

Love Where You Live Action Plan

Date: 12.09.18

Summary

- The Action Plan sets out the actions needed to bring Love Where You Live to life.
- The aim is to complete each action by the end of the specified quarter. In the case of deployment or introduction of new policy and practice, that means the new approach should be up and running by the end of the designated quarter.
- A number of actions are being taken forward as part of other projects, including the Common Housing Register Action Plan which runs from September 2018 until the summer of 2019 and is the Council's response to the outcomes of the Common Housing Register Review undertaken in summer 2018.
- A number of actions are evolutions of work undertaken in the Universal Credit Action Plan, which runs until April 2019 as part of the Council's preparations for Full Service Universal Credit in Powys.
- A number of new Frameworks, Guidance Notes and Policies will be developed to support Love Where You Live. These are detailed below and referenced where appropriate within the Action Plan.

Love Where You Live – New Frameworks, Guidance and Policies	Love Where You Live – New Services
ASB Guidance Note	Caretaker Service
Garage Site Assessment Framework	Eyes Open
Gardening for Good	Financial Well-being Assessment
Intelligence and Engagement Assessment Framework	Fuel Poverty Awareness Programme
Places to Play	Furnishing Programme
	Grounds and Highways Maintenance – Local Service
	Highways to Work
	Peer Landlord
	Extended Personal Housing Plan
	Rainbow Homes
	Reward Programme
	Settling in Visits
	Tenancy Visit and Housing MoT

Understanding																
Stage	Key Milestones	Lead	2018/2019		2019/20				2020/21				2021/22			
			Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Analyse	Review – with TSP, Youth Services and Communications Team - all current engagement and consultation ¹	Mel														
Plan	Develop and agree a new Housing Services Service Standard.	SMT														
	Use an understanding of best practice and the outcome of the engagement review to identify and develop options to increase the effectiveness of engagement and intelligence gathering, including easy-to-access approaches to continually gain feedback on how our services are experienced ²	Mel														
	Develop an improved Understanding of Refusals of Housing Offers (CHR Action Plan)															
	Develop an improved Understanding of Tenancy Terminations (CHR Action Plan)															
Do	Pilot Tri-annual Tenancy Visit and Housing MoT ³															
	Introduce an improved understanding of Refusals of Housing Offers (CHR Action Plan)															

¹ Use 'Intelligence and Engagement Assessment Framework'

² Examples include Tell Us By Text, Customer Call-backs, Question of the Month

³ Tri-Annual Tenancy Visit and Housing MoT - to include a vulnerability assessment to identify and respond promptly to the support needs those who will need additional support to sustain their tenancy and encourage financial independence

	Introduce an improved understanding of Tenancy Terminations (CHR Action Plan)															
	Introduce agreed changes to our approach to engagement and gathering and using intelligence	Mel														
	Review and if positive, introduce for all tenancies Tri-annual Tenancy Visit and Housing MoT															
	Complete STAR Survey	Mel														
	Establish a dedicated resource to support, develop and manage intelligence gathering	Terry & Mel														
	Revise and amend management and performance indicators to focus on the client experience	SMT														

People																
Stage	Key Milestones	Lead	2018/2019		2019/20				2020/21				2021/22			
			Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Analyse	Consider and assess Reward Programme options for Powys															
	Consider and assess 'Highways to Work' scheme options for Powys (UC Action Plan)	Kirstie														
	Map current provision of benefit, debt and financial/money management advice and financial services in Powys (UC Action Plan)	Kirstie														
Plan	To shape tenancy management, develop the Personal Housing Plan to reach beyond the initial period of housing support (CHR Action Plan)	Helen														
	'Financial Well-being Assessment' being introduced for Universal Credit to be used for existing tenants who face financial disruption or difficulties matching income and expenditure (UC Action Plan)	Kelly and Ceri														
	Develop the Universal Credit triage assessment to include assessing other elements that may increase the risk of tenancy failure, reduce the ability of future tenants to make the most of their home as and to safeguard people against criminal exploitation (UC Action Plan)	Kirstie														
	Develop a framework (policy) to consistently deploy redecoration	Phil														

	options and resources in a way that supports tenancy sustainability															
	Develop the range of furnishing options to encourage recycling, self-help and schemes specifically targeted at first-time-tenants															
	Develop a comprehensive and locally sensitive range of 'Highways to Work' initiatives (UC Action Plan)	Kirstie Gallacher														
Do	Introduce more frequent 'settling in visits' for tenants who have been identified as being vulnerable and/or at risk of tenancy failure.															
	Train HMOOs, HPOOs and TSOs to be able to spot signs of fuel poverty and offer or signpost basic energy saving advice (including wiping debt from meters, accessing low-income tariffs and reducing energy needs)	Catrin Sneade														
	Deploy for all applicants for housing the revised Personal Housing Plan which reaches beyond the initial period of housing support (CHR Action Plan)															
	Deploy for all tenants who need it the 'Financial Well-being Assessment' being introduced for Universal Credit (Universal Credit Action Plan)															
	Deploy the revised triage assessment to include assessing other elements that may increase the risk of tenancy failure, reduce the ability of future tenants to make the most of their home as and to safeguard people against criminal exploitation															

	Introduce a comprehensive and locally sensitive range of 'Highways to Work' initiatives (Universal Credit Action Plan)	Kirstie Gallacher															
	Introduce decorating and furnishing policy changes																
	Introduce thirty-one direct debit due days (Universal Credit Action Plan)	Ed Jenkins															
	Income recovery process to be refined to include earlier contact, intervention, support and where needed rapid enforcement action on arrears (Universal Credit Action Plan)	Ed Jenkins															

Places																
Stage	Key Milestones	Lead	2018/2019		2019/20				2020/21				2021/22			
			Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Analyse	Understand HRA land Play Area status	Andy Thompson														
Plan	To be able to quickly respond to matters of concern, research and develop proposals for an Eyes Open policy for all who work on our estates															
	Plan how investment in play areas can be focused where it will most serve local needs and encourage collective community engagement ⁴	Andy Thompson														
	Develop capability to deal immediately with small works (e.g. litter, rubbish, footpath sweeping) and act as a quality control and prompter for grounds and highways maintenance ⁵	Kirstie Gallacher														
	Develop localised arrangements for grounds and highways maintenance on HRA land ⁶	Simon Inkson and Andy Thompson														
	Develop a strategic framework to determine the future of garage provision by the Council ⁷															
	Develop a Gardening for Good policy to encourage flourishing garden maintenance															

⁴ Use Play Area Strategy 'Places to Play'

⁵ Caretaker Service across Powys, able to intervene directly to resolve small problems and to call in rapid response for larger problems, to help develop relationships with residents.

⁶ Joint working group established June 2018 by Housing and Highways to develop proposals for dedicated grounds and highways Housing Maintenance Teams

⁷ Use 'Garage Site Assessment Framework'

	To give tenants choices and ownership, develop different colour pallets for external decoration 'Rainbow Homes'	Phil and Roger														
	Develop a quicker ASB response ⁸															
Do	Introduce an Eyes Open policy backed up by increased estate based HMOO activity															
	Introduce localised arrangements for grounds and highways maintenance on HRA land	Simon Inkson and Andy Thompson														
	Deliver Estate Action Plans (EAPs) to catalyse community engagement in improving neighbourhood ⁹	HMOTLs														
	Introduce HRA Play Area Strategy	HMTOLs														
	Implement the Garage Estate Strategy across Powys	HMTOLs														
	Introduce a Gardening for Good policy to encourage flourishing garden maintenance ¹⁰															
	Introduce a 'Most Improved Garden' competition															
	Introduce 'Rainbow Homes'															
	Introduce a quicker ASB Response															

⁸ Use 'ASB Guidance Note'

⁹ HMOTLs developing proposals autumn 2018 for 30 EAPs - 2018-2019 through 2020-2021 for delivery by 2021-22

¹⁰ Use 'Gardening for Good Framework'