

SCRUTINY REVIEW INITIATION DOCUMENT (SID)

Review: Review of Housing Triage and Enquiry Services

Scrutiny Review Committee: Housing Scrutiny Committee

Director leading the review: Jo Murphy, Director Homes and Communities

Lead Officers: Kiran Aujal (Service Manager – Housing Triage) and Anna Turvey (Compliance Manager), Georgina Bavetta (Intensive Tenancy Sustainment Manager).

Overall aim:

Mini Review: To evaluate the new ways of working within Housing Tenancy and Enquiries Services and to identify opportunities for further development and improvement in service delivery.

Objectives of the review:

- To evaluate the performance of Islington Council's Housing Triage and Enquiries Services, and to hold decision-makers to account as required.
- To evaluate resident satisfaction and perceptions of the services.
- To review examples of gaps and failures in service provision, identifying what went wrong, and how such issues could have been prevented.
- To consider if the systems and processes supporting operatives are optimal, and if there is scope for further improvement.
- To evaluate how services communicate with residents, and to identify opportunities for further development and improvement.
- To consider specific elements of service (namely complex needs and ASB) and their handling through Triage and Enquiry Services.

How is the mini review to be carried out:

Scope of the mini review

The review will (in likely two or three meetings) focus on:

1. Performance indicators and Service targets
2. Levels of resident satisfaction, the accuracy of satisfaction surveys, other reported perceptions of the services.
3. Examples of gaps and failures in service provision, and how these can be prevented.
4. Potential system and process improvements
5. Written, verbal and online communication

Types of evidence:

- Written evidence from officers, including front-line staff
- Performance and satisfaction data
- Written examples of councillor casework

Additional Information:

To consider any useful comparators as part of a six month review) if required.

In carrying out the review the committee will consider equalities implications and resident impacts identified by witnesses. The Executive is required to have due regard to these, and any other relevant implications, when responding to the review recommendations.

Programme

Key output:	To be submitted to Committee on:
1. Scrutiny Initiation Document	12th January 2021
2. Draft Recommendations	Tbc
3. Final Report	Tbc