

## Appendix A

### Sustainable Communities Scrutiny Committee Access to Housing Policy Review Recommendations 09/10

Ref	Recommendation	Action	Owner	Due Date	Progress Commentary
ATH1	That a Sunderland Choice Based Lettings Scheme be developed and introduced that provides a single entry point and single waiting list for the allocation of social housing stock within the city	Currently being developed as part of HHAS Access to Housing project. Phase 1 - A joint system with Gentoo Phase 2 - Involving all other RSL's and accredited Private Landlords.	AC/PJS/CF	Phase 1 - 31/12/2010 Phase 2 - 31/3/2012	Phase 1 – Due to IT issues the scheme will be introduced in Feb / March 2011 the crucial element being the consultation around the new proposed policy.  Phase 2 – Will be commenced once the system has been introduced in Feb / march 2011.
ATH2	That a sub-regional Choice Based Lettings scheme be introduced, subject to the relevant governance process being adhered to, initially in Tyne and Wear but working closely with neighbouring local authorities who are not initially part of the scheme, to ensure that cross-border movement of tenants is not hampered, and subject to local policies and initiatives being included	Continue the work already ongoing with the development of a Tyne & Wear sub regional CBL scheme. Begin engagement with other neighbouring Local Authorities not included in the Tyne & Wear Group, namely County Durham	AC/PJS/CF	31/03/2012	The Sub Regional scheme continues and is aiming to be introduced by September 2011. Visits have been undertaken to other neighbouring Local Authorities (County Durham) to understand their processes and how we could engage with them.

ATH3	That any Choice Based Lettings Scheme is only fully introduced on completion of an in-depth consultation exercise, to include the Sustainable Communities Scrutiny Committee and based upon the principles of the Fair and Flexible guidance	Create a consultation plan for the implementation of CBL and ensure a Consultation rep. is part of the Project Team	CF	31/05/2010	First phase of consultation completed. Currently preparing the second phase which will be the proposed Allocation policy. The second phase will involve extensive consultation with all interested parties including the Sustainable Communities Scrutiny Committee.
ATH4	That any banding system introduced, as part of a Choice Based Lettings scheme, should fulfil any prescribed legal criteria, is needs based, well publicised and that those in the greatest of need are not disadvantaged by such system	Legal Service to be fully involved within Project team and to comment on all proposals	CF	31/05/2010	Legal Services have been fully involved since the project commenced. They are playing an active role in developing the proposed Allocations Policy to ensure that any policy does not create any chance of disadvantage.
ATH5	That in leading the process, Sunderland City Council encourages Gentoo to undertake to jointly address the confusion and clarifies the respective roles of each organisation in relation to housing	Jointly engage with customers as part of the consultation plan and create published service standards that are regular monitored	AC/PJS/CF	31/12/2010	This has been a fundamental element of the first phase of consultation and will be outlined

		and publicly reported on			either within the Allocations Policy or more specific documentation & will form a large part of the any training carried out for staff to ensure a consistent approach.
ATH6	That universal housing literature for Sunderland that outlines an easy step by step guide for potential and current customers to the housing process be produced	Involve communication reps in the Project Team and use the consultation to the type of literature that is produced. Link to the Reducing the Risk of Homelessness Project as work already carried out.	AC/PJS/CF	31/12/2010	The Reducing the Risk of Homelessness Project is now involved within an Advice Review however one element is that of information. Meetings have been held between Council Comm's & Gentoo Comm's to agree the approach and type of literature required.
ATH7	That Sunderland City Council and key stakeholders review the current customer experience and look to ensure that throughout the housing process there is sufficient information that ensures customer expectations are managed appropriately	Link to the work currently being done on outcome monitoring and the literature being created (Linked to ATH3, ATH5 & ATH6)	AC/PJS/CF	31/12/2010	This work is currently underway and a scoping meeting will be taking place in September 2010 with an aim of still being completed by Dec 2010.

ATH8	That further work is undertaken with all housing providers across the city to develop and improve customer signposting in relation to access to housing	Involve as part of the Reducing the Risk of Homelessness project - Early Warning Work Package - aim to ensure pathways and protocols are in place to ensure the best customer journey	AC/PJS/CF	31/03/2011	As mentioned in ATH6 the Reducing the Risk of Homelessness Project has now fallen into the wider Advice Review. The hope is that by looking at the links between relevant services this will assist in ensuring a consistent approach across all providers (including Housing Providers) and the customer experience will be enhanced as result improving the access to housing.
ATH9	That with the acknowledgement of the crucial role that the private rented sector has in providing housing in Sunderland that the Council Forum with private landlords is re-established and promoted across the city to help develop relationships between the Council and private sector landlords	Landlord accreditation scheme is currently being reviewed and the Landlord Forum recently re-launched. This should form part of this.	AC/DW/GW	30/07/2010	The Landlord Forum was re-established and Expo event was held in March 2010. Further Landlord Forums were held in May and August 2010 and the next Forum is due in November 2010. The attendance at the Forums has

				<p>been encouraging.</p> <p>There has also been a significant increase in applications to join the private landlord accreditation scheme and this is largely due to the introduction of a Selective Licensing project in the Hendon area of Sunderland. The review of the accreditation scheme is complete and a report will be presented to Cabinet in November 2010. Subject to Cabinet approval, the amended accreditation scheme will come into effect shortly after.</p>
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ATH10	That any future development and implementation of Choice Based Lettings schemes explore the potential to extend the scheme to include private rented sector properties	This will be included as part of Phase 2 implementation (see ATH1)	AC/PJS/CF	31/03/2012	This still needs to be commenced but is still part of the plans for the second phase of the CBL scheme. Discussions will be held with private landlords through the Landlords' Forum.
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