

**Appendix E - Action Plan to meet the duties of the Homelessness Reduction Act**

Category	Action	Timescale
Creating a new team	<b>Recruitment</b> of new team	Feb-18
Creating a new team	Design <b>training</b> programme for the new team (initial and ongoing training)	Feb-18
Creating a new team	Design the processes to support the Prevention Pot, with the relevant audit processes and monitoring forms drafted and agreed.	Feb-18
Information Management Information Management	Draft <b>explicit consent</b> document/paragraph - to make it clear to customers how we intend to use the information gathered.	Feb-18
Information Management Information Management	Draft <b>data sharing agreement</b> with partners who will work closely with the service Draft <b>Privacy Impact Assessment (PIA) for the new IT system</b> - designed to help organisations identify the most effective way to comply with their data protection obligations and meet individuals' expectations of privacy	Feb-18
Information Management Information Management	Agree on the IT solution and move forward with implementation.	Feb-18
Service design	Understand the service requirements for the Customer Services (front office triage service) and how this links with the Prevention Service	Feb-18
Service design	Determine the process for automating the printing and posting of letters in post and fast print	Feb-18
Service design	Update website information to make clear the Council's obligations and provide general as well as specialist advice/ support to customers.	Feb-18
Service design	Draft equality impact assessment for the new service	Feb-18
Service design	Create a infographic for use with customers and members to depict the customers journey through the service	Feb-18
Service design	Draft advice sheets for use on the website, but also to provide as handouts in the CSC	Feb-18
Service design	Complete the information gathering exercise for the various partner organisations	Feb-18
Service design	Ensure the Care Leavers Team are aware of changes in legislation	Feb-18
Service design	Create a service map for the various support available under each type of intervention	Feb-18
Service design	Commission external advice for specific support where this is not already available through existing contacts.	Feb-18
Service design	Draft a Behavioural contract	Feb-18
Service design	Create a referrals process for DHP applications that are part of a PHP	Feb-18
Creating a new team	Deliver IT training for all relevant teams	Mar-18
information Management Managing demand	Determine the <b>data collection</b> requirements for the service over and above what is required for H-clic (automated reporting to Central Government)	Mar-18
information Management Managing demand	Notification of changes to Homefinder Policy	Mar-18
Service design	Consider use of online form to determine eligibility and criteria to access the service eg 56 days etc	Mar-18
Service design	Determine process for booking appointments	Mar-18

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Service design	Create information sheets for customers/ self help packs	Mar-18
Service design	Decide on what literature is required as a hard copy and how/ where printed	Mar-18
Information Management	Consider integration requirements for Firmstep and work with IT to understand what is possible, timescales etc	Apr-18
Service design	Review and make changes to the homelessness on the night process	Apr-18
Service design	Determine the handover process from the Prevention Team to Housing Options	Apr-18
Service design	Review process for handover for a customer from LAC to the Prevention Service	Apr-18
Service design	Draft forms for withdrawing support under each stage of the process	Apr-18
Service design	Draft requirements for possible address history check tool eg credit call as used in Southwark.	Apr-18
Managing demand	Private sector engagement	May-18
Service design	Process for suitability of accommodation, housing enforcement checks etc	May-18
Managing demand	Consider changes required to the Homefinder Policy	Sep-18
Service design	Determine process for referrals from other Public sector organisations to the service	Sep-18
Service design	Determine process to obtain Benefits Advice taking into account the impact of Universal Credit	Sep-18