

<b>Customer Scrutiny Panel (CSP)</b>	
<b>Review of the Independent Living Allocation Process</b>	
<b>Date report presented to Housing Management Advisory Board</b>	12 September 2019
<b>Review Lead – Lesley Storey</b>	<p><b>Panel members directly involved in the review</b></p> <p>Lesley Storey (now deceased) Jean Sebastian Doreen Howell Les Isaacs</p> <p>Observer: Carine Bukasa</p>

<b>1.</b>	<b>PURPOSE OF THE SERVICE REVIEW</b>
1.1	To review how Independent living properties are allocated, the customer experience and to establish any areas in need of improvement
<b>2.</b>	<b>RECOMMENDATIONS</b>
2.1	<p><b><u>One</u></b></p> <p>To establish up to date documentation on policy and procedures for allocation of Independent Living properties</p> <p><b>Benefits –</b></p> <p>Fit for purpose so that staff have the necessary information to complete their role</p> <p><b>Evidence -</b> No policy and procedures exists for Independent Living</p> <p><b>Timescale –</b> Six months</p>
2.2	<p><b><u>Two</u></b></p> <p>Re-assign Independent Living property allocation to Independent Living team including the process of signing new applicants for Independent Living properties</p> <p><b>Benefits –</b>The whole process of allocation will be performed by the Independent Living Team</p> <p><b>Evidence –</b> At present this is split between Allocations and Independent Living team</p> <p><b>Timescale –</b> Three months</p>

<p>2.3</p> <p>2.4</p> <p>2.5</p>	<p><b><u>Three</u></b></p> <p>Separate Independent Living property Allocations from Choice-Based Lettings system</p> <p><b>Benefits</b> – All properties available to rent for Independent Living in one place</p> <p><b>Evidence</b> – At present the properties are included with general allocations</p> <p><b>Timescale</b> – Six months</p> <p><b><u>Four</u></b></p> <p>Provide photographs of interiors of Independent Living properties to applicants</p> <p><b>Benefits-</b> – To assist prospective tenants in property choices. Prospective tenants will be able to see the property before acceptance</p> <p><b>Evidence</b> At present none exist</p> <p><b>Timescales</b> – Six months</p> <p><b><u>Five</u></b></p> <p>Provide more accurate description of Independent Living properties area including references to local amenities i.e. shops, buses</p> <p><b>Benefits-</b></p> <p><b>Evidence</b> – Some of the descriptions are not up-to-date and they give a false impression of the area</p> <p><b>Timescales</b> – Six months</p>
<p><b>3.</b></p>	<p><b>POSITIVE FINDINGS</b></p>
<p>3.1</p> <p>3.2</p> <p>3.3</p>	<p>Endorse pilot scheme for Supported Housings Officers (SHOs) to take over from the Lettings team the process of signing new applicants for Independent Living properties</p> <p>Competence and compassion of staff in the performance of their duties</p> <p>Customer satisfaction</p>
<p><b>4.</b></p>	<p><b>OBSERVATIONS</b></p>
<p><b>4.1</b></p>	<p>Universal Credit phone numbers not included in the Lettings pack</p>

<b>5.1</b>	<b>BACKGROUND</b>
	<p>This report covers the review of the allocations process carried out by four members of CSP team.</p> <p>Following a kick start meeting the group formulated their remit and served the Service Review Notice to SBC to formally advise them of the review.</p>
<b>6.</b>	<b>METHODOLOGY</b>
6.1	Four members of the CSP used a range of methods to carry out the research for this service review:
6.2	<p><b>Documents reviewed</b></p> <ul style="list-style-type: none"> <li>• Service Documents</li> <li>• Allocations pack</li> <li>• Complaints</li> <li>• Job Description Roles</li> <li>• Choice Based Lettings</li> </ul>
6.3	<p><b>Other methodologies used:</b></p> <ul style="list-style-type: none"> <li>• Interviews with staff</li> <li>• Work shadowing</li> <li>• Visiting properties during the allocation process</li> <li>• Formal interview of customers</li> </ul>
<b>7.0</b>	<b>LIST OF ANNEXES</b>
7.1	Notice of Service Review



**Annex - Service Review Notice**

**Title:** Review of the Independent Living Allocation Process

**Purpose:**

- To review how Independent properties are allocated, the customer experience and to establish any areas in need of improvement.

**Evidence used:**

- Service Documents
- Allocations Pack
- Complaints
- Job Description Roles
- Choice Based Lettings

**Project team and roles:**

- Project Lead - Lesley Storey (now deceased)
- Team - Doreen Howell, Les Isaacs, Jean Sebastian and Carine Bukasa (CSP observer)
- Scrutiny Panel Champion - Guru Lota (now retired)

Review start date: 10<sup>th</sup> January 2019  
Review finish date: 29 May 2019

Signed by:

Chair of Scrutiny Panel: .....Jean Sebastian.....

Scrutiny Champion: ..... Guru Lota...(retired).....

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Date: 29 May 2019

Scrutiny panel review number: .....01/19.....