

Number	HAST Ref.	HAST Recommendation	Adopt	Action	Lead officer	When by	Evidence	RAG
1	1.2	Publish a yearly progress report that breakdowns whole numbers of homelessness demand and sets a clear picture of the pressures that the Corporation is facing.	Yes	Track on spreadsheet or through Jigsaw	WN	31/03/2026	Subcommittee report scheduled for Q1-Q2	Not started
2	1.4	Evidence who your rough sleepers are, why they are rough sleeping and the geographical area that they have come from with the aim of sharing this information regionally to promote interventions that could reduce future rough sleepers by supporting them at an earlier stage (includes challenges from NRPF)	Yes	Rough sleeping team to track	KL	31/12/2025	Include in annual data review Subcommittee report for Q2	Not started
3	1.5	Evidence reasons for homelessness from those residents at risk of losing their home with the aim of reviewing how future targeted intervention work could support these residents at earlier stage going forward.	Yes	Track on spreadsheet or through Jigsaw	SCol	31/07/2025	Data report in Jigsaw	Not started
4	1.6	Evidence how service delivery or strategic thinking has changed because of lived experience learning	Yes	Service user feedback loop	SCol	31/12/2025	Jigsaw report	Not started
5	2.2	Review the triage calls to ensure that all applicants that are meeting the threshold for an assessment of their circumstances & needs (the first HCLIC trigger) are having that assessment carried out.	Yes	Call notes recorded on Jigsaw need to be routinely checked	SCol	31/07/2025	Call notes/stored call recordings	Ongoing - no issues
6	2.3	Consider formal management and officer training through accredited management courses and housing qualifications.	Yes	Push through WFDB	WN/ZD	31/03/2026	Training logs and WFDB minutes	Ongoing - no issues
7	2.5	Review PRS options with specific regard to reviewing existing schemes nationally and across London. This could also mean working with individual boroughs.	Yes	Already started - LBTH etc	WN	31/03/2026	PRS scheme	Ongoing - no issues
8	2.6	Consider team size when reviewing next steps in regard to increasing casework provision.	Yes	Underway	WN	31/03/2026	Team size and structure	Ongoing - no issues
9	3.3	Create personal development plans for all officers (including managers) to ensure relevant training & qualifications are identified	Yes	Dedicated learning and training offer through WFDB	WN/SCol/ZD	31/03/2026	People training offer updated	Not started
10	3.4	Review cases currently going straight into a relief duty. If family/friends eviction or end of PRS (and PO has not already expired) then a prevention duty is likely owed in the first instance.	Yes	Minor evolution of practice	SCol	31/03/2026		
11	4.2	Review the homelessness prevention work carried out by the allocations team to understand whether there is duplication with a view to a closer working relationship	Yes	Explore possibility of regular meeting and data sharing	MG/WN	30/09/2025	TBC	Ongoing - no issues
12	4.4	Consider introducing a yearly annual lettings plan which forecasts the lettings for the coming financial year and allocates them between competing housing demand groups	Yes	WN to be included in annual lettings plan	LG/WN	31/03/2026	Annual lettings plan	Ongoing - no issues
13	5.1	Consider purchase / or repurposing of existing socially owned stock for both self contained and shared temporary accommodation. This includes reviewing existing sheltered accommodation.	Yes	Pick up through asset management strategy (Housing)	LG/WN	31/03/2026	Asset Management Strategy	Ongoing - no issues
14	5.9	Ensure homelessness data is included with housing register data when determining need	Yes	WN to be included in annual lettings plan	LG/WN	31/03/2025	Annual lettings plan	Ongoing - no issues