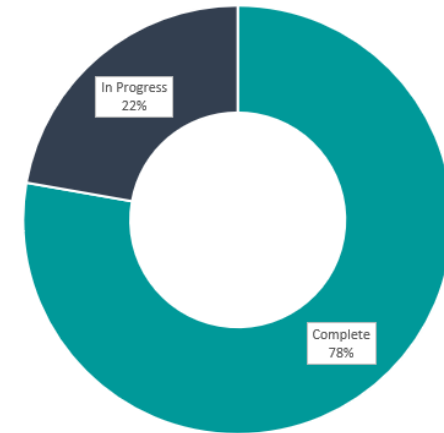


Scrutiny Recommendations – Internal Transfers Review Update – July 2024

Internal Transfers Review Overview

- Internal Transfer Review completed June 2022 with board approval September 2022
- 10 Recommendations made, 9 accepted, 1 partially accepted, and 1 not accepted
- 78% Recommendations completed, 22% recommendations in progress



Recommendation	Update
<p>13. Combine the internal transfer waiting list and the main waiting list as one. It is felt this is fairer and would remove the issue around no clear policy on which list to use when there is an allocation. The current points system would put internal transfer applicants at a disadvantage due to generally being more suitably housed than main waiting list applicants, therefore this needs to be considered when PFH combine the lists, potentially looking at average points to boost internal transfer applicants to match non-residents.</p>	<p>Update – July 2024 – Pending This recommendation is pending the go-live date of the new housing management system (Civica) estimated October 2024</p>
<p>15. A full review of existing internal transfer applications to be undertaken using the principles of recommendation 4 including checking circumstances, points, area choices and associated paperwork ensuring clear record keeping</p>	<p>Update – July 2024 – Pending This recommendation is pending the go-live date of the new housing management system (Civica) estimated October 2024</p>