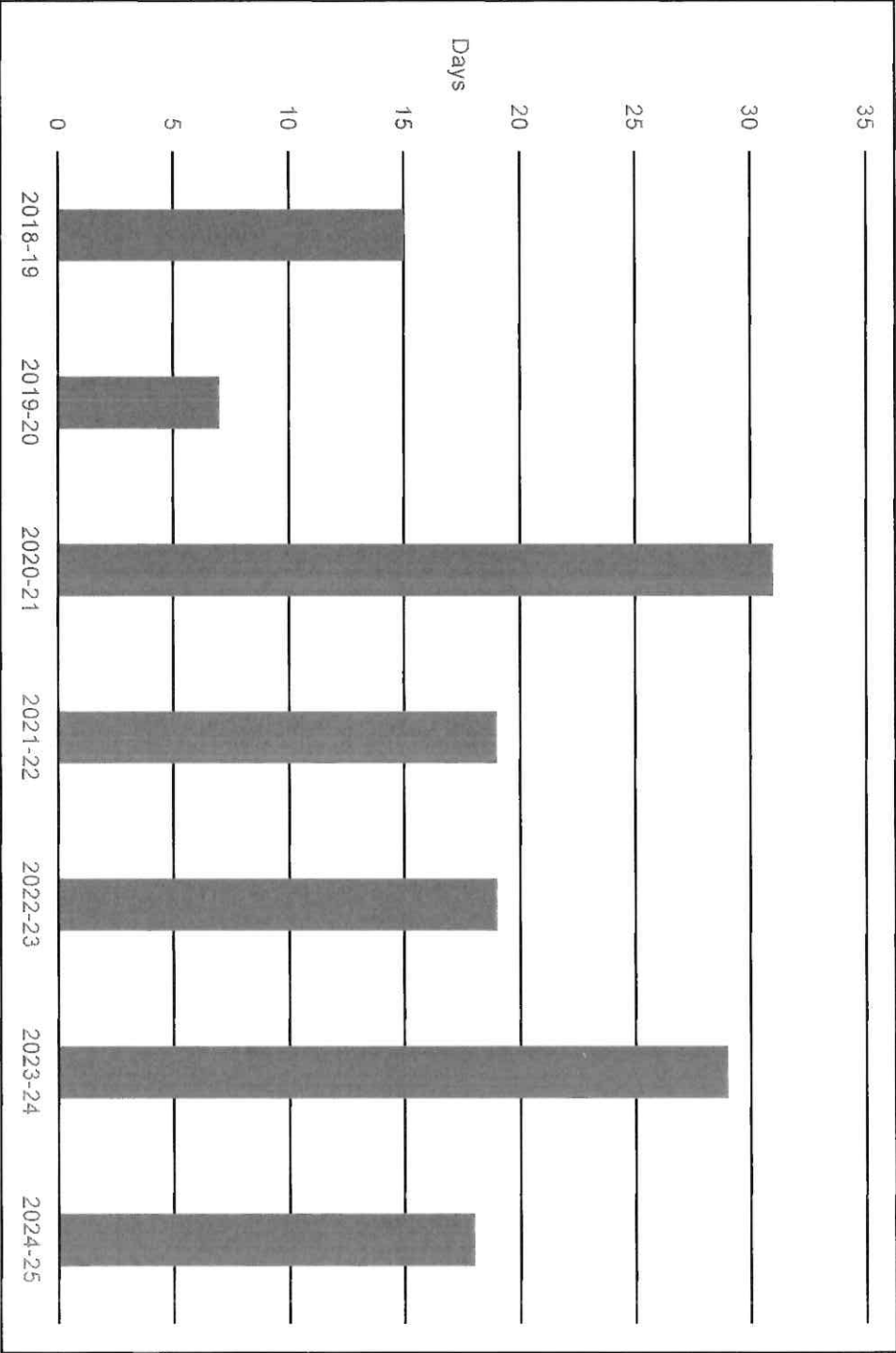
Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date

NWBC temporary accommodation – total cases



NWBC temporary accommodation – average days in TA



Appendix B

NORTH WARWICKSHIRE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate: Resources Post Title: Temporary Accommodation Officer

Division: Housing Grade:

Sections: Housing Options Post No:

Responsible to: Housing Options and Lettings Team Leader

Safeguarding:

Safeguarding: Through your own actions and behaviours, and those of subordinate staff, to positively contribute to the Borough Council's responsibility to safeguard and promote the welfare of children, young people and adults with care and support needs, to be aware of the signs and symptoms of abuse and, in accordance with the Safeguarding Policy to respond appropriately to any identified concerns.

Special Conditions:

A DBS check will be required for this post.

Scope and Responsibilities:

Be proactive in seeking out and ensuring a wide range of temporary accommodation premises are available to the Housing Options Team.

To deliver an excellent service to manage the Council's temporary accommodation stock – for both customer care and the good condition of the premises.

To be a key point of contact for the Housing Options Team and stakeholders, ensuring that all temporary accommodation services meet our stated and required standards.

Work with others to provide necessary surveys to ensure compliance with health and safety, repairs and legal requirements.

In all service matters have particular regard to the Social Housing Regulator's Consumer Standards, building safety regulations and the Housing Ombudsman Service's Complaints Code of Practice.

To carry out work in compliance with the Council's policies on Health and Safety, Equal Opportunities, Customer Care and any other corporate policies as and when they are adopted

Key Tasks

1. Be proactive in ensuring a wide range of temporary accommodation premises are available to the Housing Options Team. This will include seeking out premises to use for temporary accommodation and creating positive relationships with owners of those premises where they are not owned by the Council.
2. Support Housing Options Officers and other providers to ensure that temporary accommodation placements are suitable with limited void loss.
3. Provide all statistical data in relation to Temporary Accommodation
4. To contribute to meeting the requirements of the Homeless Reduction Act 2017, in its Relief and Homeless duties by providing suitable temporary accommodation.
5. To support the Housing Options Officers to assess the circumstances of people who are found sleeping rough in the Borough and seek to offer them positive housing options.
6. To conduct risk assessments to ensure that where customers are placed within the temporary accommodation do not pose a risk to other occupants

7. To undertake tenancy/licence sign ups and inductions
8. To manage the rent account of those homeless customers placed into temporary accommodation.
9. To make placements into temporary accommodation and to manage temporary accommodation transfers, evidencing suitability by adhering to the risk assessment and making best use of the Council's temporary accommodation stock
10. To manage placements on vacation by carrying out inventories and enforce the requirements of the licence agreement and tenancy handbook, issue warning and assist with possible evictions
11. To establish regular payments of rent, deposits and any service charges, supporting customers to make housing benefit and other welfare benefit claims.
12. To keep accurate records of all cases using the IT infrastructure and procedures provided
13. To ensure regular inspection visits. These will be to conduct safety checks, ensure premises are in good repair and that the condition reflects good housekeeping so that damage is not caused to the property occupied.
14. Act to establish positive working relationships with customers to resolve any issues in relation to the temporary accommodation provided and concerns that they might have about that occupation.
15. Seek appropriate support services for occupants as required.
16. To flag and assist the Homeless Persons Officer with any tenancy/licence breaches.
17. To take the following broader responsibilities designed to ensure that the aims of the Housing Options Team are achieved:
 - Customer Care
 - Represent the service in various forums
 - Play a wider role in training, service development and strategic issues across the organisation as required
 - Be familiar with and compliant with all relevant legislation, regulations, policies and procedures.
18. Maintaining effective working relationships internal and external networking with partners/customer relationships both within the organisation and externally in support of the Council's key values
19. Dealing with daily correspondence and preparation of reports to senior manager and statistics in relation to preventing Homelessness for statistical returns.
20. An Essential Car User Allowance is paid with this job
21. Any other duties as requested commensurate with the post.

Agreed by the Postholder:

Date:.....

PERSON SPECIFICATION**Date:** April 2025**Post Title:** Temporary Accommodation Officer**Division:** Housing**Section:** Housing Options**Salary:****Grade:**

CATEGORY	E/D	CRITERIA INDICATED E (ESSENTIAL) OR D (DESIRABLE)	MEASUREMENT (See below)
SKILLS, KNOWLEDGE AND EXPERIENCE	E	Recent and relevant experience of providing a daily premises management service for temporary or supported housing stock within a housing environment	1 & 3
	E	Recent and relevant experience of dealing directly with members of the public and understanding customer care issues	1 & 3
	E	Demonstrate experience of working with customers who occupy temporary accommodation. In terms of managing the accommodation premises	3
	E	Experience of casework managing rent accounts including benefit/money advice.	1 & 3
	E	Able to work under pressure and to tight deadlines	3
	D	Ability to interpret and apply policies in a sensitive and constructive manner.	3
	E	Organisational skills in terms of service planning, prioritising work, time management, effective use of resources and performance evaluation.	1 & 3
	E	Knowledge of Health & Safety (H&S) issues and how H&S impacts in the workplace and for this role.	1 & 3
	D	Analytical skills and lateral thinking in terms of problems, options and solutions to service delivery issues	1 & 3
	D	Knowledge of Homelessness Legislation	3
	D	Knowledge of the Homeless Reduction Act 2017 statutory duties in terms of Prevention, Relief and Homeless.	3

	D	Knowledge of broader current issues in meeting housing needs.	1 & 3
	E	Must be able to use multiple IT packages including rents and housing management packages competently and keep accurate records for data collection	1 & 3
SAFEGUARDING	E	Commitment to the protection and safeguarding of children, young people and adults with care and support needs	1 & 3
EQUAL OPPORTUNITY	E	Must be able to recognise discrimination in its many forms and willing to put the Council's Equal Opportunities Policies into practice.	1 & 3
QUALIFICATIONS	E	Qualification at Level 2 on the National Qualifications Framework in Maths and English.	1 & 4
ATTITUDE & MOTIVATION	D	Positive attitude to resolving problems and tackling challenges.	3
	E	Must be articulate in expressing ideas to generate collective resolutions to problems.	3
	E	Must be able to work under pressure and sometimes having to deal with individuals or subject matter that can be emotive and demanding.	1 & 3
	E	Willingness to make judgements, accept responsibility and be able to challenge existing ideas to create new approaches and solutions.	3
	E	Have a preference for team and partnership working	3
	E	Must be able to work with limited supervision, on own initiative within guidelines.	3
OTHER	E	To understand and be committed to delivering services to meet equalities duties and to a diverse range of customers	1 & 3
	E	Must hold a current driving licence, a car must be available daily for work.	1 & 4

MEASUREMENT:

1 From application form. 2 Test after shortlisting.
3 Probing at interview. 4 Docu

Agenda Item No 6

Special Sub-Group

16 June 2025

**Report of the
Chief Executive**

Exclusion of the Public and Press

Recommendation to the Board

To consider whether, in accordance with Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business, on the grounds that it involves the likely disclosure of exempt information as defined by Schedule 12A to the Act.

Agenda Item No 7

Staffing Matter – Report of the Chief Executive

Paragraph 1 – By reason of the Information relating to an individual.

In relation to the item listed above members should only exclude the public if the public interest in doing so outweighs the public interest in disclosing the information, giving their reasons as to why that is the case.

The Contact Officer for this report is Marina Wallace (719226).