

TA & Allocations

1 - Legacy Work - to clear various backlogs identified 2024/25 in order to get a BAU position for April 2025									
Action	Deadline	Status Update	September 2025 Update	October 2025 Update	November 2025 Update	December 2025 Update	January 2026 Update	RAG	Outcome
1.1	09/09/2024 31/03/2026	Part complete	Backlog continues to be worked on. No HB cases down to 320. Property / tenancy discrepancy with Jigaw c. 240. Staff turnover has led to pure backlog team. Should see improvement in Sept / Oct. 26.09 - On track but slow. 312 Cases with no HB being paid to cover charge. Income recovery will seek more resources.	10.10 - Sharon Warner to look at different ways of working re: HB claims. Have identified very few home visits from HB staff. Workshop on 20th. 26.09 - On track but slow. 312 Cases with no HB being paid to cover charge. Income recovery will seek more resources.	17.11 - remains high at c. 320. Backlog team are working through backlog but net decrease is still a challenge. Likely down to 1x start officer competency. Upgrade risk to red as won't hit December 25 target.	22.12 - Of the 547 - 228 are outstanding of which 14 directly linked to TA team, with remainder being solved by benefits team. All remaining work with the Benefits team i.e. to process claims and collect i.e.	26.01 - The TA team has cleared its backlog and all cases now have an HB form. New processes in place to ensure all new cases have an HB form. All remaining work with the Benefits team i.e. to process claims and collect i.e.	Complete	All live TA placements have a licence and up to date HB form / payments.
1.2	Mar-26	Part complete	Data rec officers working through PwC findings. Aiming for March 26 still. 26.09 - 2nd data rec officer due to start early October.	10.10 - 2nd officer delayed waiting for laptop. PwC report delayed. Regular tracking via Power BI row in place.	17.11 - both officers now in place. Working through PwC report and two officers working through the issues.	22.12 - Target for completion 31.12.25. Good progress to date.	26.01 - Good progress is being made with data integrity and reconciliation. Ongoing work with data any list.	Complete	Jigaw and NEC data sets align. Data integrity is accurate and auditable
1.3	Jan-26	Complete	One officer left in August so left to recruit.					Complete	All 6.5 backlog resources are recruited and remain for 6 months.
1.4	24/12/2024 24/03/2026 01/07/2026	Part complete	New Housing Allocations & Housing Register Manager started - Debbie Broughton to manage the team. Hq register backlog targets in place. New tracker in place 26.09 - possible new team members in Autumn 2025	10.10 - OB continues to investigate and resolve 1 FTE dedicated working on backlog. BAU staff work on a small % of backlog too. Still on track to resolve for Dec 2025. 26.09 - possible new team members in Autumn 2025	17.11 - Backlog has reduced to 840 applications still to be processed. Some are TA and some are 'other' applications. Increases risk as unlikely to hit Dec 25. 2 members of staff have left and new appointment do not start until end of November.	22.12 - Backlog reduced to 720. Only 1 of the leavers replaced, trying to recruit the 2nd. JW looking to increase resources by 2 officers. New deadline of 31.03.2026. Durbound email campaign has increased the level of demand i.e. number of applications. Target date extended again following the 22nd Jan open day and email	26.01 - Team still working through backlog. 22.01.26 open day highlighted the extent of the backlog that remains. The legacy issue is far greater than expected and the team continues to work through backlog. Durbound email campaign has increased the level of demand i.e. number of applications. Target date extended again following the 22nd Jan open day and email	Complete	All homeless households in TA to have a housing application.
2 - TA Reduction - to reduce the number of temporary accommodation units utilised. Units used baselines: July 2025 forecast by finance = 1,485 July 2025 Actual from NEC = 1,236.									
Action	Deadline	Status Update	September 2025 Update	October 2025 Update	November 2025 Update	December 2025 Update	January 2026 Update	RAG	Outcome
2.1	Mar-26	Part complete	B&B - 8 weeks reduced to 6. MHCGL has signed off reduction and BAU plans. 2x officer assigned to move the 8. 26.09 - On Track. 147 B&B families. 7 > 6 weeks. Dedicated officer now focusing on this project.	10.10 - 147 households of which 7 are families > 6 weeks. Plan is on track. Data and quality team acknowledge that property category is incorrect. 26.09 - On Track. 147 B&B families. 7 > 6 weeks. Dedicated officer now focusing on this project.	17.11 - this is on track. Currently 0 families with children in B&B over 6 weeks. C. 124 households in B&B but reducing weekly.	22.12 - NEC + 0 but Jigaw dates 120 possibility due to the 'type' field. JW to review detailed address and use TA reduction pilot money to target	26.01 - Families in B&B = 6 weeks remain 0. Number of households in B&B continues to fall and now at 117.	Complete	MHCGL require an elimination plan if 5 or more families in B&B > 6 weeks.
2.2	Mar-26	Part complete	Plan in place - new action commencing 1st September 2025. Note - new TA commercial manager started 1st September 2025. 26.09 - analysis of TA type complete. Plan to focus on reduction in nights (TA provider) discussions to Rip to PSL. NEC categorisation is incorrect e.g. B&B is not B&B.	10.10 - analysis has led to decant 1000. Will start to decant (TA provider) and (TA provider). Aim to not use at all. 2.4 months to decant from both. (TA provider) next. Have met (TA provider) - seeking lease of 30-40 new homes. Will use to decant (TA provider). Able to seek to stop 1* home providers. There are 14 providers with just 1 home.	17.11 - (TA provider) c. 80% complete. (TA provider) only 20% complete. On track. Alpha are sourcing properties. On track. Project to reduce TA providers with just 1 home won't start until January.	22.12 - No movement in period. Team dealing with a spill in reports of damage & mould probably linked to Awasab's lawing going live. HMO reduction is down to 10% of units used. Nights lets remains high at almost 80%	26.01 - Decant of (TA provider) on going but (TA provider) - reduce from c. 80% to 40% of total TA units by 31.03.2026 Share / medium term lease - from c. 5% to c. 2% of TA units by 31.03.2026	Complete	B&B Units: Reduce the number of suppliers used for B&B to a max of 2 HMO: reduce by 50% (with shared at 0) Nights lets: reduce from c. 80% to 40% of total TA units by 31.03.2026 Share / medium term lease - from c. 5% to c. 2% of TA units by 31.03.2026
2.3	Mar-26	Part complete	Ongoing as a new action. 3 DoD in last 2 weeks since starting. Link to the allocations section (part 6 offers) in section 6. 26.09 - new DoD officer due to start mid Dec 2025. Will focus on this specifically. New letter drafted and training being given. JW will seek to tie up DoD to reduced costs / savings.	10.10 - TA manager has discharged 3 from (TA provider) where Housing Demand had led. Another 2 w/c 03.10. Notices and discharge for 2 families in Pendragon.	17.11 - DoD number tbc.	22.12 - Open day booked for 20.01.26 with relocation providers and open to all families in TA. Council chambers and new materials produced. Homefinder, Bridge Housing Solutions, Lizebe, B&Bcase will be attending. 187 out of borough visits by corp fund. TA transfer list has been generated by TA manager. C.80 of 887 to be transferred to cheaper accommodation. Note: high levels of damp & mould cases identified. £150k additional MHCGL funding confirmed. 2-3 additional officers being recruited.	26.01 - Over 250 households seen at the open day with 4 move on providers in attendance. Homefinder - 50 registration for out of Borough. Housing Solutions - 20 registrations to move out of the Borough. DoD through move-on will increase as a result of this work.	Complete	By March 2026 Target set for 50 DoD by 31.03.26 whilst the additional Move On Team are set up, recruited to and mobilised Engagement with Re-locate, Homefinder and Bridge Housing Solutions yet to be established Lettings plan (and move from 60% to 75% allocations to TA) yet to be formally agreed. Agree target and implement incl. aligning target to housing demand team 75% of all social lettable properties (H&A and RPI) to TA households 4 external partners commissioned - Re-locate, homefinder, Bridge Housing Solutions etc.
2.4	Mar-26	Part complete	Desk top price is 75% complete. Will start physical visits - Nov 2025 26.09 - new occupancy officer starting 30.09 - based at Pendragon but outreach visits too. Review of CCTV has led to Police involvement. Joint visits with best officer to deal with criminal involvement. Also working with Community Safety partnership to adopt and action plan.	10.10 - New officer based at Pendragon started w/c 06.10. 40% of Pendragon visited. Drafted 2 NTCs to be issued w/c DoD. Review of CCTV has led to Police involvement. Joint visits with best officer to deal with criminal involvement. Also working with Community Safety partnership to adopt and action plan.	17.11 - new targets for compliance team of 20 visits per week. 150 out of borough visits have been completed (50% of OCB placements). Two DoD to date.	22.12 - Compliance team now hitting 20 visits / week / officer. 187 out of borough visits by corp fund. TA transfer list has been generated by TA manager. C.80 of 887 to be transferred to cheaper accommodation. Note: high levels of damp & mould cases identified. £150k additional MHCGL funding confirmed. 2-3 additional officers being recruited.	26.01 - Compliance team continue hitting 20 visits / week / officer. Of the 187, 5 transfers due to property conditions, the fraud team is following up on suspected fraud cases, further investigations with TA providers re. the property type and how it is being used by TA. Follow up work will involve relocation providers as these cases are already out of Borough. Since last reporting period we have increased resources through the additional E&RP funding from MHCGL to conduct more occupancy audits across the Borough. Total no. completed will be reported in February update.	Complete	All TA household have received a letter. Aim to reduce occupancy by 5% (c. 65 units)
2.5	Mar-26	Part complete	Not started - team agreed by Director, awaiting funding solution 26.09 - still waiting for absolute clarity on funding.	10.10 - 5x team member to be recruited. Danians to help find additional money from S105 cash.	17.11 - no further update as new recruitment freeze.	22.12 - Funding for new resources (6 officers) now agreed. Met HR and Marie manager - adverts out Jan 2026, looking to appoint by Feb 2026. 2 additional officers also being recruited. Target to have all 5 onboarded by mid-Feb. Can start fast as move procedures and process in place.	26.01 - Recruitment commenced - 3 offers to date. Waiting for acceptance. 2 additional officers also being recruited. Target to have all 5 onboarded by mid-Feb. Can start fast as move procedures and process in place.	Complete	Move on Team established. Target aim for DoD's to increase to 50 by 31.03.26 whilst the team is set up and mobilised and then 100 p.a. thereafter. Aim to discharge 400 to reach BAU of 800 then discharge c. 150 p.a.
3 - TA Unit Cost Reduction - to reduce the August average monthly rate from £29 per unit to £1.5k per unit									
Action	Deadline	Status Update	September 2025 Update	October 2025 Update	November 2025 Update	December 2025 Update	January 2026 Update	RAG	Outcome
3.1	Mar-26	Part complete	39 cases transferred to cheaper accommodation. Value of savings being validated by Damaris. 26.09 - On Track - 39 transfers = £518k saving	10.10 - 42 transfers completed. £518k in cashable savings. 8 part 6 approvals in October to date.	17.11 - 42 transfers £640k saving.	22.12 - 53 transfers = £695k savings	26.01 - 54 transfers = £695k savings	Complete	Assurance we are meeting all legal requirements relating to health and safety of tenants in their homes and communal areas as well as ensuring cashable 'in year' savings.
3.2	09/09/2024 31/03/2026	Part complete	Reduced rates agreed with (TA provider). Average reduction in rates = 20%	10.10 - decants from (TA provider) and (TA provider) in progress. Will link to the 14 '1' home providers.	17.11 - (TA provider) and (TA provider) decants in progress. Unlikely to be complete by Dec 25.	22.12 - On going but is a big project so new target date of 31.03.26. (TA provider) decants taking longer than expected due to complexity of family makeup. Note - (TA provider) has reduced rates in one block from £60 to £48/night.	26.01 - Ongoing transfers e.g. reduction with (TA provider) is slow at 3 transfers / month as larger families harder to transfer. (TA provider) - c. 1 transfer / week and momentum is building.	Complete	Assurance via a tracker that transfers happen and value of spend avoidance is captured.
3.3	04/12/2024 31/03/2026	Part complete	3 families in (TA provider) B&B 4 families in HMO On track to hit December	10.10 - 1 household in (TA provider) 4 remain in other HMO (to be checked)	17.11 - (TA provider) decant no finished c. 10 families in other HMO. Has increased following the QDR audit. Dahr - dedicated resources to try and reduce this number asap. Increased to amber as Dec 25 target challenging	22.12 - (TA provider) project is complete. Next cohort of families in HMO being worked on.	26.01 - Good progress being made with HMO's. The out of boroughs with fraud highlighted 3 HMO from which we have transferred households. Approximately 30 families to be moved still.	Complete	0 families are housed across multiple rooms (HMO or B&B).
3.4	04/02/2024 01/06/2026	Part complete	PSL agreement drafted by HB Law being issued out. negotiations with (TA provider) etc ongoing. Making progress with (TA provider) and LT Leasing projects. (TA provider) - 500 units in Slough that we can use. Have asked for 300 onto PSL with 50 to be set aside for perm discharge duty.	10.10 - Reviewing the (TA provider) offer as possible commercial issues. 2x offers with Commercial Manager to review post a/l.	17.11 - one new person due to start w/c 24.10. Recruitment freeze as stopped the other. Has increased the risk	22.12 - Ongoing - still subject to recruitment freeze but Exec director will support direct recruitment. (TA provider) incl. (TA provider) want to move to 3-4 year leasing arrangements. BUT dependent on insurance dispute.	26.01 - 5.3% of units currently via short and medium term lease. Negotiations with providers ongoing. However commercial and legal details means progress slower than hoped. New target date set.	Complete	Number of lease agreement increased to ensure 50% of units are leased and not spot rate.

4 - Compliant and fit for purpose TA									
Action	Deadline	Status Update	September 2025 Update					RAG	Outcome
4.1	Collect and store all compliance documents for all units used	Mar-26	Part complete	<p>Desktop exercise completed for 65 providers</p> <p>% compliance at c. 85%</p> <p>80 physical visits completed</p> <p>Only c. 100 documents remaining to be submitted. Still have a challenge on annual renewal capture.</p> <p>2x officers dedicated to this function.</p> <p>26.09 - outstanding [TA provider] docs now received. Just [TA provider] docs remain.</p>	10.10 - 3 compliance visits in October.	17.11 - new target of 20 visits per week in place.	12.12 -	26.01 -	100% of all units used are compliant
4.2	Accommodation needs assessment	Mar-26	Complete	<p>Suitability needs assessment form now created.</p> <p>One new TA manager starts (c. Oct 2025) required to proceed.</p> <p>26.09 - suitability forms from other LA's now being re-drafted for Slough. New officer starts early October so will physically start activity then.</p> <p>TA Transfer list also created in Sept.</p>	10.10 - now implemented.	17.11 - assessment form agreed, staff have received guidance, being used on any visits.			That households are placed in accommodation that meets their needs and that changes in circumstances are record to affect transfers as required.
4.3	Fit and proper person test	Oct-25	Complete	<p>Declaration document issued to all providers. And will be part of the onboarding function.</p> <p>Working with Private Sector Housing Team to deal with rogue landlords.</p>	10.10 - Fit and proper (person) document / declaration issued to all providers. Commercial manager to provide count on return.				Complete
5 - Housing Supply									
Action	Deadline	Status Update	September 2025 Update					RAG	Outcome
5.1	TA Supply Chain	Mar-26	Part complete	<p>contact with all 65 providers made and negotiations underway</p> <p>meetings with other providers being held</p> <p>26.09 - ongoing</p> <p>Discussions with 2 new providers re. provision of blocks to replace existing poor quality TA and reduce cost.</p> <p>1x new provider onboarded in October</p> <p>Working with Neil re. [new block] (declined). Will visit block (40 units) next door w/c 13th Oct.</p>	10.10 - aiming to reduce by 14.10. 1 'home' providers.	17.11 -	12.12 -	26.01 -	A clear and stable set of providers that will be able to support current and future TA needs
5.2	RP / Affordable Housing Supply for Part 6 discharge	Mar-26	Part complete	<p>Work has started with Property Team re acquisition.</p> <p>Work with RPs being lead by Debbie - 15 RPs operate in Slough - consulting them in Sept / Oct.</p> <p>26.09 - 500 home requirement is now confirmed. Working with Property colleagues to identify.</p>	10.10 - cabinet paper on 20th and scrutiny paper on 28th seeking approval / backing for more funding.	17.11 - GSA peer review - Cllr from LB Croydon supports purchase of land / blocks.	12.12 -	26.01 -	To have a clear understanding of the pipeline of homes available to us from RPs for Part 6 discharge of duty.
5.3	Co-ordinate all internal initiatives	Oct-25	Complete	<p>AC has clarity from Neil E re. most activity</p> <p>Neil E / Janet W leading re. Acquisition Policy Strategy</p> <p>26.09 - meet Property 25.09 - c. 20 live projects but governance and funding challenges to purchase is slowing pipeline.</p>	10.10 - options for SMP with property team. Not approved.	17.11 - monthly meeting with NE and IS re. new acquisitions and garage sites and new build and target re-furbs.	12.12 -	26.01 -	A pipeline of homes via refurbishments, purchase of open market homes, section 106 and RHA / RP empty homes to be colated and updated.
5.4	Long Term Leasing	04/04/2025 31/03/2026	Part complete	<p>ERF paper re. long term future submitted for agreement</p> <p>25 home pilot re. 10 year - day leasing in Right</p> <p>Discussions with HB Law re. 10 year + 1 day leasing on going</p> <p>Follow-up information now submitted. Evaluation and preferred partner by end Sept.</p>	10.10 - 25 home pilot - final review.	17.11 - aiming to January 2026 Cabinet.	12.12 -	26.01 -	At least 5% of TA (i.e. 65 units) are acquired through long term leasing.
5.5	Move on suppliers	Mar-26	Complete			17.11 - Homefinder, Bridge Housing, RelocBe and L22RB - finished engagements with them. Business case / ECP being drafted for CLT. Will feed into 480 unit discharge target	12.12 -	19.01 -	Complete

6 - Allocations - to completely re-set this service area.									
Action	Deadline	Status Update						RAG	Outcome
6.1	Review and revise the Allocations policy	01/07/2026	Part complete	Started in that a comparison of what we have and what we should have. Still waiting for resource and funding to take forward. 26.09 - still waiting for funding confirmation	10.10 - initial draft by JW. Seeking advice from Campbell Ticket.	17.11 - JW meeting CT 18.10 to review initial draft. UK confident funding is available. Remains high-risk as there is significant consultation (60 day) and possible cabinet approval.	12.12 - Inception meeting with CT held, draft project plan agreed, set-up project group, scope is defined and request for essential docs in place. Holly S project support. Linked into CBL - ppsj plan shared with DDAI. Linked in to Transparency and Influence Consumer standard. Will take to resi panel in Feb Project steering group - fortnightly meetings scheduled to end of March 2026.	26.01 - Now on forward plan for Cabinet approval 19th June.	A new, fit for purpose policy
6.2	Review and revise the housing register to ensure all TA households have an application	Mar-26	Part complete	Debbie now taken this forward. Action - 10.09 Pendean event - TA households with now application now in the system. 26.09 - dedicated officer working through all TA households, with now Hsg Reg application. Also the duty officer on front line linking into Hsg Reg officer so that application is done immediately. Also link to housing demand as Hsg Appn form should be part of Psp for the household.	Blend this with Allocation piece above		12.12 - High level review has been completed. Very high number of TA cases without registration form. New business case in Jan 2026 to recruit resource to rectify backlog of case with now application form.	26.01 - 50 TA households completed application forms at the 22.01 open day registration form. Following outboard email campaign large numbers of new applications and correspondence. Still collating and responding.	An accurate auditable register
6.3	To significantly increase the % of TA households that get Part 6 offers.	Mar-26	Part complete	See section 2 above. 26.09 - New allocation officer has made part of BAU activity.	10.10 - 8 out of 12 in October is a huge increase and is now in the 40% target. Now considered baseline.	17.11 - AC to get data from DB	12.12 - Target is 65% but current is 52% to just below target.	26.01 - In last reporting period, just under 55% of voids let to TA households as part 6 offer.	A tracker that ensures Part 6 offers are recorded
7 - ICT and Data									
Action	Deadline	Status Update						RAG	Outcome
7.1	NEC / iigaw interface	Mar-26	Part complete	Requirements workshop held with DDAI in August. Awaiting feedback re. resource and time required to develop. New Automation solution proposed. Likely to be at least 6 months to implement. 26.09 - new DDAI requirements submitted mid Sept 2025.	10.10 - no update.	17.11 - no update. NEC review being commissioned.	12.12 - DDAI and TA disagree on status of project. Waiting for feedback from QLP	26.01 - RMI confirm no inbound API is available unless commercially viable - it is not viable. Robotic Automation being investigated but expensive and no demonstrable track record of success. Action now impacted by overall review of NEC and soft market task as contract runs out.	Data held in iigaw automatically updates NEC and / or alerts are set to officers to update records and / or mandatory fields are implemented to prevent tasks being part-completed.
7.2	Choice Based Lettings	01/06/2026	Part complete	August - verbal agreement that this is a 'trust based' - demonstration from NEC (and iigaw) held - awaiting guidance on next steps and funding approach Now added to the ICT / DDAI requirements sheet - submitted mid Sept. 26.09 - new DDAI requirements submitted mid Sept 2025.	10.10 - JW / Baiji / Jonathan met. JW has trust based and is awaiting detailed scope. JW made contact with pgn manager at MRI - meeting 13th Oct.	17.11 - will use the cloud 11 framework to procure CBL. Draft CBL requirements in place - need to be reviewed and signed-off. Waiting for Prolet plan from Jonathan and tech spec from Baiji. Weekly meetings happening. Remains high risk due to procurement and implementation timeline.	12.12 - DDAI Board - new timeline as original April 2026 go live will be missed. Now being overseen by Director of DDAI and Director of Housing. New target June 2026. Project scope has been drafted.	26.01 - Project manager is leaving. Seeking to recruit new resource. Will monitor June target date. ITT due to be approved at 2nd Feb procurement board. Issue will be 3rd Feb. If that date is missed then project at risk.	A choice based lettings system implemented to allow households to bid on empty homes.
7.3	Private Sector Lease Module	Mar-26	Not started	August 2025 - demonstrations of the solution held - awaiting guidance on next steps and funding Now added to the ICT / DDAI requirements sheet - submitted mid Sept. 26.09 - new DDAI requirements submitted mid Sept 2025.	10.10 - no update	17.11 - no update. Baiji lacks capacity to move on this.	12.12 - PSL Module - need feedback from DDAI or QLP. Need to clarify if this is on the list of DDAI priority or not. JW exploring alternative solutions.	26.01 - At risk because of NEC review. Seeking clarity from DDAI as to if this is proceeding or not. Conflicting priority for DDAI vs Housing. DPS type solution being reviewed in parallel.	A private Sector leasing module that will allow Case management and monitoring of leased TA properties.
8 - Recruitment and Retention of BAU Staff									
Action	Deadline	Status Update						RAG	Outcome
8.1	Review, revise and implement delivery structure	Mar-26	Part complete	September 2025 Update Initial conversation held with Director JW to draft the proposal. Director to consider with other Housing re-structures and proceed.	10.10 - ongoing review	17.11 - recruitment freeze in place and waiting for overarching re-structure. Higher risk due to recruitment freeze.	12.12 - JW has sent / will send her ideas on structure. New approach from Exec Director will enable recruitment to new structure. Restructure due to go to CLT on 4th February.	26.01 - Housing Director re-structure proposals being reviewed. Subject to ongoing recruitment freeze. Restructure due to go to CLT on 4th February.	A revised, fit for purpose structure
8.2	Recruit temp to perm / perm members of staff	01/04/2026	Part complete	As part of new interim recruitment offer of Temp to Perm has been offered and well received.	10.10 - can't progress as UK seeking to complete design of perm structure.	17.11 - held up by recruitment freeze. Higher risk due to recruitment freeze.	12.12 - JW is active pursuing with staff. Not being reviewed that well yet. Salary is the issue - low compared to temping	26.01 - Subject to recruitment freeze. Seeking HR advice as c. 3 staff have expressed an interest in moving to perm.	To ensure at least 50% of the TA & Allocations Team is permanent or in a temp to perm role.
9 - Prevention and detection of fraud									
Action	Deadline	Status Update						RAG	Outcome
9.1	Review and resolve legacy fraud	Mar-26	Part complete	August 2025 - internal and external resource being deployed to review and resolve. Review ongoing via Mazars (commissioned within 5 weeks of HOS starting). Initial indicative report - submitted to audit and risk board on 10.09.25. 3 stage approval process now introduced - service manager / head of service / Director. 26.09 - weekly progress meetings with Mazars - sample testing from 29.09 to end October then findings report draft.	10.10 - New officer at Pendean - 1x unit had an illegal occupier linked to fraud with corp fraud and police. Officer will start wider pgn of visits from November 2025. Fraud team to start OCB visits from 2nd Nov - Reading to West London.	17.11 - 50% of OCB complete. Potential fraud identified. Waiting on corporate fraud team. No new fraud at Pendean now Dahr is on-site. Mazars - final comments on their report have been returned. Final report sign-off due December 2025.	12.12 - DOB - corporate fraud team investigating 5 cases. TA Manager now involved and providing additional info. Pendine - incident in Dec 2025 re. equipter. On going investigations. Mazars - final draft with UK and JW for sign-off on. Immediate fraud? - have flagged 2 cases for further investigation. Staff - high turnover of staff has contributed to the lack of knowledge retention. Health check - inconsistent with process and procedures, applying the policy and that new procedures should be introduced. Data is also an issue i.e. lack of integration.	26.01 - 5 cases are still with corp fraud who are following their process. Pendean - issue resolved Mazars - cleared at Homeless and TA Board by Chair (Director of Housing). Next steps is to take to audit and scrutiny committee. Immediate issues will be dealt with by training from CFWA.	Legacy fraud issues have been dealt with
9.3	Anti-fraud training	01/04/2026	Part complete	On boarding training is provided. Waiting to get a report on who has completed or not. JW to organise additional anti-fraud training. 26.09 - all staff email take Sept re. new corporate fraud team in place. JW to link in TA team to obtain service specific fraud.	10.10 - Waiting for update from UK	17.11 - waiting for report from Corp Fraud on whether team has had training or not.	12.12 - Bespoke online training, separate from generic online training can be delivered JW liaising directly with Ian Kirby - looking to deliver by Feb 2026.	15.01 - JW asks corporate fraud team to investigate and deliver housing specific fraud training by 31.03.2026. 26.01 - Internal fraud team request but require further detail as to the requirement. 29.01 - Corp fraud has asked JW to speak to CFWA. Training and Ops manager. Now specifying what the training needs to include. On track to end of March.	All staff members have completed mandatory training