Temporary Accommodation Service Improvement Plan 2022/2023

Task	Lead	Deadline	Progress	Commentary
Identify financial resources and staff capacity needed to deliver on the Service Improvement work to respond to Temporary Accommodation Audit Findings	Service Manager	March 2022	100%	• Funding identified for Service Improvement /Project Manager • Funding for Restructure in HSG Delivery Plan • Priority Tasks delegated to Team Leader for Action • 2 days per week additional officer support for Service Improvement (HJ)
Review procedures for Out of Hours placements within Temporary and Emergency Accommodation	Service Manager	March 2022	100%	• OOH Staff Group engaged to identify challenges relating to OOH service delivery • Draft Procedures and Guidance Notes for Staff shared with group for feedback and fine tuning • New procedures adopted and clearly documented for all staff and to be reviewed routinely through OOH Staff Group
Develop procedures for repairs and maintenance of Temporary Accommodation and ensure processes in place for: • property inspections • repairs for service • repairs for landlords • health & safety compliance	Service Manager	March 2022	---	Not Started 01/2022
Develop procedures relating to Void Management for Temporary Accommodation including Service Level Agreement as required with: • FCC Housing Assets Service • Cleaning contracts	Service Manager	March 2022	---	Not Started 01/2022

Develop procedures relating to Responsive Repairs for Temporary Accommodation including Service Level Agreement as required with: • FCC Housing Assets Service • Cleaning contracts • Fire Safety Services • Leased Landlords	Service Manager	March 2022	---	Not Started 01/2022
Develop clear processes for Renewal and Review of Leases for the Temporary Accommodation	Service Manager	March 2022	30%	• Awaiting Feedback on existing Lease Agreement from Corp Asset Management • Expired Leases identified • Dialogue with Landlords underway for Lease Renewal • Lease Renewal Decision Record developed
Review arrangements for "Take On" of FCC and Housing Partners properties for use as Temporary Accommodation through a Memorandum of Understanding or Management Agreement	Service Manager	March 2022	50%	• Memorandum of Understanding / Management Agreement in Draft Format awaiting • Review with FCC Housing Management scheduled
Develop Policy for Income Management relating to the Temporary Accommodation Portfolio to include: • Rent Collection • Service Charge Collection • Arrears management – current and former • Income Maximisation and Support • Arrears Write Off	Service Manager	March 2022	---	Not Started 01/2022

Improve and enhance excel spreadsheet to capture all information in relation to temporary accommodation.	Service Manager	March 2022	10%	• Mapped out all datasets to review
Review reasons for refusal of permanent accommodation and develop process to manage "unreasonable refusals"	Service Manager	March 2022	---	Not Started 01/2022
Develop "Tenancy Start Up" Factsheets and Support for residents so they have a clear expectation of what help they will get when accessing Temporary Accommodation	Service Manager	June 2022	---	Not Started 01/2022
Develop processes in relation to "Accommodation Placements" a ensure a consistent approach and decision making based on roles and responsibilities	Service Manager	March 2022	30%	• Accommodation Placement Decision Record created and being piloted with Homeless Team
Develop procedures relating to "Lease Take On" and promote this housing product to local landlords to increase supply of temporary accommodation	Service Manager	June 2022	25%	• Template for Lease Take On Decision Record Complete • Core Offer for Landlords clear – 90% LHA – minimal repairs liability – hassle free management etc • Discussions with interested landlords ongoing
Create a specific team for Property Management and Private Rented Sector engagement with responsibility for the sourcing and management of Temporary Accommodation and future Leased Services (PRS Leasing Scheme)	Service Manager	June 2022	25%	• Funding secured through the Housing Support Grant • Restructure proposals approved in principle • Job Descriptions for similar roles elsewhere sourced

Review and refresh Performance Management Framework for all of the following and ensure appropriate routine KPIs captured: • Portfolio Capacity • Income Management • Repairs • Voids • Routine Inspection • Tenancy Support • Length of Stay • Tenant Move On • Property Compliance H&S • Lease Arrangements	Service Manager	June 2022	---	Not Started 01/2022
Approve implementation plan for move to Open Housing System with IT Support Services	Service Manager	June 2022	25%	• Agreed with IT that this is a priority within the Services Digital Transformation Workstream • No capacity within IT for commencement of work until June 2022
Develop "Homeless Accommodation – Temporary and Emergency Policy" for the Homeless Service	Service Manager	December 2022	--	Not Started 01/2022
Full migration to new IT system (Open Housing) with all functionality required to manage the Temporary Accommodation Portfolio	Service Manager	March 2023	---	Not Started 01/2022
Complete full "end to end temporary accommodation process mapping" to be mapped to assign roles and responsibilities,	Service Manager	March 2023	---	Not Started 01/2022

identify process delays and inefficiencies as well as document controls				

LEGEND FOR PROGRESS AND TASK MONIOTIRING	RAG
COMPLETE	%
ON TRACK FOR COMPLETION	%
OFF TRACK FOR COMPLETION	%
NOT STARTED – NO CONCERN	---