

No.	Recommendation	Responsibility	Date	Evidence of progress Presented to Committee 30 June 2016	Assessment of progress Categories 1-4	Evidence of progress Presented to Committee 19 December 2016	Assessment of progress Categories 1-4
1.a)	that the changes to the bidding process be supported (outlined at 4.32)	Cabinet Compass	8 October	Cabinet approval received in October Changes to bidding process ongoing	2 - Ongoing	Changes to the bidding process supported in line with previous update.	1 - Complete
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. This is still on-going.	2 – Ongoing	The enhanced auto-bid has now been introduced to allow for every property to produce a short list for customers who have requested this area of choice.	1 - Complete
2	that the Compass Partnership Steering Group should continually review the website and marketing of the Compass scheme, and in particular:						

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a)	to improve the range of information provided with each property advert (for example, floor plans and greater use of photographs)	Compass/ Thirteen Group	Jan 16	<p>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 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.</p> <p>The team have attended a number of marketing</p>	2 - Ongoing	Training to neighbourhood teams to ensure adverts are accurate have been completed.	1 - Complete

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				events, which include open days, leaflet drops and are currently promoting available properties within Thornaby shops.			
c)	to ensure the bidding system remains user friendly and in line with customer needs and expectations	Compass	On going	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. On going	2- Ongoing	Thirteen is continuing the work presented to Committee in June.	2 - Ongoing

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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)	Thirteen Group	On going	The property advertises 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, shortlisting and viewing of the property with the customer. This work is on-going.	2- Ongoing	Continuation of work presented to committee in June.	2 - Ongoing
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	Thirteen group / SBC Housing Services	May 16	Quarterly audits in place and established in Housing Options working practices. 1 st audit completed.	2 - Ongoing	Q2 audit to be completed by mid-December.	2 - Ongoing

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	receives a progress report within six months of the implementation of the new bidding process.						