

# VALE of GLAMORGAN

## **Housing Improvement (TLO)**

### **Team Plan 2014/15**



# BRO MORGANNWG

Team Manager	Heather Powney
Service Plan	Housing and Building Services
Date signed off	
Signed off by	Hayley Selway

<b>Service Outcome 1:</b>	<i>Everyone has a home that they can afford that meets their needs.</i>
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<b>Objective 1:</b>	<i>To be an excellent landlord in terms of housing and asset management services</i>
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<b>Context for this objective:</b>	<i>The Tenant Liaison Team endeavour to provide a seamless service in regards to WHQS works to tenants homes and any other aspects of the housing service where possible.</i>
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<b>Ref.</b>	<b>During 2014-15 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 H7I	Continue to actively promote the Housing Improvement Programme.	Tenants' homes, communities and quality of life will be improved via these works.	High	TLO Team	September 2012	April 2017	TLO Team	No full refusals recorded throughout the programme. In the last quarter only 31 'part refusals' recorded. This can be due to many reasons including tenants installing own elements and health issues.
HS/A078 H7I	Continue to visit/telephone vulnerable tenants	Ensure all tenants whose homes are	High	TLO Team	September 2012	April 2017	TLO Team	Has enabled TLO's to identify most vulnerable

	on a daily basis and visit/telephone all other tenants every other day	undergoing improvement works are kept informed and have a point of contact if needed.						tenants and ensure a point of contact is available at all times.
HS/A078 H7I	Continue to keep a record of daily 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 H7I	Develop a 'portfolio' of completed properties to use as encouragement when faced with refusals.	Reduce the amount of tenants who refuse the work.	Medium	Georgia Thomas	August 2014	On-going	TLO Team	Due to a change of worktop choices, a new 'portfolio' is to be developed in order to use at validation surveys
HS/A078	Revisit any WHQS refusals after a 6	Reduce the amount of	High	TLO Team	September	April 2017	TLO Team	Some revisits have taken place

H7I	month period.	'acceptable fails'. Ensures properties will meet the Welsh Housing Quality Standard.			2012			where tenants are now willing for works to be undertaken therefore reducing amount of refusals.
HS/A078 H7I	Continue to promote the 'whole house' approach, but offer single elements of WHQS works where appropriate	Reduce the amount of refusals and 'acceptable fails'	High	TLO Team	September 2012	April 2017	TLO Team	Some properties have had the elements split due to a number of issues including old age, disability etc. The response has been positive from tenants as 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

								<p>social services in order to provide a home that meets tenants' needs. Adaptations have been put in place, both major and minor from 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. We like to represent the council in every way we can and consider tenants needs constantly and try to eradicate any issues. Housing options have also</p>
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								been explored with tenants such as 'Incentive to Move', Homeswapper and Homes4U.
	Continue to carry out TLO+ in order to signpost to appropriate agencies	Allow tenants to continue to live independently in their homes	High	TLO Team	September 2012	April 2017	TLO Team	Referrals have 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.

<b>Service Outcome 1:</b>	<i>Everyone has a home that they can afford that meets their needs.</i>
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<b>Objective 2:</b>	<i>To be a 'community investor' adopting a more than 'bricks and mortar' approach to service delivery</i>
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<b>Context for this objective:</b>	
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	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	High	TLO Team	September 2012	On-going	TLO Team	

		resident groups						
	Continue to actively promote Housing Events to all tenants	Encourage consultation with tenants, empowering them to have 'their say' on local issues and what improvements they would like within their communities	High	TLO Team	September 2012	On-going	TLO Team	Very high attendance of tenants at last two events; Halloween and Easter. 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. Next event is the Summer Event where again TLO's have been
	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	Last year one contractor raised over £6k for a local charity by holding a fundraising day, another to be held in July 2014.



								<p>Same contractor took part in 'Give &amp; Gain Day' where the rooms of a local children's respite centre were decorated.</p> <p>Another contractor has installed benches and flower boxes within their contract area.</p> <p>Another contractor held DIY classes for homeless clients within the Ty lolo Hostel. All contractors donated prizes towards the Halloween and Easter events.</p> <p>Frameworks contractors are also due to donate / give towards the summer event to be held in August</p>
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								2014.
	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.

<b>Service Outcome 2:</b>	<i>Every customer is highly satisfied with the services we directly provide</i>
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<b>Objective 7:</b>	<i>To deliver customer-focussed, cost-effective services</i>
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<b>Context for this objective:</b>	
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	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	Lois Guthrie	Out of 32 units 18 have been rehoused, 3 are in the process leaving 11 remaining properties to liaise with in regards to moving.
	Update OHMS with any relevant information such as correct telephone numbers, next of kin	Ensures correct information is stored within OHMS to assist all staff within	Medium	TLO Team	August 2014	On-going		Updates have happened sporadically but will now ensure all information

	etc whilst working with tenants	Housing						received is input into OHMS.
	Monitor TLO performance and service delivery	TLO Manger to monitor performance of TLO's via telephone feedback questionnaires to improve service delivery	High	Heather Powney	August 2014	On-going	In house	
	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 weekly 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. Mostly positive outcomes received from Maintenance Department.