

Task Sheet:	Local Housing Allowance Implementation
Number	Task Sheet LA01
Timeline	<i>Start July 07 – complete by April 08</i>
Purpose:	To assist the LAs in introducing a method of Implementation management that will guide them through a controlled, well-managed, visible set of activities to achieve successful implementation of LHA.
Composition:	<ul style="list-style-type: none"> ▪ Implementation Team Structure <ul style="list-style-type: none"> 1.1 You should appoint an experienced member of staff with overall responsibility for the implementation of LHA. Who is to be involved in the management of the implementation of LHA. 1.2 Define a structure for delegation, authority and communication. 1.3 Job Descriptions - details of responsibilities. 1.4 Role agreements have to be confirmed, eg both roles and responsibilities within the team must be defined to address the temporary nature of LHA implementation and to ensure that clear accountability can be assigned. 1.5 All parties must be clear on what the implementation is intended to achieve, why it is needed, how the outcome is to be achieved and what their responsibilities are. ▪ Liaison <ul style="list-style-type: none"> 1.6 What is needed in the run up to implementation? 1.7 Build relationships with 2WG and Pathfinders. Establish links with Pathfinder / Second Wave Group authorities. Contact details can be found on the DWP website at: http://www.dwp.gov.uk/housingbenefit/lha/pathfinder.asp http://www.dwp.gov.uk/housingbenefit/lha/2wg_contacts.asp

1.8 Link up with other LA's with the same software provider.

▪ Implementation Plan

1.9 Produce a Plan for Implementation to suit your LAs circumstances at the earliest opportunity

1.10 The plan will assist in:

- deciding how best to achieve targets
- the resources needed
- where problems / risks may occur and what mitigating measures could be put in place
- help the management team think ahead
- provides a yardstick against which progress can be measured
- knowing what is to be done

1.11 Regularly review progress against your plan and make necessary adjustments within agreed tolerances.

1.12 Keep all stakeholders (Heads of Service, Councillors etc) informed about the progress of the implementation plan.

▪ Contingencies

1.13 Produce a strategy that measures and assesses, provides an outline of decisions and measures to be taken if defined circumstances outside your control should occur.

▪ Communication strategy

1.14 Asses who;

- needs to know
- what do they need to know
- when do they need to know it
- develop plan to deliver above

- Quality
 - 1.15 Quality Assurance – ensure that all products receive the appropriate level of quality assurance.
 - 1.16 Develop plans to ensure that sufficient time is built in to undertake comprehensive checking by suitably trained staff.
 - 1.17 Maintain records to provide audit trail for assurance processes.
- Reviewing
 - 1.18 Planning and managing contingencies – you will often need to allow for unforeseen activities and regularly update the implementation plan to allow for these activities.
 - 1.19 Designated officer to do regularly check external events that could affect the plan – IT, stakeholders etc.
 - 1.20 Issue log - will show current status of all issues
- Risk Management
 - 1.21 Control and contain risks for successful implementation by producing a risk log. This will provide identification, estimation, impact evaluation and handling strategies for all risks to the project. Strategies could include:
 - Prevention – do it differently therefore removing the risk.
 - Reduction – treat the risk, take action to control it to reduce the severity of any adverse consequences.
 - Acceptance – tolerate the risk, there may be nothing that can be done or the risk is at an acceptable level.

The Risk Log should be developed and maintained during the life of the LHA implementation.

	<ul style="list-style-type: none"> ▪ Direction 1.22 Consider and define the reporting protocols, eg steering group, project board etc. 1.23 Consult on their assurance requirements, eg Highlight Report – regular progress feedback from LHA Team Leader. 1.24 Exception report – early warning of deviation from the plan, providing options for the way forward and a recommended option. 1.25 Checkpoint meetings
<p>Notes:</p>	<ul style="list-style-type: none"> • Each authority will differ in their approach to their implementation but reporting their highlight reports will assist with focusing their attention to areas of need.