

Allocations and lettings KLOE – review of current position

Review carried out by David Clarke and Lorna Davies June 2008.

General comment; at a time when CBL schemes are being introduced or in their infancy in most areas we operate the situation is constantly changing – and this has been taken into account in this review, eg in considering service standards, staff advice and knowledge etc.

Access, customer care and user focus

Increasingly, contact is with local authorities for detail – and RHA role becomes one of providing more general advice and signposting. This varies (Bristol anticipate RSL staff giving more advice than others). Advice to tenants on transfer etc opportunities is important; membership of Homechoice is good.

RHA has worked with CBL teams in many Las, and key part of this has been ensuring good access to that local service – range of ways to contact, who to contact etc.

Knowledge among staff is good (recent training helps) and this is an area where front line staff are particularly confident and approachable.

Service standards; focus group in place and setting these, but will be appropriate to role rha now plays. Ditto on satisfaction. In addition, rha work with Las includes setting standards and measuring satisfaction, but the newness of most schemes means this is not much in evidence at present.

Current position – Good

Diversity

RHA monitors (needs to extend beyond race) and works with Las on local schemes to know local community, deliver appropriately, provide information etc. All have had particular focus on the vulnerable.

Current position – Good

Housing register, housing allocations policy and offering choice

Increasingly, rha's new lettings policy (choice based, local needs and priorities – good) means that we are part of more than one registration process, each with its own procedures etc.. Our policy requires (and we ensure through involvement in planning and operational partnerships) that these are

accessible, transparent, reviewed regularly, give choice, let people know their position etc. Our staff know this.

These arrangements often take the place of “nominations” but we are clear how.

Redland’s transfer policy – and its ‘own’ lettings are clear (to residents??)

Membership of mobility schemes

Current position – Good +

Value for money

Cost issues are a recognised as an issue – an increasing awareness is a good factor. However, currently so many issues and new schemes that until bedded down it will be hard to draw conclusions.

Clear evidence of work to get good vfm (eg Bristol – clear basis for charging, and why its more costly than others)

Much of evidence of success in this field will come through reviews as part of operational partnership working – eg will Bristol reduce costs as anticipated, how do others compare

No (little) work at rha on cost benefits as regards change of housing assts roles.

Current position - Fair