

Obj		Action	Target Date	Lead Officer	Additional Resources
<b>A</b>	<b>SHORT TERM – NEXT 2 MONTHS</b>				
	<b>1</b>	<b>Review Choice Based Lettings system</b> <ul style="list-style-type: none"> <li>Identify issues affecting customers</li> <li>review customer access to the system</li> <li>Find out who is not bidding and why people are not bidding</li> </ul> <b>Progress</b> Action added into the 07/08 Housing Strategy Annual Update to commence Oct07 and annually thereafter.	Nov 07	Phil Turner	Officer time, within existing
	<b>2</b>	<b>Change letter sent to landlords as a receipt for rent cheque</b> <ul style="list-style-type: none"> <li>Feedback from Service Review suggested the current letter could be worded better – speak to Housing Benefit to amend this letter</li> <li>review correspondence sent by rent deposit team in light of consultation comments</li> </ul> <b>Progress</b> Consultation comments passed to rent deposit team	Nov 07	Phil Turner / Nicky Harvey	Officer time, Housing Benefit
	<b>3</b>	<b>Resume customer surveys on the Pest Control service</b> <ul style="list-style-type: none"> <li>Distribute customer surveys on the Pest Control service regarding the service process (administrative process, technical etc)</li> <li>review existing Pest Control consultation information</li> </ul> <b>Progress</b>	Oct 07	Iris Thompson	Officer time, within existing
	<b>4</b>	<b>Review Pest Control benchmarking information</b> <ul style="list-style-type: none"> <li>analyse current benchmarking information</li> </ul>	Oct 07	Iris Thompson	Officer time, within existing

	5	<p><b>Review Dog Warden customer Consultation</b></p> <ul style="list-style-type: none"> <li>review existing Dow Warden consultation information</li> </ul> <p><b>Progress</b></p>	Oct 07	Iris Thompson	Officer time, within existing
	6	<p><b>Hold landlords forum to advise of the change to Local Housing Allowance (LHA)</b></p> <ul style="list-style-type: none"> <li>advertise the positive aspects and potential difficulties of the change to Housing Benefit being paid direct to the applicant</li> </ul> <p><b>Progress</b></p> <p>Contact details for landlords being collated, National Landlords Association contacted to speak at the forum</p>	Nov 07	Phil Turner	Officer time, speakers from National Landlords Association within existing
	6	<p><b>Research options for locating the entire Housing Service on the same floor</b></p> <ul style="list-style-type: none"> <li>Current split team could be more efficient and improvements towards lean management could be made were it to be accommodated together</li> </ul> <p><b>Progress</b></p> <p>Currently assessing options</p>	Nov 07	Nigel Preston	Officer time, within existing

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<b>B</b>	<b>MEDIUM TERM – NEXT 3-6 MONTHS</b>				
	<b>1</b>	<p><b>Make better use of Discretionary Hardship Payments (DHP)</b></p> <ul style="list-style-type: none"> <li>• Research how other Local Authorities are making use of the scheme</li> </ul> <p><b>Progress</b> Action in place in the 07/08 Housing Strategy Annual Update to develop a Discretionary Hardship Payment protocol in partnership with Housing Benefit by the 31<sup>st</sup> of March 08.</p>	End March 08	Phil Turner / Nicky Harvey	Within existing
	<b>2</b>	<p><b>Relocate Pest Control's administrative workload to the contact centre</b></p> <ul style="list-style-type: none"> <li>• Efficiency gains and better customer service to be achieved with the ability deal with all aspects of the admin workload directly (eg booking / payments)</li> <li>• Consider seasonal work demands (eg wasp nests over summer period) in staffing of contact centre</li> </ul> <p><b>Progress</b></p>	Apr 08	Nigel Preston	Officer time, within existing
	<b>3</b>	<p><b>Investigate out of hours (24 hours a day 7 days a week) emergency service provision for Dog Warden service</b></p> <ul style="list-style-type: none"> <li>• Consider administrative support and how best this can be provided if the service is to move to 24 hour a day service</li> <li>• Investigate integration with other out of hours services.</li> </ul> <p><b>Progress</b> Temporary contractor in place at present providing a reactive/emergency service Service Review to take place this financial year</p>	Apr 08	Nigel Preston	Officer time, within existing

	4	<p><b>Incorporate Private Sector Housing information into older and vulnerable person advice pack due to be produced by March 08</b></p> <ul style="list-style-type: none"> <li>• Provide grant information to be included in the published advice pack</li> </ul> <p><b>Progress</b> Older Persons Housing Strategy to go to cabinet November 07 action included in its action plan to develop an integrated advice pack, which will incorporate the advice and information pack regarding information for homeowners and older people seeking assistance with minor repairs, adaptations and home improvements as referred to in the 07/08 Housing Strategy Annual Update</p>	March 08	Fiona Hood / Ashley Grist	Officer time, within existing
	5	<p><b>Investigate options on alternatives to grant scheme</b></p> <ul style="list-style-type: none"> <li>• research feasibility of loan / equity release schemes as used by other local authorities</li> </ul> <p><b>Progress</b> Actions in place in the 07/08 Housing Strategy Annual Update to (1) Investigate the possibility with other LAs, of preparing a scheme to enable home owners to release equity from their properties to improve its condition. (2) Explore alternative initiatives for providing funding through the Home Improvement Agency (HIA).</p>	Research by Nov 07  Any implementation by Mar 08	Lousie Dickie	Officer time, within existing, additional funding may be required
	6	<p><b>Consider increasing minor works grants cap to £5000</b></p> <ul style="list-style-type: none"> <li>• Assess the level of minor works grant within the Private Sector Renewal Paper due to go to cabinet in Dec 07</li> </ul>	Dec 08	Lousie Dickie	Officer time, within existing

7	<p><b>Review interview techniques of Housing Options Team</b></p> <ul style="list-style-type: none"> <li>• Arrange interview technique training in-house with Kelly Handley</li> <li>• Interviews are a critical customer interaction point in terms of the service and key in promoting Housing Excellence</li> </ul> <p><b>Progress</b> Fundamental review of Homelessness Strategy underway and incorporated into the 07/08 Housing Strategy Annual Update Action Plan</p>	July 08	Phil Turner / Alison Smithen	Officer time, within existing
8	<p><b>Review communication strategy and access to Housing Service for minority groups</b></p> <ul style="list-style-type: none"> <li>• Investigate how best to contact and consult current non-service users of minority groups</li> </ul> <p><b>Progress</b> Corporate plan regarding equalities and diversity has gone to cabinet. BME Housing report to be published by Jan 08 included in the 07/08 Housing Strategy Annual Update Action Plan.</p>	Jan 08	Fiona Hood / Cathie Powell	Officer time, within existing Corporate
9	<p><b>Investigate options to increase capacity in Private Sector Housing</b></p> <ul style="list-style-type: none"> <li>• Assess opportunities for admin team to provide additional support</li> <li>• Research options for financing additional staff resources through the budget review process</li> </ul> <p><b>Progress</b> Possible key skills identified – drainage knowledge, knowledge of building to look at grant work</p>		Nigel Preston	Officer time, within existing additional funding may be required

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<b>C</b>	<b>LONG TERM – NEXT 7-12 MONTHS</b>			
<b>1</b>	<p><b>Research Landlords accreditation scheme in partnership with other Local Authorities</b></p> <ul style="list-style-type: none"> <li>Research options of working in partnership with other local authorities in the Hampshire / Blackwater Valley area</li> </ul> <p><b>Progress</b> New action added to the 07/08 Housing Strategy Annual Update to research options by March 08 with an aim to introduce a scheme by Jan 09</p>	Options by Mar 08  Implementation Jan 09	Louise Dickie / Iris Thompson	Officer time, within existing, additional costs not yet known
<b>2</b>	<p><b>Closer working between Planning and Housing</b></p> <ul style="list-style-type: none"> <li>Assist in producing the Local Development Framework (LDF) in relation to affordable housing.</li> </ul> <p><b>Progress</b> Action included in the 07/08 Housing Strategy Annual Update to remain involved in the LDF Developers Guidance produced by Fiona Hood / Nicola Harpham to help planning officers in affordable housing issues.</p>	Ongoing whilst LDF is prepared	Nigel Preston / Mathew Evans	Officer time, within existing. Planning Department