

NORTH LANARKSHIRE COUNCIL

REPORT

To: HOUSING COMMITTEE		Subject: HOMELESS PERSONS SERVICE OUT OF HOURS STANDBY SERVICE
From: DIRECTOR OF HOUSING		
Date: 29 AUGUST 1996	Ref: JL/3	

1. Introduction.

The purpose of this report is to advise committee of the interim arrangements put in place to rationalise out-of-hours standby services for homeless applicants.

2. Background.

- 2.1 Prior to local government reorganisation, each of the merging authorities had separate arrangements for dealing with out-of-hours emergency applications from persons seeking assistance under the terms of the homelessness legislation.
- 2.2 In the North District, personnel were engaged in providing a combined repairs and homeless standby service and all requests for assistance from homeless persons were dealt with by telephone.
- 2.3 In the Central District, staff dealing with emergency homeless applications also carried out ad-hoc inspections of the council's supported accommodation units and all requests for assistance were dealt with on a personal basis.
- 2.4 South District staff frequently conducted a telephone interview and did not visit supported accommodation units.

3. New Arrangements.

- 3.1 With effect from 1st September 1996, all staff dealing with emergency requests for assistance from homeless applicants will be required to respond to calls by personal contact.
- 3.2 The standby officer will conduct ad-hoc inspections of the council's supported accommodation units.
- 3.3 North and Central Divisions will amalgamate and operate on a weekly cycle with one officer dealing with both Districts, dealing only with homeless cases and ad-hoc inspections of supported accommodation.

3.4 Those officers who previously participated in providing a combined repairs and homeless service for Cumbernauld and Kilsyth will still provide the repairs service meantime pending further review of standby arrangements.

3.5 Staff operating the service in the South District will continue to work on the existing cycle comprising of one day on duty with two days off over a three week period.


4. Recommendation.

4.1 Committee are invited to note the content of this report, bearing in mind that the whole issue of out-of-hours services requires to be further examined on a corporate basis.

5. Background Papers.

Available in Department.



 G Whitefield
Director of Housing