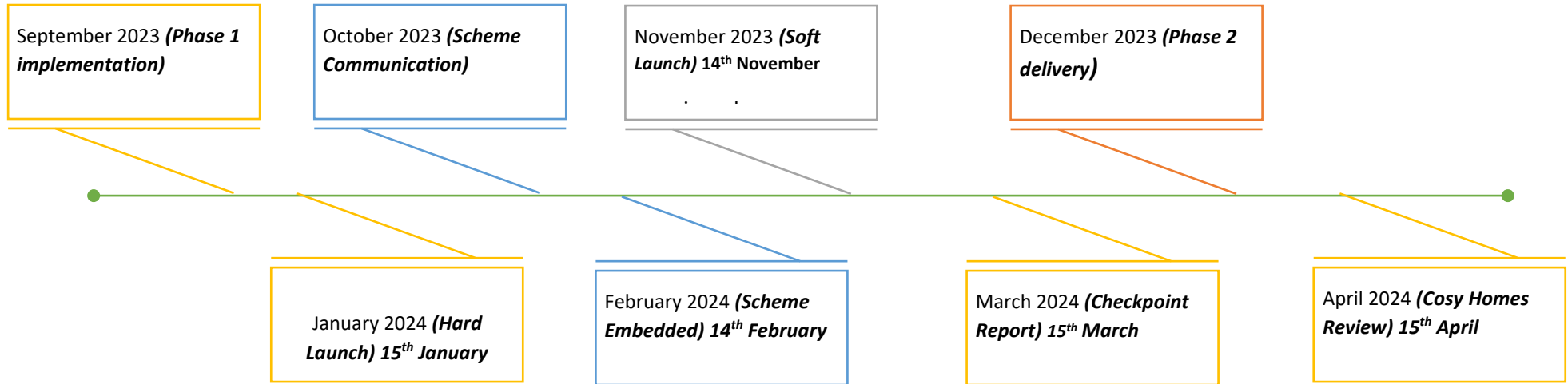




14.1 Appendix A: Timeline for Mid Suffolk Cosy Homes

Timeline Overview





14.1 Appendix A: Timeline for Mid Suffolk Cosy Homes

Detailed Timeline Cosy Homes:

September 2023 (<i>Phase 1 implementation</i>)	October 2023 (<i>Scheme Communication</i>)	November 2023 (<i>Soft Launch</i>) - 14 th November	December 2023 (<i>Phase 2 delivery</i>)
<ul style="list-style-type: none"> • Working Group of officers and Portfolio Holder Housing and Property to design scheme, set the criteria and eligibility requirements. • Agreed the scope of the insulation works and average spend per property. • Aran Insulation identified as the contractor to help deliver on the insulation works • Meeting with communications to develop brand, including logo and communications plan 	<ul style="list-style-type: none"> • Branding developed scheme is now Mid Suffolk Cosy Homes • Communications plan developed <ul style="list-style-type: none"> ○ Posters for events and for issue to Parish Councils / Councillors ○ Communicate scheme to all Parish Councils ○ Village Magazines – can MSDC put monthly press release / advert in the various town /village magazines or decide how we do this ○ Village Facebook sites – can MSDC create a logo / simple text together so Councillors can post on the town / village Facebook sites ○ Database from previous applicants to Warm Homes Suffolk or other sources that we could mail out to? • Draft press release • Web Content created • Email address created • Online application form developed and currently being tested 	<ul style="list-style-type: none"> • Briefing paper to Cabinet • 14th November soft launch, awareness campaign <ul style="list-style-type: none"> ○ Online form goes live ○ Web page goes live ○ Regular Social media content ○ Application verification starts ○ Aran Insulation – will be able to start accepting referral for Cosy Homes (<i>depending on when contract goes live</i>) 	<ul style="list-style-type: none"> • First contract monitoring meeting with Aran Insulation monthly. • First applications to Cosy Homes in process of insulation work starting (this is depending on works required and Aran Insulation existing working availability. • Day to day contract management. • Data insights from applications <ul style="list-style-type: none"> ○ Number of applications ○ Average payments being made through scheme ○ Type if insulations being agreed ○ Length of time from start to work completed ○ Insight into the residents that are using the scheme ○ % increase of homes that are now EPC C standard. ○ Potential cost saving for residents once the insulation works have been completed





14.1 Appendix A: Timeline for Mid Suffolk Cosy Homes

	<ul style="list-style-type: none"> Finalise operational details of Cosy Homes along with process maps for referrals process, including roles and responsibility. Contract monitoring of Aran Insulation <ul style="list-style-type: none"> Aran Insulation to provide timescales for the delivery of the scheme and overview of how they will operate the scheme once they receive a verified application. Complaints process agreed with Arans KPIs, Quality assurance framework developed Contract monitoring of Aran Insulation 		
January 2024 (Hard Launch) – 15 th January	February 2024 (Scheme Embedded) – 14 th February	March 2024 (Checkpoint Report) 15 th March	April 2024 (Cosy Homes Review) 15 th April
<ul style="list-style-type: none"> Create a forecast the spend of the Cosy Homes Fund <ul style="list-style-type: none"> Based on the 30 applications being processed and works completed in the first few months along with average spend per property (This will be dependent on Aran Insulation capacity) Monthly progress reports 	<ul style="list-style-type: none"> Cosy Homes Scheme embedded 	<ul style="list-style-type: none"> Checkpoint report <ul style="list-style-type: none"> Overview on Cosy Homes Scheme reach and impact Complaints and compliments Effectiveness of contract monitoring 	<ul style="list-style-type: none"> 6-month Review of Cosy Homes <ul style="list-style-type: none"> How many applications have been accepted on the scheme What has gone well What has not gone well and how it can improved Case Studies Good practice exemplars Lessons learnt





14.1 Appendix A: Timeline for Mid Suffolk Cosy Homes

<ul style="list-style-type: none">○ Start collecting case studies• Potential for Photo opportunities with residents benefiting from scheme.			
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