

Appendix 3: New Allocations Scheme and Re-registration Updated

1. Summary of key aims of the revised scheme:

- Reducing the number of open applications to focus on those in greatest need with a more realistic chance of rehousing through the housing register
- Managing expectations and strengthening the link with housing advice to promote alternative solutions rather than placing on the housing register – where the situation can readily be resolved, banding will not be awarded
- Reducing the level of administrative tasks
- Making best use of stock
- Focusing on local priorities

2. Current position – re-registration process:

In order to be able to assess applicants under the new scheme, all applicants wishing to remain on the register had to reapply. This process has included intensive support for vulnerable applicants and high priority cases to ensure that they are able to re-register.

Current Application Submission Levels

Month	Applications Received
December (21/12/11 onwards)	801
January	1782
February	820
March	657
April	696
May (up to the 22/5/12)	419
Total	5175

Applications Assessed / Included on the Housing Register	Applications Assessed / Not Included on the Housing Register	Applications Initial Assessment Completed & closed pending further Information and Assessment Requested and outstanding from the applicant	Total Number of applications fully concluded
1571	1561	196	3,328
Of the remaining 1,847 applications, 1,140 are awaiting further information from third parties or the applicant before the assessment can be concluded, leaving 707 open applications awaiting assessment.			

The team are currently assessing at the rate of, on average 165 applications each week. Currently the administration process is taking on average between 20 - 35 minutes for full data upload and approval.

The new scheme allowed a 3 month period within which applicants could re-register and maintain any previous time waiting priority. The above statistics show that a sizeable proportion of applicants have re-applied outside of these time limits,

obviously increasing the level of assessment work to consider whether there are extenuating circumstances, statutory duties and so on which would mean that an 'out of time' application is still accepted and previous time waiting honoured.

Assessment times: Overall applications submitted prior to April have been assessed, except for those where further information is outstanding from a third party and or the applicant. A number of the later applications have been prioritised and assessed in shorter timescale due to the level of urgency or type of statutory duty. Previous targets for assessment times mirrored those for homelessness at 33 working days. It was noted that the volume of re-registration work would be likely to impact upon assessments times with a temporary period of extended timescales. At present the overall average is around 9 weeks, with considerable variation for different types of cases eg: level of automation, additional information required etc.

Based on current level of applications received, and progress through the support to priority/vulnerable applicants, it would appear that the vast majority of applicants now wishing to re-register have done so. Taking account of the number of 're-register' applicants and volume of 'standard' new applications and based upon current resources, it is anticipated that the re-registration and review process should be completed by the end of Q2. This will continue to be monitored, with a small level of additional resource already in place to cover the summer period. Once completed the current extended assessment times should be reduced back to the overall assessment targets for new applications.

Number of Reviews Requested

Month	Reviews Received
January	45
February	58
March	59
April	54
May (up to the 17/5/12)	38
Total	254
Number completed	99
Of the remaining 155 reviews, 64 are awaiting further information from either the applicant or a third party in order to enable the review to be concluded, 37 are placed with managers and are actively being assessed, leaving 54 reviews which have been acknowledge and are currently awaiting assessments to commence.	

NB: all reviews are considered at receipt and any identified as urgent or where there is defined need to change the original decision are 'fast tracked' to conclusion. The statutory target for review completion is 56 working days from receipt.

One of the most marked increases in workloads relates to the level of reviews being received. This would appear to relate purely to the re-registration process and bedding down of the new scheme and should, as such, be a temporary work pressure. At present senior officers are assessing reviews received during March and April, although a number of later requests, given the urgency and statutory duties relating to the particular cases have also been concluded. Overall review times are currently just within the statutory target of 56 working days.

Work is also underway to effectively 'pool' managers across the service to assist in completing all reviews within the statutory time periods. Levels will continue to be monitored closely including prioritisation based on nature of the review, with any additional pressures being reported through the Portfolio Holder and departmental management meetings.

3. Current position – Housing register

Housing Register – May 2012

Band	Number Included
Emergency	41
1	223
2	679
3	524
4	104
Total	1571

Previous Housing Register - July 2011

Band	Number Included
A	242
B	1698
C	3129
D	2872
Total	7931

3. Commentary/Early findings:

Despite the significant temporary increased workloads and need to carefully manage this situation over the next few months, early indications are that the new scheme is achieving its overall aims in terms of reducing numbers to focus on those in greatest need and the proportion of applications in each level of banding priority.

Administrative tasks are reduced and it hoped that once re-registration has been fully completed, this will enable applications to be assessed within target timescales achieving the efficiency in resources previously implemented.

4. Next steps:

Close monitoring will continue to take place regarding re-registration to assess workloads, progress and any additional support required.

A review is scheduled for Q2 this will consider:

- Benefits analysis against the original business case and expected benefits
- Assessment update in terms of compatibility with the Localism Act
- Level of choice and whether given the increased pressure in terms of housing need and reduced supply this must be further limited
- Reviewed allocations plan
- Review of work volumes and practice for future options for further automation.
- Revise target assessment times in line with staffing resources and application volumes.