

Appendix 2 – Revised Action Plan

THEME	TASK	TIMESCALE	TARGET/OUTCOME	RESP.	DELIVERY PARTNERS
CUSTOMER INSIGHT	1. Develop a Dashboard to help monitor the impact of Welfare Reform and measure indicators of Financial Exclusion	Aug 15	By monitoring different sets of data together with customer feedback , we can better prioritise resources and target interventions	Revenues& Benefits Programme Manager	Jobcentre Plus, Housing, Advice Sector
	2. Building on the triage tool used by the Welfare Reform Team	On-going	Continual improvement to triage process to ensure effective support is delivered to people affected by welfare reforms	Welfare Reform Manager	Internal
DEBT – Short Term	3. Monitor and evaluate commissioned advice contracts.	On-going	Ensure advice specification is being delivered.Learn from trends in advice work Use data to inform priority work area for 2016/17	R&B Programme Manager	Advice Sector, County Council
	4. Rents Team to trial Pay Plan for providing debt advice	Oct 15	Establish whether Pay Plan is an effective provider of debt advice for our customers	Rents Manager	Pay Plan
DEBT – Long Term	5. Use delivery of Universal Support to build a model for personal budgeting support, and consider options for delivery when Universal Credit (UC) rollout increases.	By Mar 15	Customers migrating to UC are able to manage the monthly payment without getting into rent arrears.	R&B Programme Manager	UC Project Team
	6. Develop an integrated approach to recovery of different Council debts	By Dec 15	To ensure all Council debts are considered when making payment arrangements and to ensure customers are referred for debt advice and budgeting support where appropriate. Work towards providing a single view of customer debts.	R&B Service Manager	N/A
	7. Consider the Council's strategic approach to credit unions in light of the recommendations in the independent report	Review completed by Jun 15	Agree approach	R&B Programme Manager	Oxfordshire Credit Union, Blackbird Leys Credit Union
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	8. Support customers without bank accounts to access basic banking services	By Oct 15	Reduce number of unbanked residents Increase % of payments made in respect of Council services by DD and BACS transfer.	R&B Programme Manager	Head of Finance, Barclays
	9. Establishment a citywide Financial Inclusion(FI) Partnership	By Jul 15	Work with partners in the most effective way to ensure Financial Inclusion issues are effectively tackled. Agree citywide objectives and measures for FI	R&B Programme Manager	Various
	11. Investigate why sanctions in Oxford are significantly above the national average, and agree an action plan to reduce them.	Dec15	Reduce the number of sanctions issued in Oxford.	R & B Programme Manager	JCP
INCOME – Short Term	12. Develop training package so relevant staff can identify people at risk of financial exclusion, and deal with them in a consistent manner.	By Jan 16	Customers correctly referred for internal or external support. Data gathered on extent of financial exclusion	R&B Programme Manager	NA
INCOME – Long Term	13. Extend Direct Payments to all existing, and any new tenants.	Plan in place by May 15	Prepare tenants and the Council for introduction of UC, and identify tenants likely to be excluded from the direct payment element of UC. Identify support needs and refer appropriately.	Rents Manager	Advice Sector Local banks Community Housing
	14. Deliver a program of energy education, with a focus on more vulnerable residents, and making use of tenant champions.	Program to be agreed by June 15	Residents are informed about energy saving and receive budgeting support where required including help to find the best energy tariffs.	Head of Housing & Property	Tenants
	15. All Council tenants to receive a home energy visit	June 15 to April 17	Buildings to be assessed for energy efficiency improvements and tenants to be offered advice on energy saving and referred for advice on debt and/or their energy bills.	Head of Housing & Property	Advice Sector
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	16. Sign up to The Rental Exchange following consultation with tenants.	Oct 15	Council Tenants are able to establish a credit record on the basis of timely payment of their rent.	Rents Manager	Experian, Tenancy Involvement

HOUSING – Short Term	17. Energy Strategy and Action Plan to be agreed at CEB, aligned with Members Briefing	July 15	Relevant actions to be incorporated in FIS Action Plan when agreed.	Head of Planning & Enforcement	Internal only
	18. Pilot use of conditionality in awarding top--up payments to Home Choice customers.	Sep 15 to Aug 16	Test whether this approach enables Home Choice customers to live independently without the need for further Council support.	Revenues & Benefits Programme Manager Head of Housing & Property	Various to provide debt advice and employment support
	19. Work with community groups to carry out building checks and other support, on properties using the Oxford Fuel Poverty Indicator to prioritise	From Jul 15 to Mar 16	Develop a robust data set of the energy efficiency of buildings across the city and use this data to focus funding for improvements and financial support.	Executive Director for Community Services	Low Carbon community groups
HOUSING – Long Term	20. Excess Cold enforcement to be carried out against landlords of properties with EPC ratings of F or G	From Jul 15 to Mar 16	Improve energy efficiency of private rented stock	Head of Planning & Enforcement	Private Rented landlords
	21. Help people affected by the Bedroom Tax in Council stock downsize	On-going to Jun 16	Reduce the number of people who have their Housing Support reduced by the Bedroom Tax	Landlord Services Manager	n/a
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	22. Carry out programme of improvements to Council stock, including cavity wall insulations, external wall insulations and program of loft insulation and boiler replacement	Mar 16 for first phase	Achieve minimum SAP (Standard Assessment Procedure) of 69 (equivalent of EPC level C) and an average of 72 across Council stock, improving energy efficiency and reducing bills and/or under heating	Head of Housing & Property	n/a

	23. Explore a common approach across agencies to identify priority groups, underpinned by data sharing & Develop the "Oxford offer"	Feb 15 to Mar 16	Ensure a more consistent approach is taken in dealing with people affected by welfare reform across different organisations.	Welfare Reform Manager	Various
SKILLS – Short Term	24. Support customers to access digital services, particularly those migrating to Universal Credit	By Sep 15	Customers are supported to access online services.	R&B Programme Manager	Library Services
	25. Explore the scope to work with adult education providers City College to provide short, focused training as part of the offer to residents	June 14 to June 15	Ensure people affected by welfare reforms have the necessary skills to allow them to find work locally	Welfare Reform manager	City of Oxford College, EMBS, WEA
	26. Work through communities and local services to engage those further from support	On-going	Explore whether community champions and peer support can be used effectively to support people affected by Welfare Reforms	Welfare Reform manager	Communities& Neighbourhoods Team
	27. Use the Delivery Partnership Agreement to explore options for supporting recipients of UC.	Jan 15 to Mar 16	Use the Delivery Partnership Agreement to test how different needs can be delivered by working together with local providers	R&B Programme Manager	Various, including the Social Housing Sector
	28. Build on 'Benefits in Practice' to reach those with health conditions and disabled people	Jan 15 to Jun 15	Improve access to the Welfare Reform team for harder to reach customers	Welfare Reform Manager	Health Improvement Board
SKILLS – Long Term	TASK	TIMESCALE	TARGET/OUTCOME	RESPONSIBILITY	DELIVERY PARTNERS
	29. Ensure effective bids are made for Labour Market funding which has been devolved to the LEP. Consider opportunities for active Council involvement in these bids.	Sep 15 to Dec 15	Effective medium to long term programmes are established to support those furthest from the labour market into work, and to support key groups into work (over 50's, single parents, young people)	R&B Programme Manager	Various including JCP, Thriving Families, Aspire
	30. Evaluate European Social Fund project.	Jul 15 to Sep 15	Learning from the project and the partnership legacy are incorporated into business as usual processes.	Welfare Reform Manager	N/A

	31. Support NEET prevention work through the Business in the Community programme	Sep 15 to Jul 16	Increase awareness of apprenticeships and vocational career pathways in schools. Coaching and mentoring to support pupils as they transition through school.	Head of Community Services, Youth Ambition, Positive Futures	Local Schools BITC
	32. Provide study space and access to the internet in community owned spaces.	Sep 15 to Feb 16	Limit the impact of overcrowding and/or digital exclusion on educational achievement.	Housing Service Development Officer	Various

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