

REPORT TO: BEST VALUE SUB COMMITTEE – 27 JUNE 2001

REPORT ON: MANAGING THE WAITING LIST BEST VALUE REVIEW
2000/2001

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 422-2001

1. PURPOSE OF REPORT

This report is the result of a Best Value Review into the Waiting List service provided by the Housing Department as part of the Council's Best Value review process.

2. RECOMMENDATIONS

- 2.1. Introduce a revised application form as approved by the Housing Department Management Team and the Dundee Federation of Tenants' Associations and that the direct input process will follow the format of this revised form.
- 2.2. In consultation with the Information Technology Department produce a completed specification and timetable relating to the direct input of housing application data to the computer. This specification and timetable to be completed by end March 2001. This recommendation contributes to the Information and Communications Technology strategy for the City.
- 2.3. Revise the Customer Satisfaction Survey on the waiting list to more clearly identify the separate parts of the overall letting function.
- 2.4. To implement any recommendation/s outlined in the review of vetting paper.
- 2.5. To develop and implement a computerised medical register.

3. FINANCIAL IMPLICATIONS

- 3.1. This review accounts for 3.6% of the Department's Revenue Budget at a budget cost examined of £249,690 reviewed.

4. LOCAL AGENDA 21 IMPLICATIONS

- 4.1. The contents of this report are consistent with the Local Agenda 21 theme "Resources are used effectively and waste minimised".

5. EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1. The contents of this report are consistent with the Council's Equal Opportunity Policy.

6. DEFINITION OF SERVICE

- 6.1. The complete Waiting List service covers several locations such as Tenancy Services Unit, Property Shop, Lily Walker Centre and letting teams located in several area offices. The service reviewed was the processing of housing applications.

This includes the assessing of all applications, vetting all applicants, assessing all amendments to applications, reviewing all applications, processing and advising on medical priorities, and participating in nomination agreements with Housing Associations and other housing providers.

The total staff involved in the Waiting List process is the equivalent of 26.25 full-time posts.

For each location the number of staff is as follows:

LOCATION	NUMBER <u>(data from charge sheets)</u>
Central	3.75 staff
Lochee	2.5 staff
Ardler	0.5 staff
Whitfield/Happyhillock	2 staff
Property Shop	3 staff
Applications Section	14 staff
Supervision	0.5 staff

7. JUSTIFICATION FOR REVIEWING THIS SERVICE

- 7.1. The review of the application process completes the Best Value review of the letting function.

8. REVIEW METHODOLOGY

- 8.1. The review team comprised:

David Millar, PO, Tenancy Services (Lead Officer)
 Shona Kirkcaldy, Supervisor, Applications Section, Tenancy Services
 Jenny Blackwood, Housing Officer, Central Housing Office
 Veronica Gray, Team Leader, Property Shop
 Brian Gaffney, Team Leader, Applications Section
 A representative of Management Services (Team Leader)

- 8.2. The different elements used in the review process were Consultation and Benchmarking.

Market testing was considered however there were no comparable bodies who could carry out this process.

Consultation was carried out with stakeholders and benchmarking was carried out with other housing providers. It should be noted that we received a poor response from the local authorities of the benchmarking forum.

9. CRITICAL SUCCESS FACTORS

9.1. Stakeholders

General Public
Councillors
Dundee Federation of Tenants' Associations
Other housing providers
Medical Adviser

9.2. Critical Success Factors

The Annual Customer Review selected a number of applicants from the waiting list at random and they were sent a questionnaire about the letting service. Part of this referred to the waiting list and the processing of housing applications.

9.3. The critical success factors that were identified were:

- a. Quality – Processing Speed
– Vetting
- b. Customer Satisfaction

9.4. Consultation Process

The Medical Officer, DFTA, Legal Section and staff of the Housing Department were consulted in relation to the proposed revised application form. In addition to this the annual customer survey was used as a consultation document on service delivery.

- The DFTA were asked to form a small focus group to examine and complete the proposed application form. Their comments have been incorporated into the new form where possible.

10. PERFORMANCE REVIEW

The department's performance was reviewed by using the Annual Customer Satisfaction Survey.

Critical Success Factors

Performance Indicators

Processing speed	Annual Customer Survey and internal data
Vetting	Internal data/benchmarking
Customer Satisfaction	Annual Customer Survey

10.1. Annual Customer Satisfaction Survey

This survey is titled "Waiting List Service" however it includes references to other parts of the service such as allocations and letting. The data used in this report refers only to those parts of the survey that relates to the management of the waiting list.

1998/1999 Review

92% of customers surveyed felt that the information received to assist them in the completion of their application for housing was helpful.

56% of customers stated that they were not offered help to complete their application form however 44% indicated that they would have liked to be offered help.

88% of customers were satisfied with the length of time between processing and receiving an acknowledgement of their application.

10.2. 1999/2000 Review

88% of customers surveyed felt that the information received to assist them in the completion of their application for housing was helpful.

65% of customers stated that they were not offered help to complete their application form however, 33% indicated that they would have liked to be offered help.

86% of customers were satisfied with the length of time between processing and receiving an acknowledgement of their application.

From the above, it can be seen that overall performance and satisfaction levels, in relation to the critical success factors of Processing Speed and Customer Satisfaction, has been high. However, there are areas where improvements can be made and these will be addressed through the process of continuous improvement.

The Customer Satisfaction Target for the Waiting List for 1999/2000 was 70%. The level achieved was 79%. For 2000/2001 the target is 75% and it is expected that through continuous improvement this target will be reached.

See appendix 6 for the full survey results for 1998/1999 and 1999/2000, bearing in mind that not all questions relate to this review.

11. **RESULTS OF BENCHMARKING**

11.1. Quality (Processing Speed)

The time taken to assess and register an application form was considered to be one of the most important measurements by which the process could be judged. The time taken varied considerably between 24 hours for Dundee and 10 days for Housing Association "A".

Table 1

	Processing Time		Combined List Total
	Waiting List	Transfer List	
Housing Association A	5/10 days	5/10 days	837
Housing Association B	5 days	5 days	1,229
Local Authority A	7/8 days	7/8 days	3,122
Local Authority B	Not known	Not known	5,934
Local Authority C	3 days	3 days	7,737
Dundee	24 hours	24 hours	5,164

11.2. Quality (Vetting)

All housing providers surveyed, carried out a vetting procedure for all applicants however there were considerable differences between them. Some carried out home visits for non-tenants and checked the condition of the property currently being lived in. Others checked with the current landlord only, while one local authority asked for all current and former debt to the Council to be cleared.

Where targets were stated they varied between 3 days and 20 days to make a decision about the vet.

There were very few differences between those surveyed regarding the extent of the vetting for tenants. The most significant difference between Dundee and the others where non tenants vetting was concerned was that this department does not carry out home visits as part of the process while the other housing providers did. The department does not consider the condition of the current house while most of the others do. These and other differences in performance will be addressed in greater detail in the Vetting Review report referred to below.

The table shows some important differences between those surveyed however it should be noted that the entire vetting process is the subject of a separate review by the Policy and Plans Section and that their findings will be presented at a later date.

Table 2

	Total Vets Per Year	Target Times	Percentage on Time
Housing Association A	400	3 days	99%
Housing Association B	n/a	n/a	n/a
Local Authority A	n/a	n/a	n/a
Local Authority B	2,420	20 days	92%
Local Authority C	8,400	5 days	75%
Dundee	4,732	5 days	75%

- 11.3. From the results received in the benchmarking exercise it would appear that the department's performance is comparable with some other housing providers questioned. It should be recognised that the Housing Department continues to strive for improvement in all areas of the service provided.

12. **OPTION APPRAISAL**

In terms of option appraisal, the following was considered:

- a. Do we need to provide this service?

As the Council has discretion in the decision making process in relation to housing allocations, it is not appropriate to have the management of the waiting list carried out by another body.

- b. Could anyone else provide this service?

There was no other comparable body who could administer council housing in the city and the associated services that are exclusive to it.

It was agreed therefore that the service should remain in-house especially as the customer satisfaction survey showed a high level of satisfaction with the service delivery.

13. CONTINUOUS IMPROVEMENT PROPOSALS

13.1. Customer Satisfaction

- a. To provide assistance when required to enable customers to complete application forms. The introduction of a Direct Input pilot and the amended application form should reduce the level of dissatisfied responses. Any targets and costs related to the pilot will become known after a period of operation and assessment which will be at the end of 2001.

- b. Waiting List Customer Satisfaction Survey

Revise the layout and format of the survey questionnaire to separate it into its three separate parts, i.e. Applications, Allocations and Letting to enable the results to be more accurately measured.

13.2. Quality

- a. Processing

It is recognised that performance is always related to speed of processing. As recently as 1997/98 an internal review was carried out under the control of the House Letting Working Group and as a result, the processing time was reduced from 3 days to 24 hours, assuming there were no external barrier, i.e. missing data, landlord's references.

The introduction of direct input should also enhance the quality of processing speed.

The concept of directly inputting a housing application to the computer was researched in 1999 and a group of officers brought forward a report to the Housing Department's Management Team. The proposal is that customers will be able to have their information input to a computer without the need to complete a written application form. This service would be available at the Applications Section at 3 Shore Terrace, the Property Shop and by using a free-phone number. The process is seen as an addition to the present method of processing applications.

- b. Information

The application form has been revised to obtain more details of the customers' requirements. It is hoped that this will improve our performance in relation to the Customer Satisfaction Survey.

- c. Vetting

A separate review of the vetting process is being carried out by the Policy & Plans Section. A report on their findings will be presented to the Housing Management Team and a Housing Committee at a future date.

d. Medical Priorities

At present, information received from the Medical Officer is manually recorded within the Applications Section. This data is assessed and housing applications are amended in relation to the priority awarded. The information then forms part of the tenant's file when they have been housed. In line with the Best Value ethos on continuous improvement it is proposed to develop a computerised medical register that will enable staff to have up to date information to assist them in dealing with the rehousing of medical priority applicants.

This will also enable appointments for medical interviews to be created by computer, produce appointment correspondence, receive interview outcome data and generate any other document/letter related to this function.

As part of this development a search and match facility would enable applicants to be updated immediately with medical data and where an application did not exist, produce correspondence for the client, to inform them of the medical award and invite them to complete a housing request.

14. **CONSULTATION**

- 14.1. Consultation was undertaken with the Director of Housing, DFTA, customers and staff.

15. **BACKGROUND PAPERS**

- 15.1. Best Value submissions to the Secretary of State for Scotland, December 1997, approved by the Policy and Resources Committee on 11 December 1997.

A. STEPHEN
CHIEF EXECUTIVE

Signed: _____

Date: _____

Appendix 1 Benchmark – Waiting List Processing
Appendix 2 Benchmark – Vetting
Appendix 3 Other Benchmarking Data
Appendix 4 Local Authority and Housing Association Identification
Appendix 5 Cost of Maintenance of Waiting List
Appendix 6 Customer Satisfaction Survey 1999/2000
Appendix 7 Application Form Process MAP

WAITING LIST PROCESSING

	Combined List	List Total	Transfer Total	Processing Time	
				Waiting List	Transfer
Housing Association A	Yes	837	143	5/10 days	5/10 days
Housing Association B	No	1,229	107	5 days	5 days
Local Authority A	No	3,122	1,850	7/8 days	7/8 days
Local Authority B	Yes	5,934	1,341	Not known	Not known
Local Authority C	No	7,737	4,465	3 days	3 days
Dundee City Council	Yes	5,164	2,074	24 hours	24 hours

VETTING

	Vetting Procs	Target Times	Target Times WL	% on Time TL	% on Time WL	% Vetted TL	% Vetted WL
Housing Association A	Yes	3 days	3 days	99%	99%	100%	100%
Housing Association B	Yes	N/A	N/A	N/A	N/A	100%	100%
Local Authority A	Yes	No	No	N/A	N/A	100%	100%
Local Authority B	Yes	20 days	20 days	92%	92%	100%	100%
Local Authority C	Yes	5 days	5 days	75%	75%	100%	100%
Dundee City Council	Yes*	5 days	5 days	86%		100%	100%

TL = Transfer List; WL = Waiting List

Vetting Procedure, HA, B checks rent and property for transfers and landlord references and home visit for W/L.

LA, A checks current/most recent landlord for W/L applicants.

LA, C current or former debt to be cleared/condition of property currently occupied.

* DCC does different checks for Council tenants and new applicants.

	How many per year TL	How many fail TL	How many per/yr WL	How many fail WL	Frequency of vet TL	Frequency of vet WL
Housing Association A	120	20	280	10	Once	Once
Housing Association B	N/A	N/A	N/A	N/A	N/A	N/A
Local Authority A	N/A	N/A	N/A	N/A	When offer due	Once
Local Authority B	N/A	N/known	2,420	N/known	N/A	N/A
Local Authority C	8,400*	N/A	*	N/A	At offer	At application**
Dundee City Council	943	152	3,789	1,343>	When offer due	At application

* LA,C total vets – W/L & T/L combined

** LA,C W/L also vetted a offer

>Dundee Over 1000 do not contact after initial enquiry (approx 25/30% contact again within a few weeks)

35 are failed for anti social reasons and 307 fail to maintain debt agreements.

FOR TRANSFER APPLICANTS ARE CHECKS MADE FOR:

	Current rent balance	Outstanding Rechargeable Accounts	A/S Behaviour	Condition of current house	Previous tenancies	Home visits
Housing Association A	Yes	Yes	Yes	Yes	Yes	Yes
Housing Association B	Yes	Yes	Yes	Yes	Yes	Yes
Local Authority A	Yes	Yes	Yes	Yes	No	Yes
Local Authority B	Yes	Yes	Yes	Yes	Yes	Yes
Local Authority C	Yes	Yes	Yes	Yes	Yes	Yes
Dundee City Council	Yes	Yes	Yes	Yes	No	Yes

VETTING

FOR ALL APPLICATIONS ARE CHECKS MADE:

	Prior to offer	After allocation	Never
Housing Association A	Yes	No	No
Housing Association B	Yes	No	No
Local Authority A	N/A	N/A	N/A
Local Authority B	Yes	No	No
Local Authority C	Yes	No	No
Dundee City Council	Yes	No	No

WHEN APPLICANTS FAIL A VET ARE THEY:

	Excluded from WL	Given no more offers	Deferred/cancelled	Given limited offers	Other
Housing Association A	No	No	Yes	No	No
Housing Association B	No	No	No	No	*
Local Authority A	No	No	No	No	*
Local Authority B	No	No	No	No	*
Local Authority C	Yes	No	Yes	No	*
Dundee City Council	Yes**	No	No	No	*

* DCC restricted offers for redevelopment. HA,B depends on reason for fail, LAs, A, B, C suspended until fail reasons addressed.

* DCC will reconsider if reasons for failure are suitably resolved. This may require time to pass.

FOR WAITING LIST APPLICANTS ARE CHECKS MADE FOR:

	Current rent balance	Outstanding rechargeable Accounts	A/S behav.	Condition of current house	Previous tenancies	Home visits	L/lord refs.
Housing Association A	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Housing Association B	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Local Authority A	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Local Authority B	Yes	Yes	Yes	N/A	Yes	Yes	Yes
Local Authority C	Yes	Yes	Yes	Yes	Yes	Yes	No
Dundee City Council	No	Yes	Yes	Yes/No*	Yes	Yes/No*	Yes

*DCC yes/no answers. Current house condition and home visits are not standard but will be carried if it is considered necessary, i.e. housebound/disabled applicant.

HOUSING STOCK

	TOTAL	C*	F*	M*	H*	T*
Housing Association A	1,801	618	1,097	5	81	0
Housing Association B	1,027	N/A	N/A	N/A	N/A	N/A
Local Authority A	10,064	4,140	N/A	N/A	N/A	N/A
Local Authority B	9,875	5,298	2,063	2,355	159	0
Local Authority C	27,829	7,820	15,121	734	3,596	558
Dundee City Council	20,584	4,418	11,865	921	2,570	810

* C - Cottage

* F - Flat

* M - Maisonette

* H - Multi Flat

* T - Multi Maisonette

MEDICAL PRIORITIES

	No. Awarded per annum	Who assesses	Any restrictions	Is applicant interviewed	How many offers
Housing Association A	150 approx	M. Advisor	No	Yes	2
Housing Association B	N/A	H/Asst.	Yes*	Yes	3
Local Authority A	300/350	M. Advisor	Yes*	Yes	2
Local Authority B	639	M. Advisor	Yes*	No*	No limit
Local Authority C	7,024	M. Advisor	Yes*	Yes	2
Dundee City Council	2,078	M. Advisor	Yes*	Yes	3

RESTRICTIONS (Yes) HA, B and LAs, A,B,C – a ground floor, disabled etc. DCC, the same and usually within own area.

APPLICANT INTERVIEWED (No) LA B send letter of confirmation of details once medical priority has been received.

STAFF STRUCTURES

	Area offices	Dedicated allocations	How many teams	Av. staff per team	Dedicated team to manage WL?	How many teams	Av. numbers per team
Housing Association A	No	No*	2	4	Yes	1	2
Housing Association B	Yes	No*			No**		
Local Authority A	Yes	No^			No^		
Local Authority B	Yes	No^			No^		
Local Authority C	No	No^^			No^^		
Dundee City Council	Yes	Yes	4	5	Yes	1	11

* HAs A&B staff have other duties

** HA b, generic H Assistants. Being looked at

^ LA A,B have varying staff levels in AOs, staff need to be generic

^^ LA C, allocation teams also manage W/List

WHO CONTROLS THESE?

	Dedicated vetting teams	How many teams	Av. staff per team	Rehousing	Letting Interview	Vetting
Housing Association A	No*			HM	HM	HM
Housing Association B	No*			HS	HS	HS
Local Authority A	No**			Alloc.Sect.^	Alloc.Sect.^	Alloc.Sect.^
Local Authority B	No**			N/A^^	N/A^^	N/A^^
Local Authority C	No~			Alloc.Sect.	EM	EM
Dundee City Council	Yes	1	3	A/Office	A/Office	TSU & AO

HM = Housing management

HS = Housing services (in each area office)

EM = Estate management

* Generic duties but under review for HA B

** Variable staff levels, need for generic staff

^ LA –A, Decentralised allocation sections

^^ LA –B, part of generic services at area offices

- Part of estates management

DO YOU INPUT DATA BY COMPUTER FOR:

	Housing applications	Letting interviews	Vetting
Housing Association A	Yes	No	No
Housing Association B	Yes	Yes	Part only
Local Authority A	No	No	No
Local Authority B	Yes	Yes	Yes
Local Authority C	Yes	Yes	Yes
Dundee City Council	Yes	Yes	Yes

IS THE FOLLOWING A CENTRALISED OPERATION:

	Processing housing applications	Letting interviews	Vetting
Housing Association A	Yes	Yes	Yes
Housing Association B	Yes*	Yes*	Yes*
Local Authority A	No	No	No
Local Authority B	No	No	No
Local Authority C	Yes	Yes	Yes
Dundee City Council	Yes	No	Yes/No

* Within each area office

LAs A&B are rural and area offices are based in various towns/rural locations

JOB TITLES

	Assessment new apps.	Enquiry app. form	Prospect interviews	Vetting	Amend app. form	New tenancy signing
Housing Association A	HAO	HAO	HAO	HAO/HO	HAO	HAO/HO
Housing Association B	HA	HA	HA	HA	HA	HO
Local Authority A	CA	CA	CA	CA	CA	CA
Local Authority B	HO	HO	HO	HO	HO	HO
Local Authority C	AAO	AC	AA	HA	AAO	HA
Dundee City Council	AHO*	AHO	AHO	AAO*	AHO	AHO

HAO = Housing Admin Officer

HO = Housing Officer

HA = Housing Assistant

A = Clerical Assistant

AAO = Asst. Allocations Officer

AC = Allocations Clericals.

AA = Allocations Advisor

AHO = Assistant Housing Officer

AAO = Applications Assessment Officer

JOB GRADES

	Assessment new apps.	Enquiry app. form	Prospect interviews	Vetting	Amend app. form	New tenancy signing
Housing Association A	HA9	HA9	HA9	HA9	HA9	HA9
Housing Association B	HA	HA	HA	HA	HA	HO
Local Authority A	GS1/2	GS1/2-AP1	GS1/2-AP1	GS1/2	GS1/2	GS1/2
Local Authority B	AP2/3	AP2-3	AP2-3	AP2/3	AP2/3	AP2/3
Local Authority C	AP2	GS3	GS3	GS3	AP2/3	No answer
Dundee City Council	GS3	GS3	GS3	AP2	GS3	GS3

HA9 = Housing Admin. 9

HO = Housing Officer

HOW MANY STAFF INVOLVED

	Assessment new apps.	Enquiry app form	Prospect interviews	Vetting	Amend app form	New tenancy signing	If generic, % of time on WL
Housing Association A	2	2	2	7	2	7	15%
Housing Association B	4	6	2	2	6	5	N/A
Local Authority A	3.6*	3.6*	3.6*	3.6*	3.6*	3.6*	N/A
Local Authority B	13	13	13	13	13	13	N/A
Local Authority C	6	4	4	**	20	No answer	No answer
Dundee City Council	8	8	5	3 (W-L)	8	5	N/A

* Full Time Equivalent

** Vetting carried out as part of estate management

OTHER RESPONSIBILITIES

	Type of allocation policy	Who assesses Homeless	Who assesses Special Needs	Who assesses very sheltered	Are number of offers restricted	Penalty for exceeding restricted number?
Housing Association A	Points	L/Team	SN Cttee	N/A	Yes/2	Time
Housing Association B	Pts./Cat.	As others	H/Man.	N/A	Yes/3	Time
Local Authority A	Gr. & Pts.	SP Team	SP Team	SP Team	Yes/2	*
Local Authority B	Points	SP Team	**	**	No	N/A
Local Authority C	Points	SP Team	***	SP Team	Yes/2	^
Dundee City Council	Pts./Cat.	SP Team	Cttee.	Cttee.	Yes	Yes*

* LA A, Normally loss of priority but flexible

** LA B Joint assessment and allocation panels

*** LA C SWD and Medical Adviser

^ LA C Time Penalty and loss of current priority

	Review the W/List?	HOW OFTEN?		Do you nominate to HAs	Which officer responsible
		New apps.	Transfers		
Housing Association A	Yes	Yearly	Yearly	N/A	N/A
Housing Association B	Yes	Yearly	Yearly	Yes*	HAO
Local Authority A	Yes	Yearly	Yearly	Yes**	***
Local Authority B	Yes	Yearly	Yearly	Yes^	AHM
Local Authority C	Yes	Yearly	Yearly	Yes^^	AO/AAO^^
Dundee City Council	Yes	Yearly	Yearly	Yes	HAO/AAO"

* HA B, nominates to HOMES and M/Ex

** LA A, by fax, target 5 days

*** LA A, member of W/L admin staff at each location

^ LA B 3 nominations for each property

^^ LA C 4 nominations made for 50% of voids. AO/AAO = Allocation / Assistant Allocation Officer

" DCC, HAO/AAO = Housing Applications / Applications Assessment Officer

Housing Association A – Abertay
Housing Association B – Hillcrest
Local Authority A - Angus
Local Authority B – Perth
Local Authority C – Aberdeen

COSTS CHARGED AGAINST "ALLOCATIONS", "WAITING LIST
MAINTENANCE", "VETTING" & "VOIDS"

PERIOD: APRIL 2000 TP SEPTEMBER 2000

- 1) "ALLOCATION OF HOUSES" – All allocation procedures, including vetting of Council tenants, turnovers, attending viewings and new tenancy visits. All work on Home Loss payments.

	HOURS	Salaries charged to "Allocations"	Share of salaries charged to Admin/Absences	Share of Departmental overheads	Share of Central Service Billing	Share of Housing Admin/Finance	"ALLOCATION OF HOUSES" TOTAL COST
Central	2,251	£19,807	£8,957	£6,191	£13,192	£1,356	£49,503
Lochee	1,316	£10,141	£5,892	£6,346	£7,211	£966	£30,556
Ard/Kirkton	580	£5,981	£4,142	£3,335	£3,515	£499	£17,472
Whit/HH	1,722	£14,682	£10,548	£8,758	£8,722	£1,080	£43,790
Prop Shop	728	£6,213	£3,252	£8,773	£1,189	£206	£19,633
TOTAL	6,597	£56,824	£32,791	£33,403	£33,829	£4,107	£160,954

	Total No of houses allocated	Cost per allocation	Total No. of houses let	Cost per let
Central	1,441	£34.35	448	£110.50
Lochee	781	£39.12	369	£82.81
Ard/Kirkton	311	£56.18	150	£116.48
Whit/HH	895	£48.93	353	£124.05
TOTAL	3,428	£46.95	1,320	£121.93

- 2) **“MAINTENANCE OF WAITING LIST” – All tasks involved in maintenance of the Waiting List; Actioning Reports of Change; All National Mobility or Mutual Exchange scheme tasks; Reception and Appointment duties; Dealing with all tenants’ enquiries re prospects.**

	Hours	Salaries charged to “Waiting List Maint.”	Share of salaries charged to Admin/ Absences	Share of Departmental overheads	Share of Central Service Billing	Share of Housing Admin/Finance	“WAITING LIST MAINTENANC” TOTAL COST
Central	1,984	£16,820	£7,606	£5,257	£4,821	£1,152	£35,656
Lochee	1,363	£10,434	£6,062	£6,529	£3,229	£994	£27,248
Ard/Kirkton	125	£1,292	£895	£720	£409	£108	£3,424
Whit/HH	603	£4,718	£3,389	£2,814	£1,303	£347	£12,571
HDMT	5	£160	£152	£157	£35	£127	£631
Prop Shop	1,386	£10,177	£5,326	£12,017	£1,948	£338	£29,806
TSU Supervision	100	£1,961	£3,054	£2,805	£555	£1,298	£9,673
Applications	7,023	£50,854	£23,263	£18,759	£8,444	£3,890	£105,210
TOTAL	12,589	£96,416	£49,747	£49,058	£20,744	£8,254	£224,219

- 3) **“VETTING” – Vetting all Non-Council tenant applicants, inc. Local knowledge and References.**

	Hours	Salaries charged to “Vetting”	Share of salaries charged to Admin/ Absences	Share of Departmental overheads	Share of Central Service Billing	Share of Housing Admin/Finance	“VETTING” TOTAL COST
Central	196	£1,931	£876	£603	£553	£132	£4,095
Lochee	51	£389	£226	£243	£120	£37	£1,015
Ard/Kirkton	105	£928	£643	£517	£294	£77	£2,459
Whit/HH	252	£2,173	£1,561	£1,296	£600	£160	£5,790
Prop Shop	503	£4,472	£2,340	£5,281	£856	£148	£13,097
TSU	2,010	£16,370	£7,488	£6,039	£2,718	£1,252	£33,867
TOTAL	3,117	£26,263	£13,134	£13,979	£5,141	£1,806	£60,323

4) “VOIDS” – A) Relets; B) Keybook; C) Recharges, Reports, Status, Abandonment notices, Clearing and Security.

	Hours	Salaries charged to “Voids”	Share of salaries charged to Admin/ Absences	Share of Departmental overheads	Share of Central Service Billing	Share of Housing Admin/Finance	“VOIDS” TOTAL COST
Central	1,906	£16,197	£7,324	£6,574	£4,686	£1,109	£35,890
Lochee	1,587	£11,179	£6,495	£7,618	£3,490	£1,065	£29,847
Ard/Kirkton	1,618	£13,103	£9,073	£7,985	£4,280	£1,093	£35,534
Whit/HH	2,492	£20,301	£14,584	£13,177	£5,728	£1,493	£55,283
TOTAL	7,603	£60,780	£37,476	£35,354	£18,184	£4,760	£156,554

Cost Breakdown between Relets, Keybook and Remainder, available if required.

WAITING LIST SERVICE

CUSTOMER SATISFACTION SURVEY 1999/2000

The above questionnaire was posted to a random sample of tenants who were waiting to be rehoused during the financial year 1999/2000. A return envelope was enclosed to encourage reply. The following results are a reflection of the respondents' perceptions of the service, ignoring missing answers. The results from the 1998/99 survey are shown to aid comparison where applicable.

Sample size 1381
Adjusted 1309
Returned 300
Return Rate 23%

1. Please indicate your local area housing office:

	1999/2000	1998/99
Central/Maxwelltown	39.5%	35.0%
Lochee	12.3%	21.7%
Ardler/Kirkton	9.0%	9.3%
Happyhillock/Whitfield	20.3%	18.7%
Not known	18.9%	15.3%

2. When you first enquired about a Council house, did you receive:

	1999/2000
An Application Form	98.0%
The Lettings Regulation Booklet	54.8%
Notes of Guidance	61.15%
Do You Need Housing Quickly	58.2%
Lettings Area Map	79.5%

How Helpful was this information to you in completing your application?

	1999/2000	1998/99
Very Helpful/Helpful	87.9%	92.3%
Unhelpful/Very Unhelpful	12.1%	7.7%

3. Were you offered help to complete your application form?

	1999/2000	1998/99
YES	25.2%	27.1%
NO	65.2%	55.5%
CAN'T REMEMBER	9.6%	17.4%

4. Would you like to have been offered help to complete your application form?

	1999/2000	1998/99
YES	33.0%	43.8%
NO	43.3%	38.4%
NOT APPLICABLE	23.7%	17.8%

5. How satisfied were you with the length of time it took from putting in your application form to receiving an acknowledgement?

	1999/2000	1998/99
Very satisfied/Satisfied	86.0%	88.0%
Dissatisfied/Very dissatisfied	14.0%	12.0%

If dissatisfied, can you say how long it took to get an acknowledgement after you put in your application?

Text answer

6. Have you enquired about your position on the list?

	1999/2000	1998/99
YES	59.1%	54.8%
NO	40.1%	45.2%

7. At which office did you enquire?

	1999/2000	1998/99
Central/Maxwelltown	26.6%	19.2%
Lochee	7.9%	9.0%
Ardler/Kirkton	1.9%	3.8%
Happyhillock/Whitfield	13.8%	9.3%
Application Office	43.5%	58.7%
Property Shop	6.7%	N/A

8. Were you told where you were on the list?

	1999/2000	1998/99
YES	66.9%	68.7%
NO	33.1%	31.3%

9. Did you understand what you were told about your position on the list?

	1999/2000	1998/99
YES	59.0%	68.0%
NO	41.0%	32.0%

10. You may have been told that you would have a long wait for what you asked for. If that was the case, were you asked to consider other areas where you might qualify sooner?

	1999/2000	1998/99
YES	44.9%	58.6%
NO	55.1%	41.4%

11. If you are wanting to move to a house in a different area, have you been directed to that area office for more specific details?

	1999/2000	1998/99
YES	11.6%	20.2%
NO	88.4%	79.8%

12. How helpful were Housing Department staff when dealing with your query about your position on the list?

	1999/2000	1998/99
Very helpful/helpful	72.7%	83.6%
Unhelpful/very unhelpful	27.3%	16.4%

13. Is it important for you to talk to the same member of staff when dealing with your query about your position on the list?

	1999/2000	1998/99
YES	44.0%	42.1%
NO	48.5%	47.4%
DON'T KNOW	7.5%	10.5%

14. Would you be satisfied to talk to a different member of staff providing they could answer your enquiry?

	1999/2000	1998/99
YES	88.2%	88.0%
NO	11.8%	12.0%

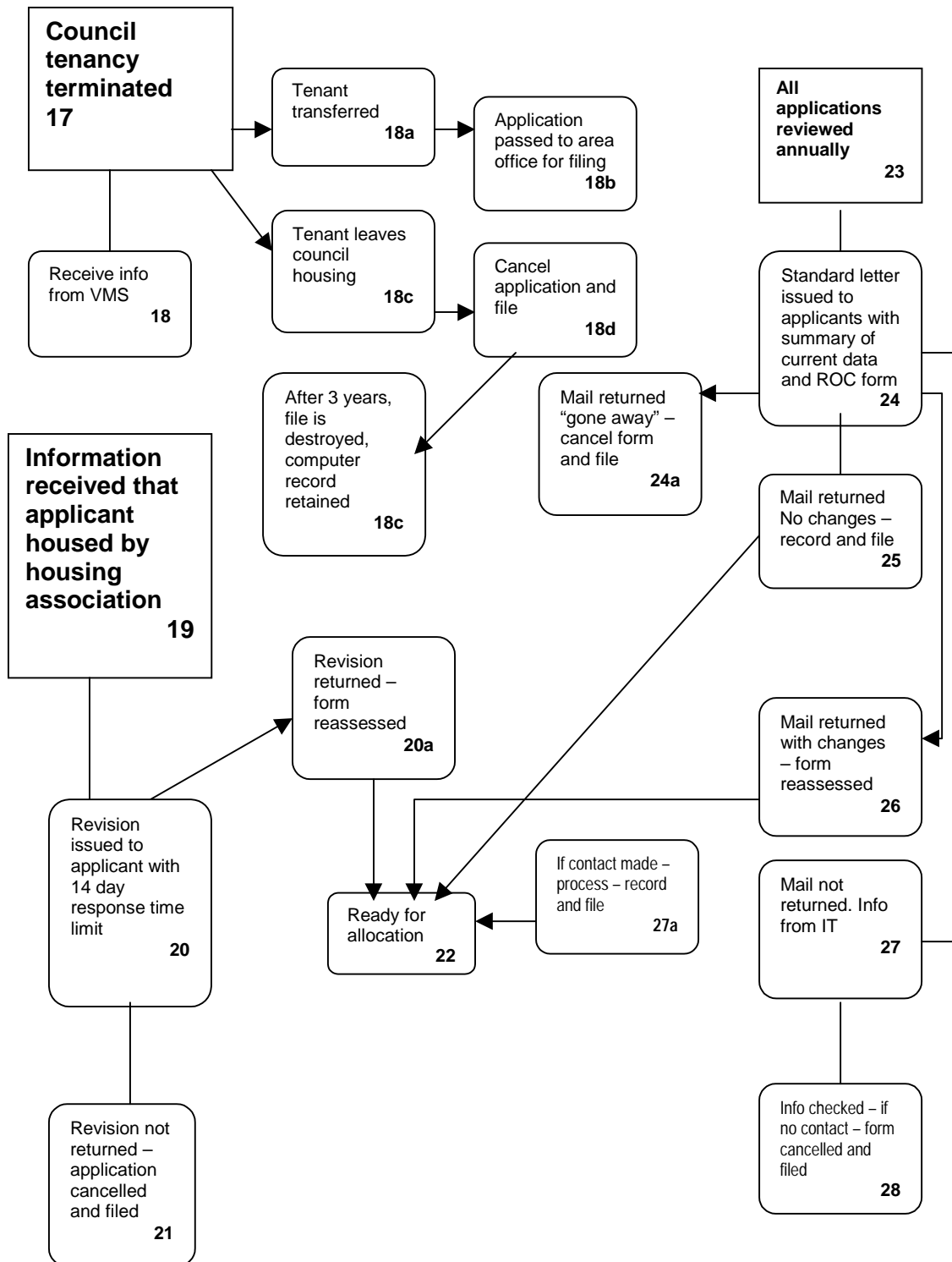
15. Overall, how satisfied are you with the service given by Housing Department staff while you were waiting to be rehoused?

	1999/2000	1998/99
Very satisfied/satisfied	72.5%	79.7%
Dissatisfied/Very dissatisfied	27.5%	20.3%

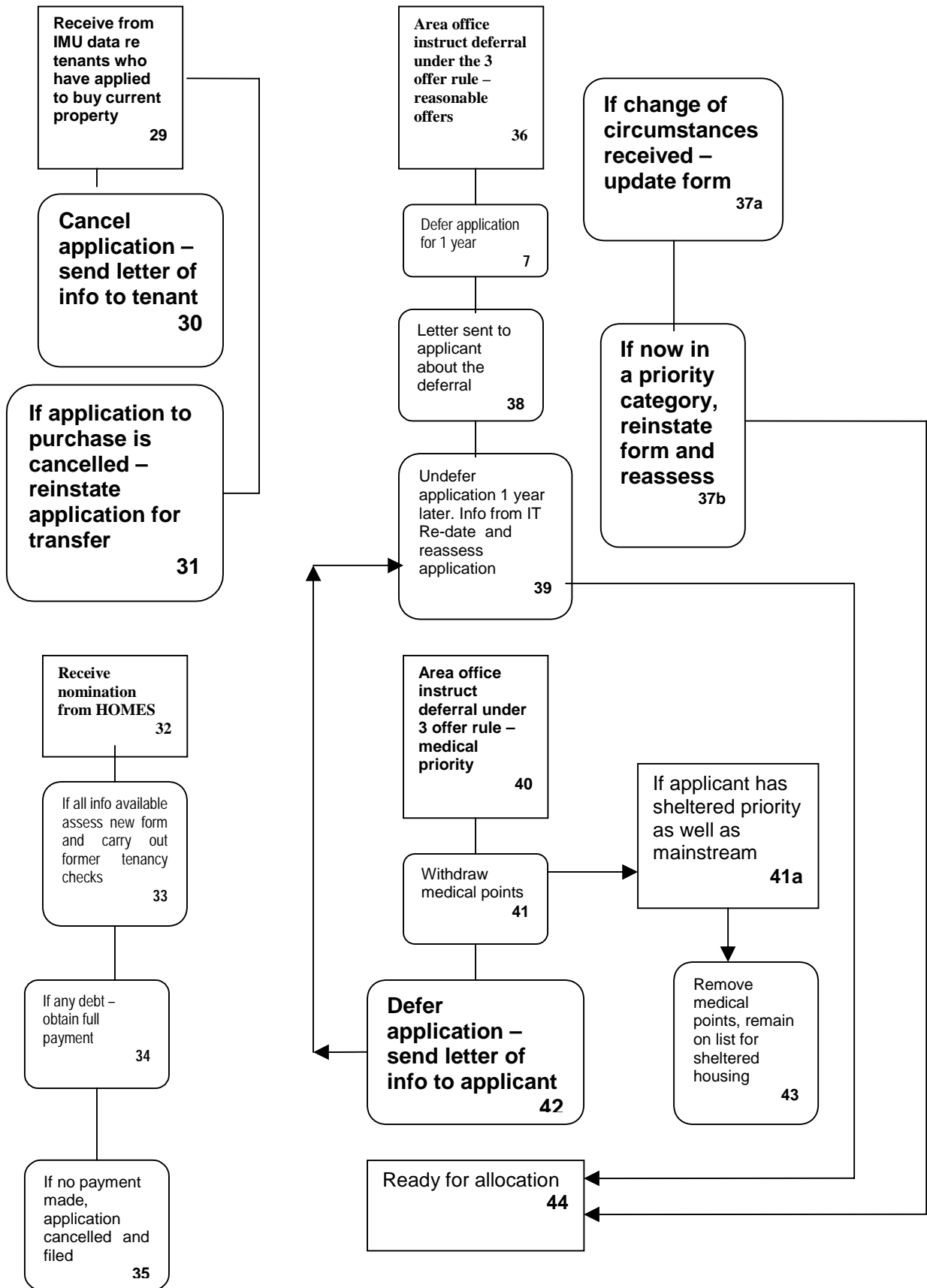
16. Please let us know why you answered in this way.
Text answer

17. Can you suggest how we can improve the service given to people on the waiting list?
Text answer

Process Map: Application Section



Process Map: Application Section



Process Map: Application Section Current Method

(Unless stated, all tasks are carried out by assessors grade GS3)

