



Introduce mediation training to housing options staff to facilitate effective negotiation with excluders	Training budget	CBC (Housing Options)	31 st December 2025	
Introduce an appointment system to reduce delays between approach and assessment	Staffing resources	CBC (Housing Options, Customer Services)	31 st December 2025	
Ensure the Housing Allocation Scheme maximises opportunities for homelessness prevention	Staffing resources and capacity	CBC (Housing Needs)	31 st December 2026	

Develop an information booklet for household entering temporary accommodation to provide information and support for households	Led by the Local Community Network	Local Community Network	Funding to be committed by 31 st March 2025	
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