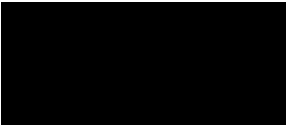
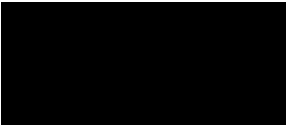


Officer Decision Record – 8th April 2025

Homelessness Out of Hours Provision

Classification	Public
Decision taken	Outsource the Out of Hours Homelessness Advice Service to Portsmouth City Council.
Reasons for the decision	The decision was taken to outsource the responding to Out of Hours (OOH) calls from people requiring support for homelessness by implementing an alternative provision by outsourcing the function to Portsmouth City Council (PCC) to make cost savings, improve the service and increase the wellbeing of team members.
Consultations undertaken	Consultation with staff members, Housing Options Manager, Homelessness Team Leader, Service Manager Community Safety, EMT and Portfolio Holder for Housing and Homelessness. Feedback was sought from Havant, East Hants and Hart Councils who already contract to Portsmouth City Council for this service.
Finance and Resourcing implications	Contract cost of £3500 per year resulting in budgetary savings of £6000 per year from the current inhouse staffing costs of £9500.
Legal implications	None.
Risk assessment	The risks of outsourcing this service are very low. PCC provide a respected out of hours service to other local authorities. 1. The service contract outlines the expected service quality. 2. Risk assessment considerations: a) Dependency on the Provider: Over-reliance on a single provider can create vulnerabilities if the provider's performance falters or they decide to exit the agreement. The Service Manager Housing Options and Tenancy Accounts will meet with the Out of Hours Manager at PCC on a quarterly basis to monitor performance of the service. If there is any poor performance, it will be escalated, and an improvement plan agreed. If there is a serious

	<p>breakdown in performance there remains a fallback position of reverting back to the current process, as the OOH duty remains in the Housing Options team’s job description. They are only paid for OOH work they complete so there will be no duplication.</p> <p>b) Lack of Control: Outsourcing can lead to a loss of control over the outsourced processes and activities however a strong contract with regular meetings will raise any concerns, discuss performance and review data.</p> <p>c) Poor Performance or Service Quality: PCC may not meet the required quality standards or deliver services effectively. If this occurs, then it will be discussed, and an action plan drawn up.</p> <p>d) Communication Issues: Lack of clear communication and coordination between NFDC and PCC provider could lead to delays and errors. A contract providing a clear definition and expectations along with regular meetings to discuss the service, feedback, data and quality checks will iron out any issues.</p> <p>e) Technical issues: If the telephone lines are out of service. This is a very low risk of occurring which would be the same situation as with our current Careline provision. If it did occur, then PCC provide backup telephone numbers over the landline and mobile reducing the risk further.</p> <p>f) In the unlikely event of a severe outage of service by PCC, NFDC control room will divert calls to the Housing Options Manager or Service Manager Housing Options and Tenancy Accounts until such time as the outage is remedied.</p>
Impact assessment	<p>Environmental / Climate and nature implications:</p> <p>There are no environmental and climate implications.</p> <p>Equalities implications:</p> <p>There is low risk to equalities implications identified arising from the recommendations.</p>

	<p>Crime and disorder implications</p> <p>There are no crime and disorder implications identified arising from the recommendations.</p> <p>Data protection / Information governance / ICT implications</p> <p>The arrangements between the Council and PCC will be subject to Data Sharing Agreements.</p> <p>Access to Locata (Housing Management System) will be required for PCC to update on cases and understand the client, where known. Appropriate security levels be applied to their users.</p>
Any conflict of interest by officer taking the decision	N/a
Decision taken by:	<p>Christopher Pope – Service Manager Housing Options and Tenancy Accounts</p> <p></p> <p>Signature: </p> <p>Date of Decision 8/4/25</p>
Background information	
Ward(s)	All
Portfolio Holder(s)	Councillor Steve Davies – Housing and Homelessness
Strategic Director(s)	Richard Knott – Strategic Director Housing and Communities
Officer Contact	<p>Christopher Pope</p> <p>Service Manager Housing Options and Tenancy Accounts</p> <p>023 8028 5511</p> <p>chris.pope@nfdc.gov.uk</p>

Appendices

None

Background Papers:

N/A