Kent Home choice Operational Group

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| **Date of update;** |
| 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;****Other important matters since last update;**The configuration of the Huume system has continued at pace.Train the Trainer sessions were hosted in April 2023 to enable lead officers at each Council to train other system users. Training sessions also taking place during May on shortlisting and advertising which all Housing Association partners and Councils have been invited to (4 sessions being held to ensure that everyone has an opportunity to attend).A further training day in June is planned for those managing the system for reporting, monitoring, submitting HCLIC and FOIs.Work on preparation for data matching from Locata to Huume for the dataload will commence shortly.Tunbridge Wells and Tonbridge & Malling reregistration for all new applicants commences 1st June 2023.Homechoice new online applications will be suspended from 1st June 2023 until 1st JulyNew properties won’t be advertised between 16th June and 1st July, Councils will liaise with Housing Associations if any direct lets are required.7% increase in new applications in 2022/23 from 24,826 to 26,673.

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