

Choice Based Lettings, Housing Advice and Homelessness Service Review –**High Level Action Plan – July 2016**

1	CBL/ Housing Register	Timescale
1.1	The Council should review its Allocations Policy, particularly the Low and Medium Banding to ensure the register is efficient and effective.	Mar-17
1.2	There are potential in-house efficiencies that should be managed in the immediate term. This includes transfer of processes to Customer Services.	Dec-16
1.3	The Council should work with other districts/ boroughs to assess the viability of procuring new CBL software	Mar-17
1.4	The Council should use the software discussions to explore a shared service with one or more other Districts/ Boroughs to deliver remaining CBL back office functions.	Mar-17
1.5	Further work should be carried out on outsourcing as an alternative to both the Leicestershire CBL partnership and/or a potential shared service.	Mar-17

2	Housing Advice and Homelessness	Timescale
2.1	The Council should consider and implement recommendations in the Peer Review that improve efficiency and effectiveness of the service.	Mar-17
2.2	The Council should review its approach to procuring Temporary Accommodation to ensure value for money.	Dec-16
2.3	The Council should review its grant funding to ensure support for homeless prevention is a priority.	Dec-16
2.4	The council should consider more self help tools / online advice, including as part of any CBL software procurement.	Mar-17