

Appendix 1 – Action Plan for Homes 4 Wiltshire Service Review

	Action	Target Date	By Whom	Progress	Completed Date
1	Establish a Marketing Working Group as a sub-group of the H4W Partnership, to look at general marketing issues including advertising properties in local newspapers, reviewing the application form, provision of information to applicants and the inclusion of an interactive map on adverts	Jun-10	All partners		
2	Set a program of bi-monthly H4W Partnership meetings for the next 12 months	Apr-10	KE/TR		
3	Ensure links are readily available from each partner landlord's website to H4W website	Apr-10	RSLs		
4	Refer issues around local connection priority for particular areas to Wiltshire Housing Partnership for consideration		Housing Strategy		
5	Build up stock of photographs of properties for inclusion in adverts	Oct-10	Landlords		
6	Carry out evaluation of Westlea pilot on RSL shortlisting and report back to H4W partnership	May-10	KE/TR		
7	Carry out a mystery shopping exercise to assess any areas of concern with information provided by Customer Services	Jun-10	KE/TR		
8	Provide information to H4W on areas of concern with information provided by Customer Services	Jun-10	RSLs		
9	If necessary, carry out targeted training to address areas of concern	Sep-10	KE/TR		
10	Include as agenda items on future H4W partnership meetings discussion on possible areas of commonality e.g. debt and occupancy levels across partners	Ongoing	KE/TR		
11	Landlords carry out pre-void inspections wherever possible	Immediate	Landlords		
12	Arrange a rolling programme of training for staff across Wiltshire Council, RSLs and stakeholders	Sep-10	KE/TR		
13	Raise issue of research into alternative methods of achieving a mixed, sustainable community balance (as per "Fair and Flexible") with the Strategic Housing Management Group	Sep-10	Derek Streek		
14	Carry out research into incorporating employment (e.g. need to move to take up employment) into the banding structure as per "Fair and Flexible"	Mar-11	Housing Strategy		

	Action	Target Date	By Whom	Progress	Completed Date
15	Agree a standard reciprocal agreement to facilitate referrals in case of urgent moves	Sep-10	Landlords		
16	Agree a comprehensive information and data exchange protocol	Sep-10	KE/TR		
17	Amend application form to ensure applicants are fully aware of the extent to which personal data may be shared	Sep-10	KE/TR		
18	Carry out research into housing 16 and 17 year old applicants in the light of the Southwark ruling	Sep-10	Housing Strategy		
19	H4W and Housing Options ensure all support plans and information are up to date and accurate	Ongoing	KE/TR/AR		
20	Performance Monitoring information will be amended to include: Ethnicity, age, gender, sexuality, faith and disability with regard to numbers of applications, bids and allocations	Mar-11	KE/TR		
21	In order to ensure both the delivery of the improvements outlined in this report, and to begin to develop better co-ordination with stakeholders, it is recommended that we create a Housing Commission whose existence will carry on beyond the implementation of this report to pick up improvements and stakeholder involvement generally in the Housing Service over time		Housing Strategy		

	Abritas / website actions	Target Date	By Whom	Progress	Completed Date
22	Create a link from H4W to Homeswapper, with clear advice that this option is only available to social housing tenants	Sep-10	TR/Abritas		
23	Change recent lets data to provide information on the successful applicant rather than the highest ranked bidder	Sep-10	TR/Abritas		
24	Include information on website about usual timescales and possible delays in void process	Sep-10	TR/Abritas		
25	Include information on website to advise applicants that RSLs operate separate allocations policies (available by following links to RSL websites) and policies on mixed communities	Sep-10	TR/Abritas		
26	Improve search facilities on website to allow applicants to search for properties across a wider area	Sep-10	TR/Abritas		

	Policy changes	Policy Reference	Target Date	By Whom	Progress	Completed Date
	Amend policy to include:					
27	Applicants who unreasonably refuse 3 properties for which they have bid will be demoted into the Bronze band for a period of 6 months	6.9	Apr-10	KE		
28	Advertisements will include as much information as possible about available properties, especially regarding the accessibility / adaptations of the property	6.3	Apr-10	KE		
29	Up to 20% of properties may be labelled for Transfer applicants only, in order to make best use of social housing stock in the County	6.4	Apr-10	KE		
30	Households found to be intentionally homeless will be placed in the Silver band as a result of their homelessness. This will not be taken into consideration when assessing multiple needs	4.1	Apr-10	KE		
31	Wiltshire Council will make a decision about whether a homeless applicant's refusal of an offer is reasonable within 3 working days of being notified of the intended refusal	5.4.1	Apr-10	KE		
32	The criteria relating to Sensitive Lets may be applied to the property and immediate surrounding area for a fixed period, and not just to a specific property	6.3	Apr-10	KE		
33	A clause will be added to read "Consideration will be given to extend both the notice period given to accept or reject an offer of accommodation and/or the tenancy commencement date in circumstances where a disabled person(s) requires such additional time on account of their personal circumstances"	6.10	Apr-10	KE		
34	Paragraph 5.5 to be amended to read "housing related debt" instead of arrears	5.5	Apr-10	KE		
35	A clause will be added to read "Applicants who fail to do this may be overlooked by the landlord under their own allocations policy"	5.5	Apr-10	KE		
36	A paragraph will be added to 6.6 Excluded Dwellings to cover technical allocations that are not made through H4W e.g. non-statutory succession	6.6	Apr-10	KE		

	Policy changes	Policy Reference	Target Date	By Whom	Progress	Completed Date
	Amend policy to include:					
37	RSLs operate their own allocations policies in addition to the H4W policy, and different criteria may apply. These policies are available from the RSL on request, and on their websites	1.1	Apr-10	KE		
38	Outcomes - information will be provided about the successful applicant rather than the highest ranked bidder	7	Apr-10	KE		