

## Housing BV Review --Action Plan

Agreed RT 2 April 2002

Key Task	Responsible Person	Target Date	Position
Set up Review Team and identify training/information needs	SW	October 2001	✓
Report to Oversight and Scrutiny Committee on scope and early project plan	SW	26 November 2001	✓
Set up Consultation and Benchmarking Teams	SW	End November 2001	✓
Set up SWOT teams to examine baseline assessments on : 1) Private Sector Housing; 2) Housing Strategy & Housing Needs; 3) Allocation and the Housing Register ; 4) Homelessness and Housing Advice	SW	End November 2001	✓
Report to CS committee on scope and early project plan and work	SW	10 January 2002	✓
Agree consultation strategy with Review Team	MA	5 February 2002	✓
Agree benchmarking (comparison ) programme with Review Team	BW	5 February 2002	✓
Carry out baseline assessment on areas covered by scope of review, including the initial application of the 4 C's to the main areas covered in the review	* Private Sector Housing -- MA * Housing Strategy & Housing Needs -- BW * Allocation and the Housing * Register -- JM * Homelessness and Housing Advice - JM	End February 2002	✓ Completed for Private Sector Hsg, Hsg Str & Hsg needs  ✘ Further work needed on Allocation/Hsg Register and Homelessness and Housing Advice

Key Task	Responsible Person	Target Date	Position
Challenge existing service delivery by presentation to whole RT on existing service, best practice and SWOT analysis on 1) Private Sector Housing and 2) Housing Strategy and Housing Need 3) Allocations and the Housing Register and 4) Homelessness and Housing Advice in order to identify key issues and areas for improvement from Baseline Assessment	RT	RT challenge meeting 12 March (whole day)	<ul style="list-style-type: none"> <li>✓ Key issues identified for Private Sector Hsg, Hsg Str &amp; Hsg need</li> <li>✓ Short term actions / improvements agreed</li> <li>✗ Further work needed on Allocations and the Housing Register and Homelessness and Housing Advice</li> </ul>
Report to Community Services Committee on progress of review , key issues and updated action plan	SW	11 April 2002	
Secure CS Cmtee approval too short term work on improving Housing Needs information	SW	11 April 2002	
Complete baseline assessment for Allocation and the Housing Register and Homelessness and Housing Advice services	DD/MC	End April 2002	
Challenge existing service delivery by presentation to whole RT on Allocation and the Housing Register and Homelessness and Housing Advice services in order to identify key issues and areas for improvement from Baseline Assessment	RT mtg 30 April 2002	30 April 2002	
Analyse information from Citizens Panel to inform review and 2002 HIP/Hsg Str update	LS	End May 2002	
Hold Focus Groups with staff, customers and stakeholders to challenge key issues identified for Private Sector Housing and Housing Strategy and Housing Need		By 28 May 2002	

Key Task	Responsible Person	Target Date	Position
Report to Community Services Committee on progress of review , key issues and updated action plan	SW	June 2002	
Hold Focus Groups with staff, customers and stakeholders to challenge key issues identified for Allocation and the Housing Register and Homelessness and Housing Advice services	SW/MA	By 25 June 2002	
Finalise objectives for review by considering key issues against corporate objectives	RT	25 June 2002	
Apply 4 C's to key issues	SG & RT	End August 2002	
Identify and appraise options for improvement (using procurement strategy) and report to RT	SG	End September 2002	
Develop improvement plan, including identifying improved outcomes for service users	SG	September 2002	
Hold Focus Groups with staff, customers and stakeholders to consider improvement plan		October 2002	
Prepare Report and Committee endorsement		End November 2002	

