



# Housing Improvement (TLO)

## Team Plan 2015/16

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Service Plan: Housing and Building Services

Date signed off: 31/07/2015

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## Team Overview – Housing Improvement (TLO)

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**Housing Improvement (TLO)** team undertakes a number of key roles for the Council. The team supports tenants and leaseholders through the process of homes improvement during major refurbishment work and acts as a point of contact to ensure that tenants and leaseholders have a quick resolution to issues they may be experiencing during improvement works.

### **The Team's broad functions are:**

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- To support tenants and leaseholder through the process of home improvement during major refurbishment works
- To act as a point of contact which ensures tenants and leaseholders have a quick resolution to issues they may be experiencing during improvement works
- To ensure the systems and process used in delivery of the work programmes are designed to provide be best possible resident experience
- To engage with communities and resident groups to identify preferences for property upgrades and area improvement schemes

## Our Contribution to Service Plan priorities 2014/15

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Our contribution to the Service Plan priorities last year:

- Continued to support WHQS delivery for tenants and leaseholders returning customer satisfaction returning high levels of satisfaction. A service standards document has been developed for tenants and internal customers of the service. This has enabled us to effectively communicate to customers what they can expect from us.(Service Objective 1)
- Introduced asbestos leaflet for tenants working through QDF forum with residents (Service Objective 1)
- Delivered tenants fun day to collate tenants views on the service and service improvement (Service Objective 2)

## Our Team Plan 2015/16

<b>Service Outcome 1:</b>		<b>Our customers have access to sustainable waste and recycling services.</b>						
<b>Objective 1:</b>		<b>To reduce municipal waste by increasing re-use, recycling, regulation and enforcement</b>						
<b>Ref.</b>	<b>During 2015-16 we plan to:</b>	<b>Success Criteria/ Outcomes we'll achieve from this action are:</b>	<b>High, Medium or Low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start date</b>	<b>Finish date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
HS/A078 H7	Deliver the Council House Improvement Programme to bring the housing stock to a modern internal standard and good structural condition and achieve the WHQS.	Achievement of WHQS.	High	Andrew Treweek	April 2015	March 2016 (work completion targeted to 2017)	Property Services team will manage the project. (Approximately 8 FTEs) With support from the Asset Team and Tenant Liaison Service (Approximately 6 FTEs).	Internal refurbishments largely completed. External commenced.
(HS/A078)	Continue to actively promote the Housing Improvement Programme, including the new external works programme.	Tenants' homes, communities and quality of life will be improved via these works.	High	TLO Team	September 2012	April 2017	TLO Team	Internal Works – Due to complete the main programme by December 2015. 30 full refusals recorded throughout the programme, and 330 'part refusals' recorded. This

								is due to many reasons including tenants installing their own components and health issues. External works – main work programme has started April 2015 due to be completed by April 2017
(HS/A078)	Continue to visit/telephone tenants on a regular basis, paying particular attention to vulnerable tenants in need	Ensure all tenants whose homes are undergoing improvement works are kept informed and have a point of contact if needed.	High	TLO Team	September 2012	April 2017	TLO Team	Has enabled TLO's to identify most vulnerable tenants, and ensure a point of contact is available at all times.
(HS/A078)	Continue to keep a record of regular visits and phone calls to each tenant, listing any issues encountered.	Provides staff with a 'diary of contact' in the case of any staff absence or complaints made.	High	TLO Team	September 2012	April 2017	TLO Team	Has enabled other members of the team to cover visits in the event of staff absence. Records have also been used to investigate complaints

								made. Records are then filed on the tenants housing file.
(HS/A078)	Develop a 'portfolio' of completed properties to use as encouragement when faced with refusals.	Reduce the amount of tenants who refuse the work.	Medium	Alyson Craggs to lead TLO Team	August 2014	On-going	TLO Team	Add to and update the existing portfolio as a useful tool to prevent refusals Create a new portfolio of external works.
(HS/A078)	Revisit any WHQS refusals at the end of the internal programme.	Reduce the amount of 'acceptable fails'. Ensures properties will meet the Welsh Housing Quality Standard.	High	TLO Team	September 2012	April 2017	TLO Team	Some revisits have taken place where tenants are now willing for works to be undertaken, therefore, reducing the amount of refusals. Some properties have also gone void since and had full WHQS upgrades as VOID works.
(HS/A078)	Continue to promote the 'whole house'	Reduce the amount of refusals and	High	TLO Team	September 2012	April 2017	TLO Team	Some properties

	approach to internal works, but offer single elements of WHQS works where appropriate	'acceptable fails'						have had the elements split due to a number of issues including old age, disability etc. The response has been positive from tenants as they have been given the choice, therefore, empowering them in relation to the works in their homes.
	Continue to take into account tenants needs within their homes at validation surveys	Ensure all tenants' needs are addressed in relation to WHQS works within their homes.	High	TLO Team	September 2012	April 2017	TLO Team	Continue to liaise with other services such as adaptations, Occupational Therapy and social services in order to provide a home that meets tenants' needs. Adaptations have been put in place, both major and minor from



								<p>TLO recognising needs. Care packages have been put in place and day services arranged. Few tenants have been put into respite by the TLO's for works to be carried out.</p> <p>We like to represent the council in every way we can and consider tenants needs constantly and try to eradicate any issues.</p> <p>Housing options have also been explored in the past with tenants such as 'Incentive to Move', Home Swapper and Homes4U.</p>
	Continue to carry out	Allow tenants to	High	TLO Team	September	April 2017	TLO Team	Referrals have

	TLO+ in order to signpost to appropriate agencies	continue to live independently in their homes			2012			been made to several agencies including Money Advice, Supporting people, CAB. Grants have been applied for and agreed to replace appliances such as a cooker.
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<b>Service Outcome 1:</b>		<b>Everyone has a home that they can afford that meets their needs.</b>						
<b>Objective 2:</b>		<b>To be a 'community investor' adopting a more than 'bricks and mortar' approach to service delivery.</b>						
<b>Ref.</b>	<b>During 2015-16 we plan to:</b>	<b>Success Criteria/ Outcomes we'll achieve from this action are:</b>	<b>High, Medium or Low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start date</b>	<b>Finish date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
	Actively promote tenant engagement opportunities, activities and resident groups to all tenants.	Tenants take advantage of the opportunities presented to them. Information and ideas are shared. Tenants are able to influence decisions and take part in what is happening. Increase participation and lower the average age of resident groups	High	TLO Team	September 2012	On-going	TLO Team	Several new tenants have come on board following positive experiences of working with our team and courses offered. One particular resident was invited to the Meet the Managers event by one of our team and they are now actively engaged with the resident group and QDF. Another new tenant now attends scrutiny.
	Continue to actively	Encourage consultation	High	TLO Team	September	On-	TLO Team	1. Very high

	<p>promote Housing Events to all tenants</p>	<p>with tenants, empowering them to have 'their say' on local issues and what improvements they would like within their communities</p>			<p>2012</p>	<p>going</p>		<p>attendance of over 600 tenants at the first annual Fun Day – Greenday FestiVale. TLO's were fully involved in the planning, organising and running of these events. Feedback has been excellent and response from tenants wanting to 'get involved' has been high.</p> <p>2. Next event is the Summer Event 2015 where again TLO's will actively promoting and involved in organising</p> <p>3. We have also run a consultation event with Williams Crescent and surrounding area's tenants and</p>
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								<p>leaseholders regarding external and environmental works.</p> <p>4. We are also arranging a Children's Site Safety Awareness and Consultation Event at Hathaway &amp; Stratford Green in June 2015 to raise safety awareness with children and gain feedback from residents on the finish.</p>
	Continue to work with framework contractors investing in the local community	Invest in and improve the local community.	High	TLO Team	September 2012	On-going	TLO Team	We identify projects where we think contractors can get involved and make a difference to the community.
	Continue to attend tenant/resident group meetings where invited	Allow tenants the opportunity to discuss any issues directly with a representative of Housing	High	TLO Team	September 2012	On-going	TLO Team	TLO's attend tenant/resident group meetings where invited. Issues are addressed immediately by the TLO with

								the contractor, and also any other Housing issues are addressed if possible.
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<b>Service Outcome 2:</b>		<b>Every customer is highly satisfied with the services we directly provide (Relates to non-housing services)</b>						
<b>Objective 7:</b>		<b>To deliver customer-focussed, cost-effective services.</b>						
<b>Ref.</b>	<b>During 2015-16 we plan to:</b>	<b>Success Criteria/ Outcomes we'll achieve from this action are:</b>	<b>High, Medium or Low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start date</b>	<b>Finish date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
	Continue to assist with the rehousing of Brecon Court tenants, working with Homes4U and the AHR.	Ensure all tenants are rehoused into adequate and affordable accommodation and are kept fully informed in regards to the redevelopment of Brecon Court	High	Lois Guthrie	October 2013	October 2016	Officer time	Out of 32 units 29 tenants have been rehoused leaving 3 remaining properties to liaise with in regards to moving.
	Update OHMS with any relevant information such as correct telephone numbers, next of kin etc whilst working with tenants	Ensures correct information is stored within OHMS to assist all staff within Housing	Medium	TLO Team	August 2014	On-going	TLO team	Information is input into OHMS on regular basis.
	Monitor TLO performance and service delivery	Senior TLO to monitor performance of TLO's via telephone feedback	High	Heather Powney	August 2014	On-going	In house	Properties picked at random and

		questionnaires to improve service delivery						tenants contacted and completed short survey over the phone.
(HS/A110)	Monitor KPI's in relation to tenant satisfaction and contractors performance.	Establish areas where contractors are not performing in relation to tenant satisfaction.	High	TLO Team	September 2012	On-going	TLO Team	KPI's are published quarterly and comparisons are made between the 5 WHQS contractors within Framework and QDF meetings.
	Continue to hold regular site meetings with individual contractors to discuss and address issues	To provide a seamless service to all tenants whose properties are undergoing WHQS works.	High	TLO Team	June 2013	On-going	TLO Team	Meeting are beneficial as it gives TLO's and HIS opportunity to discuss issues and programme of works with the contractor. Also helps with managing tenants expectations.
	Continue to liaise with responsive maintenance in regards to tenants homes	Provide a liaison service in regards to responsive maintenance as well as WHQS	High	TLO Team	September 2012	On-going	TLO Team	Tenants feel they have an 'inside contact' with the TLO.

