Kent Home choice Operational Group

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| **Date of update; 27 Jan 2023** |
| Ref |  | General Contribution | Action this period |
| **Theme Health and wellbeing – none identified for this group** |
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| HW7 | Inform and influence countywide strategies that impact upon housing support and care provision for all vulnerable clients groups, children, young people, adults and the ageing population | Relating to current or aspiring social housing tenants and providers |  |
| HW8 | Continue established countywide approach and partnership working to reduce and prevent homelessness | Relating to current or aspiring social housing tenants and providers |  |
| **Theme Working together for safer homes** |
| SH6 | Promote and facilitate the sharing of information about services that can be offered to residents to support the countywide and individual health and wellbeing agendas | Relating to current or aspiring social housing tenants and providers |  |
| **Theme Infrastructure First -**  |
| IF3 | Consider, respond and implement recommendations from Government reviews that promote a positive change in approach and outcome, e.g. Letwin Review | Relating to current or aspiring social housing tenants and providers |  |
| **Theme Accelerating Housing Delivery- possibly no actions for this group** |
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| **Theme Affordability -** |
| A2 | Explore what housing tenure and type/products are appropriate to meet diverse housing need, and how support can be provided to successfully sustain a tenancy | Relating to current or aspiring social housing tenants and providers |  |
| A6 | Support the County Council to determine and shape the market about future provision of accommodation care and support for social care client groups | Relating to current or aspiring social housing tenants and providers |  |
| A7 | Understand and influence the development of affordable housing that is flexible to meet changing needs, including meeting the needs of those with physical disability | Relating to current or aspiring social housing tenants and providers |  |
| A8 | Challenge the stigma associated with regards to social or affordable housing |  |  |
| A9 | Continued commitment and support for Kent Homechoice, working to ensure choice and transparency with regards to access to affordable and social housing across Kent and Medway |  | Improve the process of applying to Kent Homechoice with the implementation of a new system which will make the application process more straight forward and clearer for customers.Introduce a new communications system as part of the move to a new system provider which will make contact with customers easier and will provide an improved audit trail of customer communication.Introduce and develop an improved reporting tool for Kent Homechoice as part of the move to a new system provider. |
| **Other important matters since last update;**New Online application form and Pre Assessment are almost complete and will be ready to test within the next few weeks.New website has been designed and configured and is almost ready.The first stage for logging in to the new system has been made available to every Council, we are waiting for IT teams to complete a step so that these can all be set up.A report went to DDC Cabinet for approval to temporarily suspend the digital housing application form for one month during June.A Press release was sent out and sent to all Council partnersLocata will be providing the first sample data during the next fortnight.All training and configuration dates including the Train the Trainer for each Council have been booked.The first system configuration days are being held in February.Each Councils letter templates have been set up on the system ready for letters to be added to the system.Consultant, Sue Lukes has provided up to date eligibility questions which will be added to the Pre Assessment form.Kent Agency Assessment – this was launched in December and is starting to be used, each Council will need to develop their own comms plan to promote it. |