

Future home improvement agencies in England

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Foundations



Today's presentation

- Profile of HIA services in England
- Comparisons between agencies in Scotland and England
- Policy drivers
- Financing
- The Future HIA project
- Responding to the challenges ahead



Foundations

- The national body for home improvement agencies in England
 - Supports sector development
 - Monitors and reports on national policy issues
 - Promotes the sector to government and other stakeholders
 - Training, skills development and networking opportunities for HIA staff and commissioners



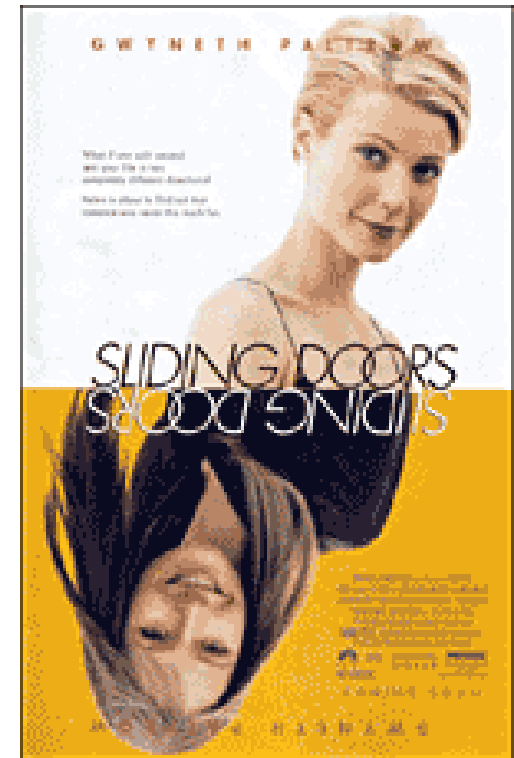
State of the sector in England

- Over 90% local authority coverage in England
- 240,000 enquires dealt with last year
- £33million new handyman funding from April 09
- HIAs given prominent role in *Lifetime Homes*, *Lifetime Neighbourhoods*, the government strategy for housing in an ageing society –
“the ‘hub’ around which vulnerable clients exercise choice about their home environment”



Comparing Scotland and England

- A parallel universe for agencies?
- The “Sliding Doors” moments:
 - Decision to include HIAs in Supporting People
 - The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002



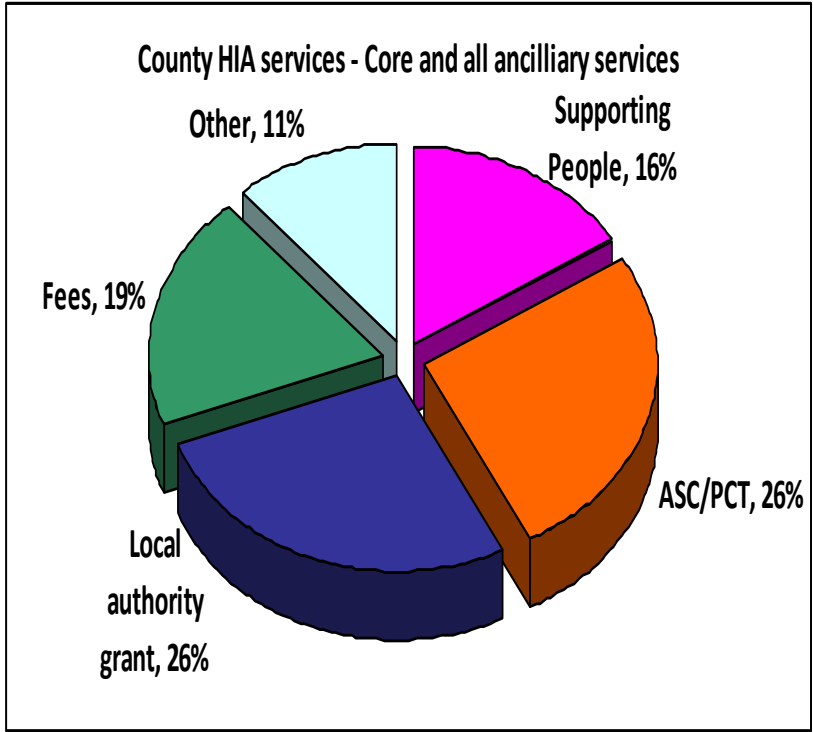
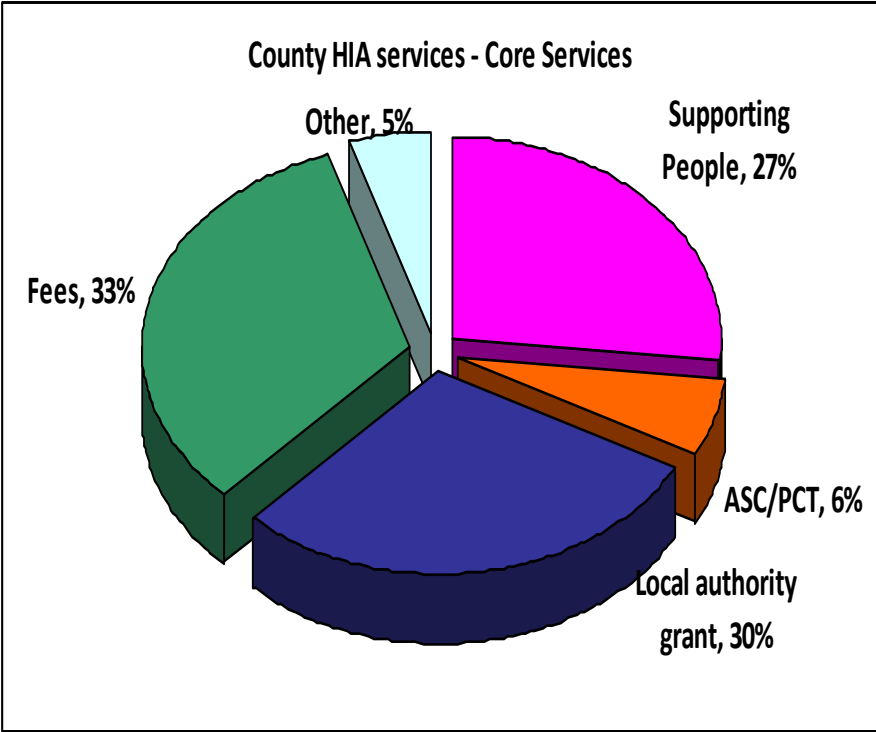
Supporting People for HIAs

- Change from grant to contract culture
- Competitive tendering for services
- Quality assessment
- Multiple funding sources but some good examples of joint commissioning between housing and health
- Local needs assessment to inform the development and delivery of services

Policy framework for HIAs in England

- “New” localism
- Local Area Agreements and National Indicators
- Comprehensive Area Assessment
- End of ring-fence for Supporting People
- Personalisation of social care
- Prevention and early intervention

Funding for HIAs



The Future HIA project

- Sets out the broad agenda for evolution of the sector
- Provides examples of best practice from within the sector and outside it
- Five project reports
 - » Support for Choice
 - » Funding for repairs and adaptations
 - » Handyperson services
 - » Connecting with health and care
 - » Major adaptations



Support for choice...

...is about helping the person to exercise their choice by:

- Listening to them, hearing their aspirations and understanding their circumstances
- Offering a range of solutions that might be delivered by the same agency or by others
- Working with the person to ensure that their chosen solution becomes a reality



Service innovation

- Advice and support covering on a full range of housing options, not just “staying put”
- Forming part of “hub” services for older people tackling health, care, leisure, welfare, rights and housing issues
- Independent advocacy and care brokerage



Holistic housing options service - case study

Housing Options for Older People across Dorset

- Information, advice and advocacy to people considering moving home
- 20% of clients decide to move following intervention
- All issues explored including benefits, social care needs, isolation, and access to other services
- Practical help with moving, including accompanying client to viewings, booking removal van, meter readings, redirecting post, dealing with estate agents (!)

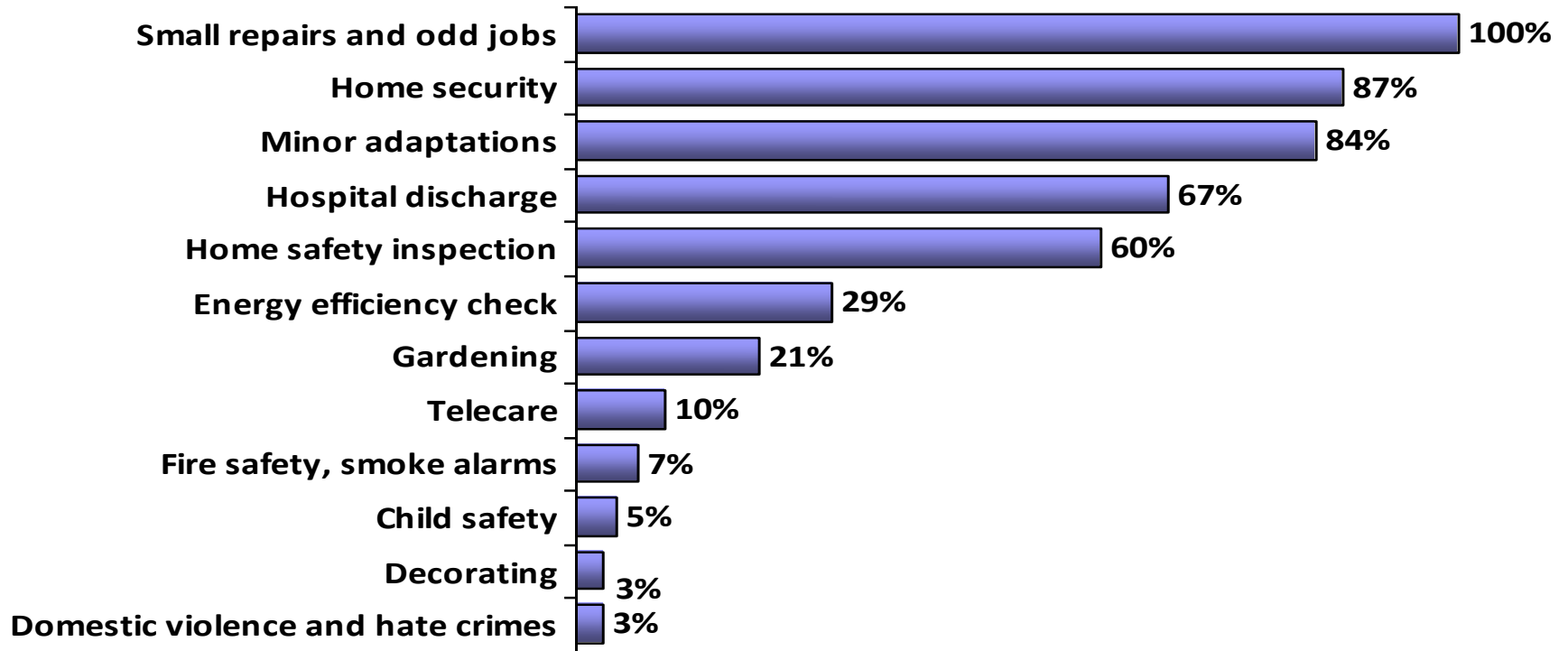


Handyperson services

- Straightforward services which can deliver across multiple agendas and attract funding from several sources
- Skilled workforce, e.g. trained to assess for, as well as fit, minor adaptations
- Trigger identification – knowing how to respond to alarm bells when visiting client
- A ‘foot in the door’ which forms part of a joined-up approach to service delivery
- A new sector within the HIA sector?



What do handyperson services do?



Connecting with health and care

- Evidence of the value of HIA interventions
- Early intervention maximises the impact of upstream preventative actions by reaching people before they suffer a crisis
- Requires pro-active rather than reactive targeting
 - Scientific approach – predictive modelling
 - Non-scientific approach – age, medical history

Case study

Navigator Service in East Sussex

- Case-finding methodology using health data
- High risk/ complex needs clients visited and assessed by community matrons or specialist health and care services
- At risk (but no immediate need) - visited and advised by Anchor Staying Put Wealdon and Lewes



The way ahead

- Local needs
- Networking
- Enterprise
- Marketing
- Evidence of the benefits

