**LGA Strategic Housing Peer Challenge: Progress Review – 20th April 2023**

**Response Action Plan from Initial Visit**

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| **No** | **Issue** | **Action** | **Report Ref** | **Milestones** | **Timescale** | **Responsible** | **Previous update** | **March 2024 Update** | **RAG** |
| 1. | B&B sign up process | * Review the whole process and ensure that the current or revised process enables maximisation of income | No 1, page 5 | * Review the ‘as is’ position and report to SMT * If processes need to change, implement new process | June 2023  End of June 2023 | NA  NA | This has now been reviewed and improved processes are in place.  Still the same | This area of work is part of the current Human Engine review, which is specifically looking at the customer journey and how resources match activities. Also, apprentices have now been taken off of this area of work.  **TA Current**  **Arrears:** **April 2023** = £1,413,840;  **January 2024** = £685, 195  **% TA Collection:** **April 2023** = 82%; **January 2024** = 90%  **TA Former Arrears:** **April 2023** = £5,32, 597; **January 2024** = £5,614, 988  **Former TA Arrears Collection: April 2023** = £59,313;  **January 2024** = £451,035 (all months from April to January added) |  |
| 22. | Homelessness Review (phase 1) | * Support the review to   recommendation stage | No 2, page 5 | * Review reports recommendations | End of July 2023 | NA | Support is continuing and is appropriate. Human Engine looking at this | The review is in full swing and will be reporting back at the beginning of April 2024. |  |
| 3. | Ghost Busting | * Review position | No 3, page  5 | * Position report at SMT, including options * Implement 1st   exercise | June 2023  End of June 2023 | NA  NA | This exercise took place with no major evidence that households were ghosting. Second exercise to take place by the end of July 2023. There is ongoing work with households in hotels but another exercise is due in February 2024 | We undertook an extensive exercise in December 2023 to get ready to reoccupy Eaton Green (by the middle/end of December 2023). We found no ghosting taking place. We have, as part of the fraud work we undertake to check Council tenants’ occupancy, agreed with the Provider to undertake occupancy checks of hotels. This will be rolled out at the beginning of the new financial year. |  |
| 4. | No People’s Plan | * Draft People’s Plan | No 4, page  6 | * SMT Away Day to pull this together * Draft Plan produced * Final Plan agreed | June/July 2023  July 2023  August 2023 | SMT  SMT  SMT | Plan now draft and having some initial consultation | People Plan is in draft and needs a bit of work before implemented (see attached). |  |
| 5. | Agency staff in Housing Solutions | * Recruit the maximum number of permanent staff possible | No 5, page  6 | * Recruit the maximum number of permanent staff | March 2024 | NA | Ongoing. 6 permanent staff in place, recruitment is ongoing very difficult to recruit permanent staff. Job advert is re occurring | Success in this area – of the 6 vacancies (these are filled by temporary staff), 5 have been recruited to. So the team will be up to a permanent state (by May 2024) apart from 1. The advert has gone back out. |  |
| 6. | Recruitment of Sheltered Housing Staff | * Recruit staff as soon as possible | No 6, page  6 | * Join the Recruitment Fair being organised in June 2023 * Put together list of staff working from each scheme until full complement of staff and communicate to tenants * Continue to recruit to these posts until full complement achieved | June 2023  Middle of June 2023  September 2023 | SM  SM    SM | Completed  Completed  Recruitment is ongoing.  The jobs have been re-advertised as not all of the posts have been filled and we still have a number of vacancies. We will continue to do this until the posts are all filled. There has been limited interest in the Connect2Luton temp to perm opportunities and no-one has been recruited through this route.  A current recruitment exercise is ongoing. | There are currently 4 vacancies. |  |
| 7. | Strategy & Development | * Recruit to vacant posts once restructuring is concluded | No 7, page  6 | * Conclude reorganisation consultation | September 2023 | CA | Update Nov 2023  All posts advertised and interviews completed. Two officer roles offered and starting in January. Two development manager roles offered, one accepted, starting 11 December | The only outstanding vacancy is one of the Development Manager’s roles, which is being interviewed for on Monday 18th March 2024. Structure attached. |  |
| 8. | Capacity of the Private Sector Team | * Review capacity for new schemes coming in and consider when these need to be recruited | No 8, page  6 | * Consider the number of officers required for the new schemes and when to recruit them * Consider Growth bid for 2024/5 Financial Year | June SMT  July SMT | DS  DS | Additional resources agreed through Public Health Grant. Pending other resources once licensing JR risk is over  This was withdrawn in the budget setting exercise. | Two new posts have been recruited to as well as 2 temporary staff to continue the MEES work. The licensing schemes are waiting for the High Court to decide if the Judicial Review should go ahead, so although we have brought two new staff in to deal with licensing, we cannot bring any more in until we are clear on the new schemes coming in. |  |
| 9. | Damp & Mould Strategy | * Pull together current work for overarching strategy | No 9, page  7 | * Draft strategy | August 2023 | SM | Rochdale Task Force set up and action plan created including damp and mould strategy. Damp and mould strategy completed | Completed and being actioned. |  |
| 10. | Leadership of Housing | * Consider the leadership issues raised in the report | No 10,  Page 7 | * Consider leadership issues at Away Day | June/July 2023 | SMT | Away day took place. Outcome so far, draft People Plan. Another Away Day planned for February 2024. | Leadership issues being addressed particularly around delivering the Service Plan and accountability for aligning this with 2040. The People Plan needs a bit of work but will be one of the drivers to deliver this. |  |
| 11. | BTS Review | * Complete actions in separate action plan | Not  referenced | * Review action timelines * Update report to August SMT * Update report to November SMT | End of May 2023  August 2023  November 2023 | TK  TK  TK | Review actions on hold pending Human Engine Intervention and the implementation of the new IT System. | The scope has been drafted and will be concluded and be agreed shortly. |  |

Version 1: Last updated: 20/05/23. C.M.

23/06/23. C.M.

08/12/23. C.M.

14/03/24. C.M.