

## Details of Additional Investment Required

Service Area	Title of post	Job function	Reasons for immediate investment	Number of post(s)	Grade	Cost 1 post p.a. (with on-costs)	Total cost p.a.
Lead Professional Team	Lead Professional - Specialist Triage	Case Officers	Unprecedented increase in approaches via all channels. Requirements of Homelessness Reduction Act resulting in extensive written casework and on-going engagement with clients.	6	I	£56,986	£341,916
HOST	Host Officers	Provide front-line homelessness service to complex single applicants with high needs	Exponential increase in footfall of homelessness approach and complexities of the support needs of clients requiring intensive case work and multi disciplinary interfacing to resolving homelessness.	5	H	£51,911	£259,555
HOST/LP	Housing Floating Support for Singles	Offer support and guidance to vulnerable and complex need applicants	Front line casework support, risks of serious incidents and to manage ASB and prevent eviction from T/A and street homeless	2	H	£51,911	£103,822
HOST	Team Principal	To manage a team of HOST officers to deliver front line service and tackle backlog	Increase number of case. workers requiring TP to line manage them.	1	J	£62,620	£62,620
Complex Advice Team	Complex Assessment Officer	The Complex Advice Team works on cases that are complex in nature and is a specialist team, such as completing intentionality decisions and cases where thorough technical knowledge is required.	It has seen a growth and also is focusing on large numbers of back log cases that has formed across the service. Cases have gone past statutory time frames for processing, the Ombudsman has also requested an update on back log cases. It is essential that this additional resource is made available to tackle the backlog of homelessness cases.	2	I	£56,986	£113,972
Homelessness	Visiting officers	Casework and home visits for verification of homelessness.	To tackle increased homeless presentations. To confirm the veracity of homeless applications. Increase homeless prevention work which will include mediation.	1	H	£51,911	£51,911

Housing Management & Procurement	Housing Options Assistant	Admin support staff for front-line teams – Clearing mailboxes and all forms of backlog work for customer service delivery. Screening daily customer calls and emails for more bespoke advice on customer service and expectation management across the service provision for the 6 teams. Including, collating information for data returns, FOI's and being a single point of call to deal with complaints etc	To respond to growth and demand, clear backlog and be single point of contact to deal with complaints.	1	F	£44,954	£44,954
Housing Management & Procurement	Bookings officer	Front-line emergency officers. Clearing backlogs, undertaking suitability matching for applicants between TA	Frontline support people in hotels	2	H	£51,911	£103,822
Housing Management & Procurement	Housing Officer	Front-line officers for TA residents in B&B. Providing robust support to residents who need assistance from an officer for a range of enquiries relating to housing issues, repairs, Move-on, case management and contributing to increasing customer service level.	To respond to growth and demand and clear backlogs.	2	H	£51,911	£103,822
Housing Advice Team	Housing Advice Officers	1: Only deal with back log of HAT cases, where some officers have over 100 cases, one close to 200 2: Focus will be clearing this, will not be expected to cover duty	1: Increased demand and work load 2: Build up of back log cases 3: Increased complaints and Ombudsman escalations of HAT cases.	3	I	£56,986	£170,958
Housing Management & Procurement	Enforcement Officer	To deal with tenancy issues in TA accommodation, including complex ASB, sub-letting and fraud.	To extend this role to ensure people can sustain their tenancies and mediate between tenants and their landlords. This relieves pressure on housing officers and frontline services.	1	I	£56,986	£56,986
Housing Management & Procurement	Accommodation Procurement officer	To support the increase required in PRS and TA accommodation to reduce the number of households in unsuitable accommodation.	1 x growth, to increase supply of T/A critical to reducing B7B costs	1	I	£56,986	£56,986
Homelessness and Temporary Accommodation	Head of Homelessness	Manage front-line and service improvements	Bring together homelessness and temporary accommodation to provide operational	1	P	£114,746	£114,746

Homelessness and Temporary Accommodation	Service Improvement Practitioner	To join management team and be voice for staff, sitting on transformation board and providing operational input into service improvement.	Ensure staff voice is heard and service improvements can be made at pace and bringing staff along on this.	1	L	£73,369	£73,369
All	Senior Legal Officer	To assume responsibility and ensure detailed and adequate responses for: Judicial Reviews, complaint escalation (Stage 1&2's) Complex ME's, JRS and PAP's, LGO's. To oversee and lead on data return and reconciliation.	To tackle significant increase in judicial reviews and complaints and local government ombudsman's complaints.	1	K	£67,931	£67,931
Customer Service	Customer Service Advisor	Provide front-line service in resident hubs for the extended hours.	To enable extended opening hours at Whitechapel Residents' Hub	4	G	£50,268	£201,072
<b>Total Number of posts</b>				<b>34</b>		<b>Total annual cost</b>	<b>1,928,442</b>