

Tyne and Wear Homes Application Form

Recommendation	Management Response	Proposed Actions	Timescale	Responsibility
<p>Staff should be reminded that there is a paper-based application form and that they should issue this to people requesting the paper version by handing it to the person or sending it by post.</p>	<p>We understand the importance of offering support and customers can get help from the Housing Solutions Team.</p> <p>The paper application process can take longer than the online application process and is the least cost efficient method to register from a value for money perspective.</p> <p>We suggest that it would be better to identify opportunities to provide customers with support than use the paper application form. The support can be by phone, in person at a customer outlet or at home if needed.</p> <p>Forms can be made available if the supported options listed above are not accepted.</p>	<p>1. Implement the approach outlined in the management response.</p>	<p>October 2019</p>	<p>Gavin Cox/Allison Carr – Housing Solutions Team</p>

<p>Applicants requesting to complete the application by telephone should be able to do so, or the invitation to do so should be removed from the paper version</p>	<p>Please refer to response above.</p> <p>We agree that the invitation to telephone should be removed from the paper application form.</p>	<p>1. Process to complete application form by phone via Housing Solutions to be embedded in new team.</p>	<p>November 2019</p>	<p>Gavin Cox / Allison Carr</p>
<p>The online application should allow the applicant to save and return to the application, improving efficiency</p>	<p>We agree this no needs to implemented but is subject to agreement and implementation by the Tyne and Wear Homes Partnership.</p>	<p>1. Report this recommendation to the Tyne and Wear Homes Management Board and request this is implanted with a clear timescale.</p> <p>2. Advise SIFT if the recommendation will be implemented.</p>	<p>November 2019</p> <p>March 2020</p>	<p>Julie Markham</p> <p>Julie Markham</p>
<p>The 15 minutes to complete each section of the application should be extended, If cost effective</p>	<p>Please refer to response above.</p>	<p>Please refer to actions above.</p>		

<p>The time applicants have to wait before they are allowed to bid on properties should be reduced and set as a KPI</p>	<p>We agree it takes too long to be in a position to bid as a customer based on the current policy and process.</p> <p>YHN will work with Newcastle City Council to draft an improved approach and a new KPI for this process.</p> <p>YHN will need NCC approval to implement the new approach</p>	<ol style="list-style-type: none"> 1. YHN to draft new process and KPI for registrations process 2. NCC to consider and amend or approve new process 3. New process to be implemented 	<p>November 2019</p> <p>December 2019</p> <p>March 2020</p>	<p>Gavin Cox / Allison Carr</p> <p>Julie Markham</p> <p>Gavin Cox / Allison Carr</p>
<p>If applicants identify as vulnerable they should be offered a session where they can complete the application form face-to-face with a member of staff</p>	<p>This support is offered. We currently offer this in all our community hubs and some library locations across the city and by telephone.</p> <p>In exceptional cases where a customer may struggle to access a local hub we also attend hospitals or carry out home visits if necessary.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

<p>The options for entering details of gender and sexuality should be modernised and offered in a 'drop down' box. The options for 'title' should be changed to come in line with the paper application, that is 'Mr, Mrs, Miss, Ms, other, please state'</p>	<p>This recommendation can be considered as part of the IT upgrade by the Tyne and Wear Partnership.</p>	<p>1. Report this recommendation to the Tyne and Wear Homes Management Board for consideration.</p>	<p>November 2019</p>	<p>Julie Markham</p>
<p>Applicants should be able to scan in required documents and they should be informed that scanning applications are available for mobile phones</p>	<p>Customers can scan documents in the community hubs. We also accept documents which are sent electronically from a mobile, including photos and screenshots of documents.</p> <p>We can review our process so that customers are aware that they can scan and email in documents electronically.</p> <p>We agree this would be a great improvement for customers and will ask the Tyne and Wear Homes Partnership to consider this request</p>	<p>Review and update our process so customers are advised they can send information in electronically by email</p>	<p>March 2020</p>	<p>Gavin Cox / Allison Carr</p>