

## Appendix 2

### Action list for 'Council Housing: Pride or Prejudice' Scrutiny review recommendations

	Recommendation	Owner	Target date
1	A review is undertaken of the Council's Allocation policy, to ensure an easy application process for all eligible residents, including local workers, and more representative demand data is collected.	Housing Needs Manager	December 2019
2	A review is undertaken of the level of customer satisfaction with how enquiries are dealt, comparing existing data with the results of this research, and action taken as necessary.	Service Improvement Manager	January 2020
3	The call for tender and subsequent evaluation of bids for contracts for services that involve entering a tenant's home or engaging with tenants should include focus on the conduct of operatives.	Head of Housing Operations	Ongoing
4	'Kerb appeal' and maintenance of outside areas should be included in the 2021 – 2026 Asset Management Strategy.	Strategic Asset Manager	September 2020
5	Priority areas for improvement (both by location and type of issue) should be identified with a plan of remedial action created and implemented in order to address areas of external appearance in most need of improvement.	Strategic Asset Manager	December 2019
6	Opportunities for the implementation of a maintenance levy applied to right to buy tenants should be investigated in order to secure continued adequate maintenance of outside areas.	Head of Housing Operations	December 2019
7	Tenants' views provided in the responses should be reviewed to see if there is any correlation between them, either positive or negative, and particular areas of Waverley's social housing stock.	Service Improvement Manager	July 2019
8	The Council should review whether or not the introduction of flexible tenancies has so far met the original objectives set in 2014.	Tenancy and Estates Manager	November 2019
9	The Council should investigate the development of the range of housing available including shared ownership and other sub-market rent tenures.	Head of Housing Delivery and Communities	September 2019
10	The Council should develop its communication on allocation criteria to better educate members of the public on who is eligible for social housing.	Service Improvement Manager	April 2020
11	Following the implementation of recommendations 1, 7 and 8, the Council should	Head of Housing Delivery and	March 2020

	undertake a reassessment of housing need to inform the business case for the development of different types of properties and tenures.	Communities	
12	The Committee supports the Affordable Housing Supplementary Planning Document on its agenda for 26 February 2019.	Housing O&S Committee	February 2019
13	The outcomes of the reviews in recommendations 1, 2, 5 and 8 should be brought before the Housing O&S Committee for scrutiny.	Policy Officer – Scrutiny	As reviews are completed
14	The gaps in demographic responses should be filled by approaching schools and those who live in towns with the survey in order to obtain the views of those demographic groups missing from the data.	Policy Officer – Scrutiny	July 2019
15	This report should be used in the induction of all staff and councillors to educate them on any misconceptions or potential unconscious bias around social housing, with the purpose of ultimately ensuring professionalism in service delivery.	Corporate Policy Manager and Housing Delivery and Communities	May 2019
16	The Council should consider signing up to the national ‘See the Person’ campaign.	Service Improvement Manager	May 2019
17	The composition of regular data sources (for example the Citizens’ Panel) should be reviewed in terms of overall representativeness with the intention of identifying and recruiting members in those demographic groups that are currently under-represented, and with an overall aim of more closely matching the established demographic composition of the borough.	All Heads of Service	December 2019
18	The data gathered should be offered to universities for use in Master degree studies.	Policy Officer - Scrutiny	March 2019