

Appendix 2 - Homeseeker Scheme 2023 Implementation Plan

Activity	Date	Comment
BMBC DMT Approval	12/12/2022	
Cabinet	08/02/2023	
Berneslai Homes Internal Review of Process and Process and Procedure Development – including service restructure	August 2022 – January 2023	Development of internal process to meet the broad themes of the policy review and / or align with best practice. Service restructure completed with go live Jan 2023 Can be completed prior to consultation and sign off of policy and adapted agile to meet any specific needs
IT System Changes	January 2023 – May 2023	System amends and building in test before creating new lists in live.
Communication Plan development and roll out	January 2023 – March 2023	Development of comms plan to commence after full council approval of policy
Soft review of existing applications in line with proposed new policy criteria	May 2023 – June 2023	No communication to customers at this point but will prepare groundwork for comms immediate post sign off subject to broad agreement with proposal
Customer Contact and comms. Band affected customers, advise of new and old bands and advice around rehousing	July 2023 – August 2023	At this point applicants will also be advised of the right of appeal against the new assessment in line with the 2023 Lettings Policy
Appeal Process – Band effected customers	July 2023 – August 2023	Timeframe will be determined from point decision communicated in line with policy criteria
Dual Assessment of New Housing Applications and Changes of Circumstance to Existing Applications	From Policy Sign off to Policy Go Live (assumed March – December 2023)	All new applicants assessed against the 2018 and 2023 policy criteria, advised of processes and date of any banding change (if applicable)
Band affected applicants – Mid implementation review	3 Months after initial rebranding decision made and 1 month before changes	Further contact with customers to remind of date banding change will occur and encourage them to actively look for rehousing before that time

Berneslai Homes Website Redesign	October 2022 – March 2023	Redesign of BH “front door” website to deliver information and functionality required to deliver on policy ambitions. Majority of work policy agnostic so can be completed prior to sign off
Assurance Framework development	March 2023 – June 2023	Development of assurance framework and policy success measures
Implementation go live	1 st December	
Implementation review	6 months and 12 months after go live	