

Appendix C - Audit Commission Re-Inspection Of Allocations, Lettings & Homelessness Services – Action Plan

| Item | AC Recommendation | Current Plan | Lead Officer | Required Actions | Target Date | Actionee |
|-------------|--|---------------------------|---------------------|---|---------------------------|---------------------------------|
| R1 | The Council should improve access and its customer focus by: | | | | | |
| R1.1 | Ensuring that service standards are comprehensive and that performance against them is regularly monitored and reported | HIP 5.3 | SIM | <ul style="list-style-type: none"> Complete current review and publish revised standards Develop and implement monitoring arrangements, including ongoing user feedback | 31/05/11 | SMT |
| R1.2 | Ensuring that telephone answering is accurately monitored and meets target timescales | HIP 5.2 | SIM | <ul style="list-style-type: none"> Continue monthly telephone performance monitoring Conduct analysis of data and identify and implement corrective actions, including looking at ways of reducing call volumes | 31/05/11 | SMT |
| R1.3 | Ensuring that support is available to people bidding for properties at all Customer Service Centres | HIP 5.2 | SIM | <ul style="list-style-type: none"> Implement following discussions with Customer Services Measure quarterly bidding patterns and monitor through SIG. | Completed in January 2011 | Assessments & Lettings Manager |
| R1.4 | Ensuring that the diversity of service users is monitored and that this information is used to shape service delivery and to ensure fair and equal access to services. | HIP 6.2 | HoHSD&P | <ul style="list-style-type: none"> Review current information and implement corrective actions as needed. Implement reporting and monitoring Review service plans to ensure use of diversity information can be evidenced. | 31/03/11 | Policy & Performance & SMT |
| R1.5 | Completing equality impact assessments of all key service areas; and | BP 3.3. (b) BP AP 9.10 | HoHSD&P | <ul style="list-style-type: none"> Complete EIAs in accordance with Business Plan | 31/03/11 | Strategy & Partnerships Manager |
| R1.6 | Ensuring that customer feedback on the inspected services is regularly collected, reviewed and acted upon. | HIP 5.1 | HoHSD&P BSM | <ul style="list-style-type: none"> Create and implement a service user satisfaction measurement strategy and programme. Develop an effective approach for hard | 31/03/11 | Strategy & Partnerships Manager |

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| | | | | to reach users and low responses <ul style="list-style-type: none"> Review and systematise current practices; implement improvements and evidence outcomes through monitoring. | | |
| R2 | The Council should improve its approach to allocating vacant social rented homes by: | | | | | |
| R2.1 | Reviewing the present allocation policy, in consultation with stakeholders, to ensure that it provides customers with a clear understanding of how homes are allocated; | BP AP 3.1 HIP 1.1 HIP 1.2 | HoHN&L SIM | <ul style="list-style-type: none"> Conduct consultation on proposed new policy Produce a report detailing the Council's response to the consultation Revise the policy, gain approval and publish it As part of implementation, conduct stakeholder briefings and ensure appropriate communication | Completed In January 2011 On-going due to be completed end of Jan 2011 | SIM |
| R2.3 | Ensuring that new housing applications are registered promptly | BP AP 3.2 | HoHN&L | <ul style="list-style-type: none"> Continue to monitor through SIG and implement corrective action as needed | Completed in January 2011 | Assessments & Lettings Manager |
| R2.4 | Regularly reviewing the housing register to ensure that it records current housing need | HIP 1.1 HIP 1.2 | HoHN&L SIM | <ul style="list-style-type: none"> Include provision for annual re-registration in new Allocations Policy and internal procedures Commence rolling re-registration after new policy is implemented and initial re-registration of Bands C-E is complete. | April 2011 start, and ongoing | SIM Assessments & Lettings Manager |
| R2.5 | Ensuring that the allocation element of property relet times is minimised | BP AP 7.5 BP AP 7.6 BP AP 7.7 | HoHN&L | <ul style="list-style-type: none"> Implement suspension of applicants with rent arrears Revise targets and continue to monitor performance monthly | 31/03/11 | HoHN&L |

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| R3 | The Council should improve its approach to preventing and addressing homelessness by: | | | | | |
| R3.1 | Developing an effective private sector deposit guarantee scheme for 'non-priority' homeless people | BP 1.11 | HoHS&O | <ul style="list-style-type: none"> Complete in accordance with Business Plan – scheme currently under development. | 31/03/11 | HoHS&O |
| R3.2 | Ensuring that landlords of Home Finder Scheme properties are either accredited, or meet accreditation standards before being accepted onto the scheme | BP 5.6 | HoHS&O | <ul style="list-style-type: none"> Complete in accordance with Business Plan – currently working with London Landlord Accreditation Scheme | Ongoing | HoHS&O |
| R3.3 | Ensuring that homelessness decisions are taken as promptly as is reasonably possible | Operational | HoHN&L | <ul style="list-style-type: none"> Continue to improve joint working between the Homelessness Team and the Advice and Options teams, through 'Working Together' meetings, better working practices and earliest appropriate referral of cases to the homelessness team at the earliest opportunity. Continued monitoring by the Homelessness Team Leader and Senior at case meetings to ensure decisions are not protracted for a non-legitimate reason. Continued monitoring by the Homelessness SIG meetings with identified, agreed and completed corrective actions. | Ongoing | Assessments & Lettings Manager |
| R3.4 | Considering the provision of a specialist mediation service, particularly for young people leaving home; and | BP AP 1.10 | HoHS&O | <ul style="list-style-type: none"> Complete in accordance with Business Plan – currently working with Children's Services to put this in place. | 31/03/11 | HoHS&O |
| R3.5 | Ensuring that all reports of disrepair | Operational | HoHN&L | <ul style="list-style-type: none"> Continued monitoring by the temporary | Ongoing | HoHN&L |

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| | in temporary accommodation are responded to in line with the agreed procedures and timescales | | | accommodation management team and HfH, with identified, agreed and completed corrective actions. | | |
| R4 | The Council should take action to improve its approach to providing value for money by: | | | | | |
| R4.1 | Assessing the unit costs and outcomes of its services and initiatives and comparing these with other organisations, including high performers. | HIP 7.2 | HoHF SIM | <ul style="list-style-type: none"> Review and systematise current benchmarking initiatives, developing a rolling programme of reviews Implement improvements and evidence outcomes through monitoring Link to budget reductions and service re-modelling initiatives for 2011/12 and beyond. | 31/03/11 and ongoing | HoHF SIM |