

# Allocations Policy Comms Plan 2024

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# Background

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**Housing is scarce with applicants required to have a “housing need” and be “eligible” for housing, therefore back in late 2022 we consulted on a new Allocations Policy, which our Executive approved in 2023.**



**Since then the team have been putting together the necessary requirements so that we can go live with the new policy in July 2024.**



**Communication is key to embedding the policy together with training for teams and briefings for elected members and partner organisations.**



**The comms plan is a working document used to track the communication with customers, colleagues, elected members and partner agencies.**

# Supporting Applicants

ACTION	PROGRESSION	NEXT STEPS
<p>Changes to Website:</p> <ul style="list-style-type: none"> <li>Place Notice on Website advising the closing of online apps.</li> <li>Add advice as to how to contact The Lettings Team with any urgent enquiries.</li> <li>Advise that new policy to be implemented subject to system changes.               <ul style="list-style-type: none"> <li>Attach copy of new policy and infographic guide.</li> </ul> </li> </ul>	<p>Completion Date: 10<sup>th</sup> May 2024</p>	<p>Contact Jenny Body to organise new policy on website from implementation date.</p>
<p>Online Application Portal closed in line with on Website and update sent to local Councillors and added to Intranet for staff.</p>	<p>Completion Date: 13<sup>th</sup> May 2024</p>	
<p>Clear applications not in use. Work to begin in April but no reference to new policy until information is available on the Website.</p> <ul style="list-style-type: none"> <li>Contact customers in Band F and clear.</li> <li>Contact any out-of-date TA applicants and clear.</li> <li>Contact customers not bidding and clear.               <ul style="list-style-type: none"> <li>Clear all HA nominated applicants.</li> </ul> </li> </ul>	<p>Completion Date: 5<sup>th</sup> May 2024</p>	
<p>Contact with all applicants to get up to date application details.</p>	<p>In progress</p>	<p>Report to be provided of applicants and whether mail merge is possible.</p>
<p>Advise all applicants of their new banding from the date of implementation.</p>	<p>Awaiting date of implementation</p>	
<p>Publicise new policy</p>	<p>TBC</p>	<p>Policy to be added to Website and update in Summer Chronicle</p>
<p>Collate Customer Reviews as opportunities for lessons learnt.</p>	<p>In progress</p>	
<p>Make arrangements for face-to-face meetings with customer in special circumstances</p>	<p>In progress</p>	

# Supporting Officers

ACTION	PROGRESSION	NEXT STEPS
<p>Training for Community Advice and Support, Housing Management, Customer Services and HousingIT.</p> <p>Policy, Easy to read guide and Infographic sent to attendees after training.</p>	<p>Completion Date: 15<sup>th</sup> May 2024</p>	
<p>Send CSC the review letter for all current applicants , guidance provided to put any urgent queries through to the Lettings Team.</p>	<p>Completion Date: 10<sup>th</sup> May 2024</p>	
<p>Short training sessions for CSC colleagues and Community Development</p>	<p>In Progress</p>	
<p>Email CA&amp;S, Housing Management, Customer Services, HousingIT colleagues with implementation date</p>	<p>In Progress</p>	<p>Report to be provided of applicants and whether mail merge is possible.</p>
<p>Message of the day/blog for all SBC colleagues</p>	<p>In Progress Intranet update posted on 13/05/2024</p>	



# Supporting Members

ACTION	PROGRESSION	NEXT STEPS
Comms report for Community Select Committee	Completion Date: 15 <sup>th</sup> May 2024	
Hybrid Briefing for all members outlining key changes and the number of applicants affected.  Send Policy and Infographic to all members after briefing.	Completion Date: 15 <sup>th</sup> May 2024	



# Supporting Partners

ACTION	PROGRESSION	NEXT STEPS
Email Housing Associations with link to website re new policy, ask if short training session would be of interest.	In Progress	Offer Training Sessions with partner Housing Associations
Inform all partners (Housing Associations/ Hertfordshire County Council, Voluntary Sector) of implementation date and attach policy and infographic/easy guide.	In Progress	Invite Partners to a Q&A Session

