

FOI Ref  
12993

Response sent  
31 May 23

### **(CCC) Council Housing Advice**

Please can you confirm if Cambridge City Council Housing Advice has a policy whereby if a caller requests urgent homelessness assistance, but the person needing assistance has already been allocated a housing officer, then the caller cannot speak to a duty officer?

Can you also confirm if this policy applies regardless of whether or not the allocated worker is available at the time, and/or regardless of the urgency of the situation?

### **Response**

While we don't have a dedicated policy, our current working practice is that in a situation where a customer has an open case with an allocated Housing Advisor, that Advisor should be the customers point of contact for all matters relating to their homeless application for continuity of service.

If for any reason the allocated Housing Advisor is on leave, and the applicant had an immediate housing crisis needing to be addressed on the day, this would be put through to the Duty Housing Advisors on the rota for that day.

It may also be the case that the Customer Services team notify the Senior Housing Advisors who will assess how best to direct the enquiry.

Should the allocated Housing Advisor be in work, but not in a position to deal with an immediate crisis from an existing customer they may call on the Duty Housing Advisors, their Senior or another member of the team for assistance.

If the customer contacts the Housing Advice Service with a non-urgent enquiry it would be directed to their allocated Housing Advisor.

Further queries on this matter should be directed to [foi@cambridge.gov.uk](mailto:foi@cambridge.gov.uk)