

Action Plan – Review of Choice Based Lettings

No.	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
1.a)	that the changes to the bidding process be supported (outlined at 4.32)	Stockton agreement of proposed changes via Cabinet on 8 October	Agreement by Cabinet Changes to bidding process implemented	Cabinet Compass	8 October ?
b)	that enhanced auto-bidding be rolled out as soon as possible to ensure that those people without internet access are not disadvantaged	Thirteen Group are currently updating all customers applications to include areas of choice and suitable property type. The auto bid facility will not be utilised until such a time that this has been completed.	Customers housed via this route		
2	that the Compass Partnership Steering Group should continually review the website and marketing of the Compass scheme, and in particular:				
a)	to improve the range of information provided with each property advert (for example, floor plans and greater use of photographs)	Thirteen Group have rolled out training within the neighbourhood teams to ensure that adverts have accurate information and additional photos where appropriate. The neighbourhood teams have a good practice guide on how to promote properties and will include room sizes if they have gained access to the property in advance of the property being advertised. The new ICT management system will allow for photo's to be stored against properties	Reduction in refusals (customers not bidding on unsuitable properties)	Compass/ Thirteen Group	Jan 16

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		to ensure we have a suite of suitable photos for future adverts. We currently do not have the facility to provide floor plans and will explore this with the new management system.			
b)	to ensure potential applicants are aware of the availability of social housing, and also the ability to 'under-occupy' (subject to housing needs of other applicants and individual financial assessment)	All properties are advertised on Compass. The individual advert description will allow for households to under-occupy on an affordability basis. There currently is wording on adverts to advise customers that people can under-occupy with an assessment. This wording will be updated to ensure that it is made clear and promotes a positive message that households that can afford to under-occupy will be considered as part of this process.	Bids on available properties increase from people that can afford to under-occupy	Compass/ Thirteen group	Dec 15
c)	to ensure the bidding system remains user friendly and in line with customer needs and expectations	Thirteen is committed to improving the bidding system for customers. Customers can Bid on the website, within customer offices, by telephone and in kiosks. Thirteen's customer scrutiny panel have made a number of recommendations for the improvement to service access and marketing. These are being introduced as part of the operational group work within the sub-regional steering group and individually within Thirteen landlord partners.	Customers bid on available properties	Compass	On going

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3	that Thirteen Group as a key housing partner, continue to work to improve the attractiveness of the social housing offer. This should involve ensuring potential customers are aware of possible packages of support prior to bidding (for example, furniture or decoration incentives)	The property adverts promote when additional incentives are available, this is labelled on the property description on the marketing text and can be white goods, floor coverings, additional decoration or financial assistance for people on welfare benefits that are impacted by the under occupation charge (dependent on location). This is discussed within the viewing of the property with the customer.	Demand for available properties	Thirteen Group	On going
4	that to continue to ensure an effective and transparent allocations process, the planned assurance work by SBC Housing Services be supported, and that People Committee receives a progress report within six months of the implementation of the new bidding process.	Thirteen group will continue to work closely with SBC and the Compass partnership to ensure all allocations are transparent and as per the allocations policy. Thirteen group will continue to provide updates for the progress of implementation of the auto bid process.		Thirteen group	May 16