

Appendix 3 – Item: Housing Needs Transformation Plan

Considered by Streets & Environment Sub-Committee on 4 October 2022

REC No.	SCRUTINY RECOMMENDATION	DEPARTMENT AND CABINET MEMBER RESPONDING	ACCEPTED / PARTIALLY ACCEPTED / REJECTED (inc. reasons for rejection)	IDENTIFIED OFFICER	ANY FINANCIAL IMPLICATIONS	TIMETABLE FOR IMPLEMENTATION OF RECOMMENDATIONS IF ACCEPTED (ie Action Plan)	DATE OF SCRUTINY MEETING TO REPORT BACK
1.	The Sub-Committee agreed that signposting of Housing Needs services should be improved on the Council website.	Councillor Lynne Hale Housing	Rejected – already in progress Review of the signposting of the Housing Needs service is part of the 'Website update and cleaning' project in the Housing Transformation Programme. The project is due to start in April 2023. Due to the signposting of the Housing Needs service being dependent upon the Housing Needs Re-Structure and the implementation of the NEC Housing System, changes to signposting of Housing Needs will not be made until Q3 and Q4 2023/2024.	Susmita Sen, Corporate Director Housing	N/A	N/A	N/A
2.	The Sub-Committee recommended that the service should commence a proactive communications drive to all residents in Temporary Accommodation to encourage reporting of poor conditions, which ensured that residents were reassured that reporting issues would not result in them losing their homes.	Councillor Lynne Hale Housing	Rejected – already in progress The reporting of poor conditions in Temporary Accommodation will be enabled through the Occupancy Checks project which forms part of the Housing Transformation Programme.	Susmita Sen, Corporate Director Housing	N/A	N/A	N/A
3.	The Sub-Committee recommended that the Housing Needs service ensure that occupancy checks are conducted in line with best practice and trauma informed practice.	Councillor Lynne Hale Housing	Rejected – already in progress Best practice and trauma informed practice have been considered when planning and scoping the Occupancy Checks project which forms part of the Housing Transformation Programme.	Susmita Sen, Corporate Director Housing	N/A	N/A	N/A

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4.	The Sub-Committee noted the interdependency between the Housing Improvement Plan work on voids and the Housing Needs Transformation Plan and asked that the directorate look at how the work on void turnarounds affected plans to reduce the time that customers spent in Temporary Accommodation.	Councilor Lynne Hale Housing	Rejected – already in progress Reducing void turnaround times to enable the move-on of households out of temporary accommodation is included as part of the Voids Transformation project, which forms part of the Housing Transformation Programme, through joint-working with DLUHC.	Susmita Sen, Corporate Director Housing	N/A	N/A	N/A