

APPENDIX THREE – Recommendation from Scrutiny

| Recommendations from Scrutiny | Actions |
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| To support the benefit of seeking a common allocations policy among all social housing providers in Wiltshire | We continue at every meeting with our providers to seek some commonality with our policies. It has achieved some positive results with the development of a Wiltshire wide pre tenancy check and generic letters. |
| To change the description of the banding structure to a letter or number classification in order to signify that current arrangements have been extensively revised | The banding descriptions were changed in advance of the Cabinet paper from metals to Band 1 – 4. |
| To provide a graphical presentation of the changes in the form of a flowchart | We have been working with providers to address priority IT changes as well as agree clear procedures on the new system. We have now just started work on a number of customer documents as it is recognised that this will help the public to better understand how allocations will work. |
| To allow local connection to also mean officially recognised neighbourhoods as defined within an adopted neighbourhood plan encompassing more than one parish. | This has been amended in our policy to include the designated neighbourhood area as defined in an adopted neighbourhood plan. |
| To rename the new “expression of interest” category to better reflect that it no longer forms part of the revised Policy | Following a discussion with the IT provider a common phrase used for this group is ‘Open Market Register’ we have therefore amended the name from ‘Expression of Interest’ to a more commonly used phrase. |
| To submit a further appendix to Cabinet and Council highlighting where the changes have been made within the banding structure. | This was included as part of the Cabinet paper |
| To utilise the Council’s hubs and new campus provision to improve access to housing services | This was recognised as being very important and as these are developed we will ensure that consideration is given to housing to help improve access to services. In the meantime we will continue to maximise all opportunities available to us. |
| To support an extensive housing newsletter for stakeholders and councillors | We are working with all the providers to ensure they include a section within their tenant magazines on the new allocation policy. We will also create a newsletter that can be circulated to members, parish councils, libraries etc |