

## Appendix C – Park Homes in Central Bedfordshire – A unique environment and place to live 2015-2020 - Action Plan

Key Actions	Lead	To be Started by	To be Completed by	Resources Needed	Measurable Outcomes
<p><b>Priority one: To develop the park home environment into lifetime neighbourhoods where people can live independently in their home for as long as they wish to</b></p>					
Explore with park owners opportunities for developing park homes sites into lifetime neighbourhoods	Housing Solutions - Technical Officer (Park Homes)	1st March 2016	1st December 2016	Assistance from other teams within the Council and “Buy in” from site owners through workshops etc	An Options paper on developing park home sites into lifetime neighbourhoods with aspects relating to sites in general in addition to site specific opportunities.
Targeted prevention work with park homes residents to help prevent care needs from developing.	Housing Solutions - Technical Officer (Park Homes)	1st January 2016	Prevention plan by 1st March 2016; Prevention work ongoing thereafter	Assistance from CBC Adult Social Care, Public Health etc	Prevention plan and subsequently a reduction in the proportion of residents developing care needs in the targeted areas.
Engage with the voluntary sector to ensure park home residents are aware of and able to	Housing Solutions - Technical Officer (Park Homes)	1st December 2015	Engagement plan by 1st January 2016; All identified voluntary sectors organisations	Assistance from CBC SCH&H Commissioning and “Buy in” from voluntary sector	Suitable information available leading to increased awareness and access to wider

access support in the wider community to help prevent social isolation, such a village care schemes.			engaged by 1st March 2016	organisations	community help by residents
<b>Priority two: To develop and provide good quality, accessible information for park homes residents.</b>					
Expansion of existing service standards to include links to complaint procedure	Housing Solutions - Technical Support Officer	1 <sup>st</sup> October 2015	1 <sup>st</sup> January 2016	Officer time	Updated service standards
Promotion of a dedicated helpline for park home site owners and residents	Housing Solutions - Technical Officer (Park Homes)	1 <sup>st</sup> April 2015	1 <sup>st</sup> May 2015	Officer time, publicity material, and space in publications	Increased customer satisfaction scores
Providing existing park homes factsheets in council office receptions, libraries, community centres, on the council website,	Housing Solutions - Technical Officer (Park Homes)	1 <sup>st</sup> April 2015	1 <sup>st</sup> August 2015	Officer time and printing costs	Availability of factsheets

and via residents associations					
Developing new park homes factsheets for areas not already covered and providing them in council office receptions, libraries, community centres, on the council website, and via residents associations	Housing Solutions - Technical Officer (Park Homes)	1 <sup>st</sup> June 2015	1 <sup>st</sup> October 2015	Officer time, branding and printing costs	Availability of factsheets
Providing park homes frequently asked questions on the council website	Housing Solutions - Technical Officer (Park Homes)	1 <sup>st</sup> May 2015	1 <sup>st</sup> August 2015	Officer time	Availability of frequently asked questions
Providing relevant strategies and policies on the council website	Housing Solutions - Technical Officer (Park Homes)	1 <sup>st</sup> April 2015	1 <sup>st</sup> June 2015	Officer time	Availability of strategies and policies
Providing an on-line public register of park home site licences and site rules	Housing Solutions - Technical Support Officer & Technical Officer (Park Homes)	1 <sup>st</sup> December 2014	1 <sup>st</sup> February 2015	Officer time	Availability of on-line register
Providing clearer information on park	Housing Solutions - Technical Officer	1 <sup>st</sup> April 2015	1 <sup>st</sup> May 2015	Officer time	Clearer fee information on

home fees on the council website	(Park Homes)				website
Publishing grant and loan assistance factsheets on the CBC park homes webpage	Housing Solutions - Technical Officer (Park Homes)	1 <sup>st</sup> April 2015	1 <sup>st</sup> May 2015	Officer time	Availability of grant and loan assistance factsheets on park homes webpage
Publishing a list of contractors and legal firms able to specialise in park homes on the council website	Housing Solutions - Technical Officer (Park Homes)	1 <sup>st</sup> September 2015	1 <sup>st</sup> December 2015	Officer time	List of specialist contractors and legal firms on the council website
Review of the renewal policy to consider additional financial assistance in relation to park homes/sites	Housing Solutions - Locality Manager (North)	1 <sup>st</sup> June 2015	1 <sup>st</sup> April 2016	Manager time, and additional monies in the Housing Solutions discretionary capital budget	Reviewed/amended policy
<b>Priority three action plan: To improve the experience of residents living in park homes</b>					
Promoting community bulk oil buying schemes to park home residents	Housing Solutions - Affordable Warmth Officer	1st June 2015	1st September 2015	Officer time, publicity material, and space in publications	An increase in the number of schemes and/or residents taking part
Investigating the viability of district heating systems for	Housing Solutions - Technical Officer (Park Homes)	1st August 2015	1st December 2015	Officer time	A feasibility report

park home sites					
Liaising with National Grid on the possibility of extending the mains gas network to “off gas” park home sites.	Housing Solutions - Technical Officer (Park Homes)	1st August 2015	1st December 2015	Officer time	A feasibility report
Promoting external wall insulation (EWI) to park home residents	Housing Solutions - Technical Officer (Park Homes)	1st April 2015	1st October 2015	Officer time, publicity material, and space in publications	An increase in enquiries from park home residents about EWI and installations.
Developing a Memorandum of Understanding (MOU) with the Fire and Rescue Service on fire safety on park home sites	Housing Solutions - Technical Officer (Park Homes)	1st December 2015	1st April 2016	Officer time and FRS resource	Signed MOU
<p>Priority four: To provide more opportunities for residents to become involved and to strengthen the development of the park homes communities</p>					
Hold regular stakeholder events	Housing Solutions - Technical Officer (Park Homes)	Annually from January 2015	N/A	Officer time, venue and speakers	Completed event evaluation forms
Devise and implement a plan	Housing Solutions - Technical Officer	1st June 2015	1st November 2015	Officer time	An increase in the number of residents

for assisting with the formation of residents associations	(Park Homes)				associations in Central Bedfordshire
Explore issues that can lead to social isolation. This includes rural transport issues and potential solutions provided by the council, voluntary sector and local communities.	Head of Housing Solutions	1st March 2016	1st December 2016	Other staff and teams within the Council including Highways & Transport and SCH&H Commissioning	Options paper on tackling Social Isolation