

Appendix S2 KEY PERFORMANCE AND QUALITY REQUIREMENTS
Pre 1st April 2009

1. PERFORMANCE MANAGEMENT

In addition to the requirements contained in the contract and specification the Contractor is required to meet the following key operational performance and quality targets set out by the Council :-

OPERATIONAL

	TARGET	Classification
1	Publicity and Promotion	
	Produce branded publicity, website and key stakeholder information	A
	At within one month commencement of contract	
2	Access, information and communication	
	Receive and respond to routine telephone enquiries during office hours from prospective applicants in relation to joining the Housing Register	B
	Provide information to applicants on services available from related agencies where tenancy sustainment is an issue	B
	Receive and respond to routine telephone enquiries from council in respect of Housing Register applications of applicants at risk of homelessness as determined by the Council	A
	Respond to urgent enquiries from the Council Housing Advice and Homeless team in respect of homelessness matters	B
	Receive and acknowledge in writing to enquiries from third parties from MPs, councillors, law centres and solicitors etc and	B

	follow up with full reply	Within 14 days	A
	When the Council receives Ombudsman, supply full details on request to the Council's nominated Officer to respond	Within 10 working days	A
	Receive and respond to routine social welfare enquiries from social welfare and health agencies, tenancy sustainment services, advocacy and advice services, law centres and solicitors	Within 5 working days	B
	Notify Council about enquiries from local councillors, MPs, ombudsman services	Within 2 working days	B
	Full written response to general correspondence	Within 10 working days	B
3	Applications, assessment and maintenance		
	Design application pack and form suitable for use as common housing application form, inc availability in prescribed languages	Within 6 weeks of commencement of contract	A
	Acknowledge and process normal applications, assess and issue confirmation letter	Within 7 working days	B
	Where investigations are required to determine special circumstances, provide home visits and establish eligibility in complex cases, following acknowledgement, full response	Within 2 weeks	A
	Where applicant meets defined criteria for referral to Councils Homelessness team, notification and process	Within 1 working day	A
	Undertake rolling annual review of applicants	Within 1 year of application	A
	Respond to notification of change in circumstances, re	Within 10 working days	B

assess and confirm position in writing	Within 28 days	B
Remove applicants from the register where no response has been received to review notice		
Undertake satisfaction surveys to applicants on the registers operation	Annually	B
Provide and maintain a database/IT platform capable of: <ul style="list-style-type: none"> Recording data in respect of all factors relevant to the applicants' housing register application needs assessment and equalities status Providing an audit trail capable of recording customers' change in circumstances Interrogation on both individual applicants and on groups of applicants by means of a selected criteria to determine need and demand Automatically updating points for increasing ages of dependants Producing shortlisting of applicants for nomination to RSL purposes on the following variables: housing need, property type and property location and location connection 	From commencement of contract	A
To have capacity to produce paper copies of applications, including documents collected in course of assessment, for	From commencement of the contract	A

consideration of appeals, Homeless applications, Freedom of information requests, Ombudsman enquiries etc		
Back up data base to Council server	As agreed	A
4 Nomination and referral requests		
Respond to requests for nominations and referrals from landlords and zone agents received by 10am each working day	Within 24 hours by email	A
Notify the Council that a homeless applicant has been nominated to an RSL	Within 24 hours by email	A
Lift suspension of shortlisted applicant, after liaising with Landlord holding nominees	No later than 5 working days	A
Remove successful applicant from the register following confirmation of COT	Within 2 working days	B
Provide Council with outcomes of offers to homeless applicants, as advised by landlords	Within 1 working day	A
5 Enquiries, Appeals and Complaints		
Respond to all applicant appeals at stage one	Within 10 working days	A
Convene panels for second stage appeals and respond	Within 21 working days	B
Respond to applicants complaints in line with complaints procedure	100%	B

GENERAL

In conjunction with the Council will have:		
<ul style="list-style-type: none"> Revised application form to encompass common housing register requirements Follow IT project plan 	Within 3 months of commencement of contract	A
	To agreed time	A

		scale	
	<ul style="list-style-type: none"> Redesigned and produced application pack, and all associated media/forms to accommodate choice based lettings scheme in conjunction with Council and key stakeholders 	By Go-live date of 1 st April 2009	A
	<ul style="list-style-type: none"> To produce a quarterly newsletter with information regarding stock availability, turnover, letting levels 	Within 2 months of commencement of contract	B
	<ul style="list-style-type: none"> To have a website capable of providing downloadable applications, contact to be made with contractor and basic information in key languages 	Within 1 month of contract commencement	A
	Required level of achievement		
	Be achieving operational performance targets as agreed in:		
	Targets classified as 'A'	95%	
	Targets classified as 'B'	90%	
	To achieve satisfactory satisfaction levels, measured in line with the Councils surveys, in excess of;	80% in first year rising to 90% by year three of contract	