

<b>Task Sheet:</b>	<b>Internal LA Organisation</b>
<b>Number</b>	<b>Task Sheet LA02</b>
<b>Timeline</b>	<b><i>Start July 07– complete by March 08</i></b>
<b>Purpose:</b>	To review and revise processes and procedures in light of the Local Housing Allowance implementation.
<b>Composition:</b>	<ul style="list-style-type: none"> <li>▪ Policy and Procedures <ul style="list-style-type: none"> <li>2.1 Funding – LA to determine how they are going to deal with the allocated budget.</li> <li>2.2 Final version of the DWP LHA Guidance Manual received and understood.</li> <li>2.3 Identify staff/resources to be involved in the LHA implementation.</li> <li>2.4 Nominate a member of staff who will take overall responsibility to manage all the activities required to implement LHA (see Task Sheet LA01).</li> <li>2.5 Nominate a single point of contact for LHA procedural and technical queries.</li> <li>2.6 Decide the approaches for customer enquiries and technical queries on the LHA scheme.</li> <li>2.7 Develop strong communications with the staff/team involved in the system/software procedures (see Task Sheet LA10).</li> <li>2.8 Engage with your fraud investigation team to ensure that they understand the implications of the LHA and direct payments to tenants.</li> <li>2.9 LA to consider how key areas of LHA will be implemented within the structure of the benefit department. For example, safeguards, system administration, arrears, payments to landlords.</li> </ul> </li> </ul>

	<p>2.10 Assess impact on current processes and procedures and communicate impact with key stakeholders well in advance (this can be done during your training sessions).</p> <p>2.11 Develop process maps as appropriate e.g Comino processes etc</p> <p>2.12 Consider potential impact on DHPs and associated activities.</p> <p>2.13 Consider necessary revisions to application forms at the start of the planning process.</p>
<p><b>Notes:</b></p>	<ul style="list-style-type: none"> <li>• There is considerable variation between LAs in relation to size, structure, IT software packages, process and procedures for receiving and assessing claims for HB/CTB. In view of this lead in times will vary from LA to LA.</li> </ul>