

ALLOCATIONS CUSTOMER FOCUS GROUP



Terms of Reference

- To receive consultation feedback on the Allocations Review
- To ensure user focus specifically on the allocations service
- To receive feedback from Equality Impact Assessment
- To be Policy Forum to discuss changes in policy
- To receive reports on Performance Monitoring, Benchmarking, Management information and Allocations outcomes to inform policy and operations
- To consider changes in Operational Practices
- To prepare allocations service for Inspection
- To ensure Homelessness Strategy and Allocations are cohesive
- To agree development proposals for sub regional CBL
- To receive consultation on annual Lettings Plan
- To review and monitor the Local Lettings Policies
- To review the Support Needs Assessment framework
- To ensure inclusion for vulnerable applicants with specific support needs i.e. mental health or behavioural problems