

Appendix 4

Hinckley and Bosworth Borough Council

Cost of Living Action Plan 2022

THEME/CONCERN		ACTIONS
1. FOOD Being able to feed household	1.1.	Ensure all relevant front-line officers have access to online food vouchers/food bank, ensuring that HBBC officers and foodbank volunteers have up to date information of where to sign post people for additional support
	1.2.	Work with Feed the Hungry and the Rural Communities Council to inform the pilot of the Mobile food hub, ensuring reach in rural areas and supported by information of where to sign post people for additional support/supported by outreach provision.
	1.3.	Ensure all relevant frontline officer are aware of the Community Kitchen, and other voluntary & community provision (including HBBC Community Houses cooking lessons etc.) across the Borough and the criteria for accessing and referral route
	1.4.	Promote and profile all relevant information and campaigns that help the community to reduce food waste, buying well on a budget, meals for £25 etc.
	1.5.	Develop an online Directory of support re Food: access to, shopping well, eat well on a budget, etc.
	1.6.	Delivery of money management and budgeting workshops, align with ongoing Tenants workshops
	1.7.	Identify and work with local businesses to enhance delivery of community pay back provision including funding donations via an agreement delivery model
	1.8.	Ensure all relevant frontline officers are aware of and understand how to make a referral to the LCC Housing Support Grant Fund
	1.9.	Ensure access to range of support and provision offered via Citizens Advice re debt management, budgeting, money management, Jam Jar accounting, etc
	1.10.	Ensure timely referral to Welfare Officer to explore options and access to relevant support

2. FUEL Being able to heat home, use utilities, travel by car	2.1.	Identify and secure suitable venues that could provide a warm space within communities over the winter months. Explore options in relation to the provision of other free facilities, e.g. access to bathing/showers - Leisure Centre, Salvation Army
	2.2.	Introduction of a HBBC Voucher Scheme to support emergency situations
	2.3.	Development of an easy to understand and implement Directory of information, advice and guidance re energy savings measures e.g. energy saving light bulbs, insulation, alternative fuel options/cheaper fuel tariffs and how to switch provider, how to reduce energy bills, heating just one room, availability of Grants, reducing drafts
	2.4.	Ensure timely referral to Welfare Officer to explore options and access to relevant support
3. HOUSING Being unable to pay rent, mortgage, risk of eviction	3.1.	Develop local model of delivery to enable maximisation of access to HBBC Discretionary Housing Provision fund e.g. to secure private lettings
	3.2.	Set out clear processes and pathways for those seeking housing support, to ensure all relevant officers across service areas, undertake a consistent and comprehensive approach to support, and improve customer journey and outcome
	3.3.	Ensure new tenancy training is shared with all relevant officers, to include a multi tenure video to be accessed online, giving greater access and understanding of expectations of Tenants and officers
	3.4.	To introduce the provision of a Welfare check, in order to assess and support maximisation of income prior to making an eviction
	3.5.	Strength of our own policy/procedures for repeats and support re vulnerability
	3.6.	Utilise prevention pot to pay rent due to cost of living not just rent in advance
	3.7.	Raise awareness of what RPs can offer their tenants
	3.8.	Development and introduction of an under occupancy incentive
	3.9.	Encourage and enable shared housing/lodging
	3.10.	Delivery of money management and budgeting workshops, align with ongoing tenants workshops
	3.11.	Ensure timely referral to Welfare Officer to explore options and access to relevant support

4. FINANCES Ensuring maximisation of income, prevention of falling into spiralling debt	4.1.	Development of an easy to understand and implement Directory of support, to enable more to access advice and implement self help
	4.2.	Ongoing promotion of offer via Clockwise Credit Union i.e. access to affordable and ethical loans and savings
	4.3.	Ensure access to range of support and provision offered via Citizens Advice re debt management, budgeting, money management, Jam Jar accounting, etc
	4.4.	Promotion of free activities, events, interventions, health and wellbeing activities, etc that can be accessed for children and families
	4.5.	Delivery of money management and budgeting workshops, align with ongoing Tenants workshops
	4.6.	Ensure timely referral to Welfare Officer to explore options and access to relevant support
5. COMMUNICATION AND ENGAGEMENT Ensuring residents are aware of and can access available provision	5.1.	Development and delivery of a Residents Event, in conjunction with key partners, to raise awareness of offer and how to access. Market Place style event, informative and interactive, concise, easy to understand take away information. Opportunity to capture Voice of the Community on barriers/challenges to accessing support, to further inform action plan and delivery plan.
	5.2.	Development of a comprehensive guide for HBBC frontline officers, of universal and targeted offer, key pathways, referral routes, etc.
	5.3.	Development of easy to understand, bite size information cards for residents regarding the offer, and how to access this support
	5.4.	Development and delivery of an ongoing promotion campaign with Communication Team to continually profile the offer, evolving offer for the benefit of both residents and employees, utilising all forms of media i.e. website, Facebook, Twitter, BB, staff newsletter, etc.