



Annual Review

2003–2004

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Director's Introduction



Welcome to our Annual Review for 2003/04, the first year of Supporting People, and another eventful year for Foundations and the HIA sector.

Expansion of the HIA Sector

The year began with the Housing Minister's announcement on May 6th 2003, setting out the Government's policy for HIAs. Tony McNulty recognised the need to make HIA services available more widely in order to realise the sector's potential to make significant contributions to the delivery of health and regeneration objectives. He expressed the Government's wish to see considerable geographical expansion of HIA services, and accepted Foundations' recommendations for future structural

and commissioning models. This policy was supported by additional funding from the ODPM, and new funding from Department of Health – an additional £14.7m over 3 years; and funding to support a HIA Development Support Team within Foundations.

A Quality Mark for HIAs

Recognising the unique nature of HIA services within Supporting People, the ODPM supported our proposal for a HIA-specific Quality Assessment Framework (QAF), which we developed and piloted in 2002/03. We were delighted in the summer of 2003, when they also agreed to support a Quality Mark for HIAs, administered by the National Coordinating Body, and offering a passport through the Quality element of SP Service Reviews. Claire Cooper at the ODPM presented the first Quality Mark to Janet Geering, at Moat Care and Repair, Rother at our Annual Conference in November 2003; and by the end of 2003/04, our Quality Mark Team had awarded 21 Quality Marks endorsed by the ODPM. Appreciation of the Quality Mark, and the work of the team has come from both HIAs and SP Administering Authorities, all largely echoing the following comment from an agency "Had we not gone through the process I doubt we would ever have taken such a formalised approach to improving what we do and how we do it, so, although it was hard work we all feel it was highly worthwhile."

Life in Supporting People

The first year in SP has been mixed for many. Both HIAs and SP Administering Authorities have been feeling their way through Interim Contracts, Service Reviews, and latterly the implications of the Independent Review of SP. Throughout this, we have continued to advise the Government on the particular issues and risks for HIAs within SP, and how to address these. We have also, and most importantly, advised them of the unique, value for money contribution of HIAs to government policies across housing, health, social care, and community safety.

Department of Health support for HIAs

2003/04 was also the first year of new funding from Department of Health (DoH), delivered through Social Services Departments as part of the Access and Systems Capacity Grant. Again, experiences have been mixed. There have been some impressive examples of partnerships by HIAs and Social Services to prevent older and disabled people from going into hospital, and reducing the time that others have to stay there waiting for their homes to be made fit for their return. In other areas HIAs have struggled to gain access to the funding, an issue that we have taken up with Department of Health and will continue to pursue. On a positive note, our Evidence Booklets, demonstrating HIA contributions to Health

agendas have been very well received, and the DoH has shown their appreciation of the value of HIAs by increasing their indicative allocation considerably in 2004/05 – to just under £4.6m.

Supporting the Sector

A number of projects described in this report came to a close this year, resulting in new support materials and training courses for HIAs.

We had an impressive 80% response rate to our customer satisfaction survey in June 2003, and the results were very encouraging, suggesting that HIAs are highly satisfied with the nature and level of support from us. Many thanks to all those who took the time to respond; I hope you will see in the coming year that we have taken up many of your suggestions for improvements.

Finally, in January 2003 we were delighted to hear from the ODPM that, following competitive tendering, we would be reappointed as the National Coordinating Body for a further 3 years. Thank you to all hard working HIAs, to our commissioners, partners and associates, and we look forward to continuing our partnership in 2004/05.



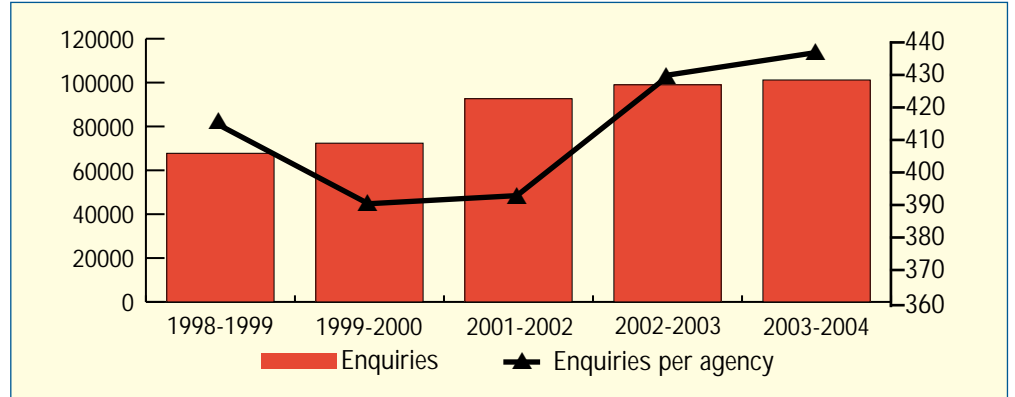
Jane Rosser McBane

**Director
Foundations**

HIA Performance in 2003/2004

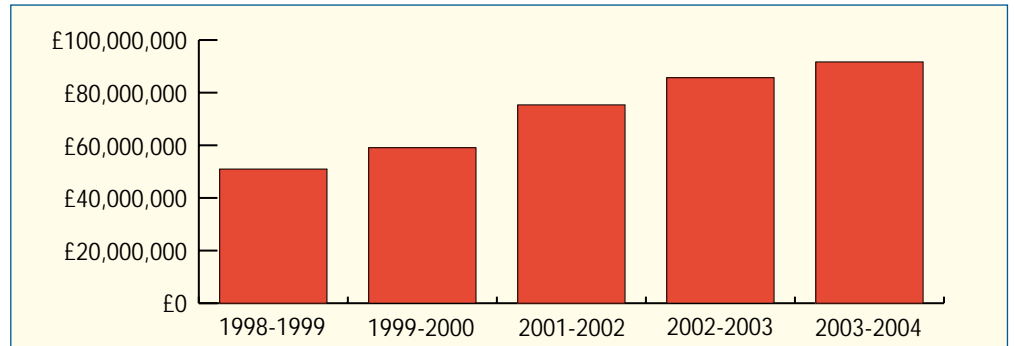
235 HIAs funded by the ODPM sent returns for the period between 1st April 2003 and 31st March 2004. This report provides a summary of the performance of these agencies for this period. The report is based on a series of performance indicators and targets originally established by the DTLR. Whilst these were mostly removed in the period 1999/2000, two relating to tenure and social priority became conditions of grant.

Enquiries Received



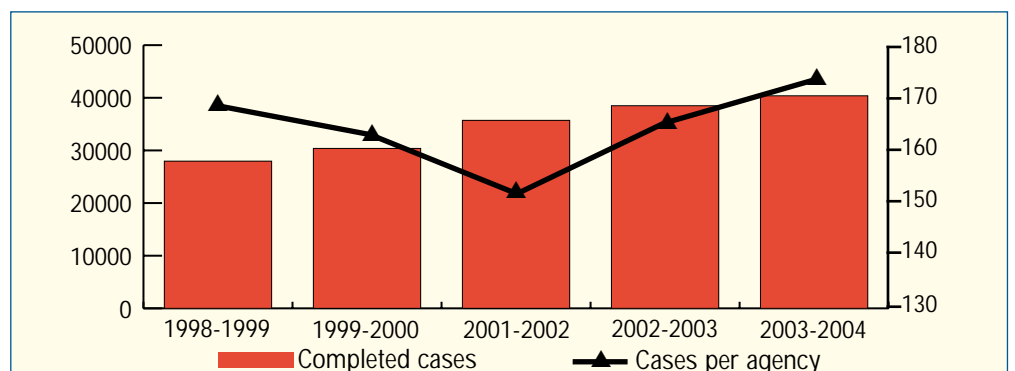
Enquiries to HIAs have increased this year. It is important to note that some types of enquiry – particularly those relating to Handyperson services – may not be included in these figures. The total number of enquiries received was 101,190. This represents an increase of 2% on the previous year. 21% of agencies received more than 500 enquiries in the past year. The continued growth in the number of enquiries is indicative of continuing demand for HIA services and the expansion of the HIA service into new geographical areas. Over the past five years, the number of funded HIAs has grown from 165 to 235. The average number of enquiries received by each agency has increased from 411 to 434.

Value of Work Completed



The value of work completed has risen from £85,680,242 in 2002/2003 to £91,686,291, an increase of 7%. This needs to be considered in relation to the number of jobs completed.

Number of Jobs Completed



The total number of cases where building works were completed was 40,380. This increase of 4.8% largely explains the increase in the value of work completed. The average value of work for these jobs has increase by 2% from £2,226 to £2,271. Apart from the period 2001/2002, when a significant number of new agencies were started, there has been steady growth in the number of completed cases. These new agencies led to many new cases being opened, but a lower number being completed.

Speed of Service

HIA's record a number of milestone dates that allow reporting on the speed of service. There are three timescales that have been reported on historically. These are the average length of time in weeks between:

- The date of an enquiry made by a potential client and the date of the first visit
- The date of the first visit and the date of completion of minor works (the value of work is less than £1000)
- The date of the first visit and the date of completion of major works (the value of work is greater than £1000)

HIA performance on these measures in 2003/2004 is summarised in the table below.

Average time	(weeks)
Enquiry to 1st visit	6.14
1st visit to completion of minor works	22.48
1st visit to completion of major works	42.88

The average time from enquiry to first visit has increased over the past three years. One reason for this is that an Occupational Therapy visit takes place between the client's initial enquiry to the agency and the first visit by the agency. In many areas, there is a considerable waiting list for Occupational Therapy visits. We encourage HIA's to monitor each milestone in the process, so that this information can more accurately reflect the time taken at each stage.

The times from first visit to completion of minor jobs has changed very little in the past three years, despite the potential for delays that are outside the agencies' control.

The timescales for completion of major works has increased, by nearly four weeks over the past three years. As with minor works, there are many reasons for lengthening timescales that are outside individual HIA's control. There may be delays, or budgetary constraints in the grant process. Charitable funders may have delays in their decision-making processes. There may be difficulties in obtaining the desired start date from the selected contractor, which in turn may be affected by delays in the funding process. It is noteworthy that the original (but no longer applied) DTLR target for the completion of major works was 45 weeks. The average for the sector is within this target and 65% of HIA's are reporting an average completion time of less than 45 weeks.

Foundations Performance in 2003/2004

Foundations have a pivotal role in disseminating information such as policy updates from central government as well as enabling local agencies to exchange information with each other through our newsletter, good practice guides, regular meetings, our web site and our events and conferences. We also issue regular policy responses back to central government, ensuring that the sectors voice is heard during changes to legislation or funding regimes.

Dealing with Enquiries

We routinely deal with enquiries through our head office and regional offices. These include members of the public, local authorities, HIA staff, charities and government departments who wish to find out more about HIA services. Although the number of enquires has risen every year, this year sees a huge increase from 20,202 enquiries during 2002/3 to 31,300 during 2003/4.

Enquiries 2004	1st quarter	2nd quarter	3rd quarter	4th quarter	Total
Telephone	3465	3199	3140	2953	12757
Correspondence	723	659	853	658	2893
E-Mail	1458	1596	1761	1663	15650

Information Exchange



To ensure that we can update agencies about the national agenda, as well as gain feedback from the sector, we have developed different ways to disseminate information including:

Visits and Meetings

We hold regional meetings on a quarterly basis that enable agency staff to exchange

information with each other. There are regular meetings for staff from all agencies, as well as managing agents, independent agencies and technical officers.

Meetings held 2004	1st quarter	2nd quarter	3rd quarter	4th quarter	Total
Number of meetings held	7	5	4	4	20
Number of Attendees	145	87	82	71	386

The Foundations Newsletter



This is published bi-monthly and its circulation has grown from 900 last year to around 1100 currently. Recipients include local authorities; supporting people lead officers and other friends of the sector, as well as the agencies themselves. We have changed focus slightly during this year to include more regional agency news and articles within its content, and are pleased that the feedback from its readers is very positive.

Foundations Conferences and Events



Each year, we hold an Annual Conference, a high profile event to provide the sector with opportunities to share information as well as to promote the sector to a wider audience. We also hold ad hoc events in response to policy changes, such as the one day conference 'Delivering Adaptations – A Response to the Consultation Paper' which we held in April 2003. More details are available on the Raising Awareness section on page 13.

Foundations Web Site



The web site was restructured during this year. We have made it easier to navigate by simplifying the sections, and added new pages such as 'Employment Opportunities' and 'Regional News' to

encourage the sector to engage with the web site. We are thrilled that almost twice as many users browsed our web site during this year, compared to 2002-3 when 4954 different users browsed its pages.

Web Hits	1st quarter	2nd quarter	3rd quarter	4th quarter	Total
Number of Different Users	1738	1922	2284	2540	8484

Postal and E-Mailings

In addition to the newsletter that is issued bi-monthly, we regularly send out e-mailings as well. The move away from paper mailings that has occurred over the last couple of years, means that we can send out up to the minute information. It has also encouraged the agencies to engage with Foundations by regularly sending feedback, job opportunities or even requests to other agencies for support with projects. We do still send out paper mailings on a regular basis, but try to coordinate these with the newsletter distribution.

Looking Ahead

We have recently sought feedback from agencies about the kind of changes they would like to see. This has led to a restructure of the regional meetings which are now more agency led, and also to the idea of developing an electronic bulletin board on our web site to enable agencies to exchange ideas and good practice. We are also planning to hold more one-day events in response to policy changes

Research Projects

During 2002/3, Foundations undertook several research projects that were completed during the current year. We had been commissioned by the Government's Supporting People Team to undertake 5 projects designed to help HIAs operate effectively under the new agenda. We were also commissioned by the ODPM to examine the current issues facing the HIA sector, and to recommend structures and commissioning arrangements for the future.



The booklets have been really well received with agency feedback being really positive:

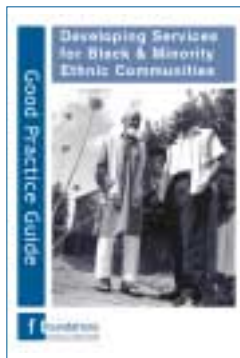
'I was very impressed. This information should really help us with funding applications'

Evidence of HIAs Essential Services to Older People

This project led to a series of booklets designed to provide HIAs with information they could use when approaching potential funding partners. Outlining the ways in which HIAs can assist in meeting Government strategies, the books covered the following areas:

- Delivering Adaptations
- Energy Efficiency & Fuel Poverty
- Falls and Accident Prevention
- Handypersons Services
- Hospital Discharge

Targeting BME Communities



This project is in response to the Government's drive to target and highlight the needs of BME communities. Based on good working practices within a group of selected HIAs as well as

specialist organisations, Foundations has put together a 48-page guide 'Developing Services for Black and Minority Ethnic Communities' which is now available to order on our website.

Promotional Tool for HIAs

Running parallel to the Evidence Project, the Promotional Tool is designed to support the booklets with presentations, available to download from our web site. The flexibility of this format allows agencies to personalise and update their presentations, to include latest figures and local information. To date, 129 different users have accessed the presentation package, and find it a really useful resource.

'On first appearance, the tool looks good and accessing the information is easy and straightforward'

'A delight to use'

Expansion of the HIA Sector

In May of this year the Government set out its policy for HIAs, recognising the need to make HIAs more widely available and also recognising the sector's potential to make significant contributions to the delivery of health and regeneration objectives. Foundations made recommendations for future structuring and commissioning models for the sector, which has led to the formation of our Development Support Team to implement our recommendations.

The team was set up in June, working with the ODPM to define the bidding process, and issue invitations for some new funding from the ODPM and DoH. From July to January 04, the team visited SP Administering Authorities, Local Authorities, HIAs and their managing organisations, advising on and supporting bids, particularly in priority areas for expansion. Since the successful bids were announced, the team continues to advise areas on implementation of their development plans.

Looking Ahead

One key focus for this year is the work of the Development Support Team who will continue to assist agencies with the restructuring and expansion programme. If all bids for expansion are successful, 324 local authorities will have access to HIA services by the end of the year – an addition of 78 – bringing coverage to 92% of England.

We will add two new topic areas to both the Evidence Booklets and supporting Promotional Tool. One topic will be Crime and Safety within the home, and the other will be announced later in the year. We will be also seeking new research projects to complement the work of the sector.

The HIA Quality Mark Scheme

With the launch of Supporting People in April 2003, the ODPM supported a proposal by Foundations to design a HIA specific Quality Assessment Framework (QAF) based on the requirements of the National Supporting People Team. This was piloted with 22 agencies during 2002/3 and feedback resulted in the launch of the Quality Mark Scheme for HIAs in August 2003.

The Quality Mark Scheme is administered by Foundations and can offer agencies a passport through the Quality element of SP service reviews. The administration of this scheme was an extension to our contract between August 2003 and March 2004, and will be continued for at least three years from April 2004.



'Claire Cooper, ODPM presents the first Quality Mark Award to Janet Geering, Moat Housing Group – Rother and Liz Absolom, Regional Care & Repair Manager for Moat Housing Group'

How the Scheme Works

The HIA Quality Mark Scheme has developed from work carried out by Foundations for the Supporting People (SP) Monitoring and Review process. The scheme uses the same Quality Assessment Framework (the QAF) which we developed for HIAs to use in the quality assessment part of the SP service review. The QAF provides a mechanism for HIAs to self-assess their service quality and contains a series of evaluations of good practice, separated into 15 service objectives.

The service objectives are divided into four "Core" objectives and 11 "Supplementary" objectives. For each one, there is a set of examples of compliance laid out in a way that allows for the quality of performance to progress (a maturity matrix). These examples are grouped together to give performance levels for each objective; Level D indicating non-compliance and level A indicating full compliance.

The HIA carries out a self-assessment of all 15 objectives in the QAF. The summary self-assessment is sent to the Quality Mark team at Foundations and is followed by a validation visit to the agency. This visit examines evidence to support the self-assessment and also includes meetings with agency staff, line managers, stakeholders or partner organisations and service users (or representatives). If the quality of performance is confirmed at least level C for all objectives, the Quality Mark is awarded.

A dedicated Quality Mark team within Foundations carries out the validation visits. Since the start of the scheme, we have visited 21 agencies. We are pleased to report that all of these agencies have been successful and have been awarded the Quality Mark.

As part of the development of the scheme, we do ask the HIAs that we have visited for their comments. Here are some examples of the feedback we have received:

"The Quality Mark helped us to focus on future aims/objectives and made us aware of areas of strength and weaknesses."

"It provided a very useful tool to help me, as a recently appointed agency manager, undertake a thorough review of most of the agency's work areas."

"Had we not gone through the process I doubt we would have ever taken such formalised approach to improving what we do and how we do it. So although it was hard work we all feel it was highly worthwhile and we shall certainly implement these working techniques to continue to improve."



Promoting Good Practice

Foundations actively seek to promote good practice in order to meet the individual needs of HIAs. We offer this in a variety of ways including publication of Good Practice Guides, dissemination of policy bulletins, exchanging information between agencies, and through the organisation of the ODPM endorsed 'HIA Innovation and Achievement Awards' which are presented each year at our Annual Conference.



Paul Smith, Cannock Chase District Council receives the technical award on behalf of the agency from Duncan White, Chiltern Invadex

Good Practice Guides & Policy Bulletins

'Delivering Home Improvement Agency Services to Visually Impaired People'

This 52 page guide was a result of a project commissioned by the Thomas Pocklington Trust. Foundations and the Centre for Housing Policy at York University undertook research to see how HIA services to visually impaired people could be improved. This research showed that much development work was needed for HIAs to become more aware, skilled and knowledgeable about the specific requirements of people with visual impairment. The booklet provides a wide range of information from communicating with clients, technical assistance and measuring client satisfaction, and is useful for any service provider, not just HIAs. It is available to order from the Foundations web site.

'Home Improvement Agency Innovations and Awards 2003'

This publication reflects the achievements of the agencies that either won awards this year, or achieved highly commended entries. It outlines examples of award winning schemes and ideas, giving tips and guidance to other agencies (see below for winners details) and is available to download from our web site.

Policy Bulletins produced this year include updates and guides on:

- Building Regulations
- DoH Funding – Access and Systems Capacity Grant Update
- Test of Resources
- HIAs and Cross Tenure Services
- Equity Release
- Futurebuilders Investment Fund
- Regional Housing Board and Regional Housing Strategies

Home Improvement Innovations and Achievement Awards 2003

The Foundations National Awards Scheme recognises successful strategies and Good Practice within the HIA sector. As well as giving agencies the accolade that they deserve, the Awards highlight their achievements to central and local

Government, other agencies and potential funding partners across the Housing, Health and Social Care spectrum. The independent judging panel included representatives from the ODPM and DoH.

2003 Winners

Best Approach in Achieving Best Value

Staying Put Services –
City of Westminster HIA

For engaging positively with the Local Authority's Best Value Service Review

Effective Partnership Working with Local Supporting People Teams



(Sponsored by Supporting People)

Lancashire Agencies Forum
A collective working group of agency managers

Targeting and Partnership working with Health Service Providers:

Blackpool Care and Repair
Home from Hospital and HandyVan Schemes

Best Approach to Multi-Agency or Partnership Working



(Sponsored by SAFE Partnership):

Joint Winners:
Metropolitan Care and Repair (Haringey)
'Anti-Burglary Project'
Moat Housing Group Care and Repair
Rother
Home Safety Project

Best Practice in Technical Service and/or the Management of Contractors



(Sponsored by Chiltern Invadex)
Home Improvement Service – Cannock
Chase District Council
Managing Contractors Initiative

Most Success in Reaching Vulnerable Clients

Guildford Care and Repair
'Prevention of Falls in Woman at High Risk of Fracture'

Most Innovative Funding Solution

Care and Repair Northampton
Home Security Service

Training

During 2003-2004, Foundations successfully ran over 70 courses that were well received by over 450 delegates from 90 different organisations. In addition to the core programme, we introduced 4 new courses during this season. Two of these are to meet the needs of those agencies wishing to acquire their Quality Mark, one is for agencies who's clients include visually impaired people and one for agencies who have clients from black minority and ethnic communities.



The technical courses continue to go from strength to strength, covering all aspects of the discipline. Based on delegate feedback, we made a decision to split the basic house construction course into two distinct courses that would offer delegates more in-depth training on the subject.

Our in-house courses are proving to be an increasingly popular solution to meeting training needs. 10 were organised during this period. These courses are very cost effective for those agencies that may have a number of staff that require the same training, or are

perhaps based in an area where we have no venue. Some agencies are even joining together within the same geographical area to share the cost of the training package.

Due to an increase in venue charges, we finally raised the price of our day courses from £75 to £90. The price of the courses had remained static since we took over the ODPM contract in 2000 and we feel that the new price is still excellent value in comparison to other training organisations working within the sector.

Looking Ahead

One of our key objectives at Foundations is the provision of training courses to enhance the development of HIA staff and we strive to deliver this training at accessible geographical locations. We now have improved venues in Leeds, Manchester, Birmingham and a new venue in London. However, a venue in the South West that is both accessible and financially viable still eludes us and work continues to find a solution to this problem.

Endorsements

Party Wall Act

"All applicable, very informative day, clear descriptions of the act. I will feel more confident in quoting and using the act from now on".

Understanding Benefits

"Another very good course, excellent tutor, Mike Ellison, who makes it interesting, understandable and he has such a wide knowledge. Willing to go over aspects again and again – 10/10".

Test of Resources

"The logical step by step approach demonstrated by the tutor".

"The course notes will prove invaluable for future reference".

Foundations Conferences and Events

Delegate Feedback:

'A useful and inspirational event'

'My first Foundations Conference. Very interesting and well organised'



Dr. Stephen Ladyman MP, Parliamentary Secretary of State addressing the Annual Conference said **"Our most important allies are the Home Improvement Agencies"**

Delivering Adaptations – A Response to the Consultation Paper

On 1st April 2003, Foundations organised this one-day event to review the implications and recent proposals contained within the Office of the Deputy Prime Minister and the Department of Health draft guidance on Housing Adaptations for Disabled People.

Speakers included Nigel Appleton from Contact Consulting, the consultancy who authored the report to ODPM on delivering adaptations. Jeff Hollingworth from the ODPM also outlined the paper in the context of a whole systems approach that aims to benefit the user.

Foundations Annual Conference 2003



The conference was well attended with a good balance of delegates including Housing and Social Services specialists, Occupational Therapists and HIAs, and Foundations formulated a response to the consultation paper from the discussions and issues raised at the conference.

Across the Divide

HIAs delivering Services in Housing, Health & Social Care



HIAs have continued to face many changes: from their funding sources and from local government and health agendas. It is more important than ever for HIAs to build stronger partnerships with health, housing and social care providers. This was the theme of this year's event, which attracted more delegates, speakers and exhibitors than ever before. We also used a new venue this year with a larger capacity which was very well received by delegates.

During the event, Foundations informed potential and existing funding partners about the services that HIAs provide by working within a wide range of service providers. Sessions also examined how the sector is developing its role in line with Government strategies.

The keynote speaker, **Dr Stephen Ladyman MP**, Parliamentary Secretary for Health confirmed the Government's endorsement of Home Improvement Agencies. He told delegates that by helping older people to remain living independently within their own homes, they play a vital role in helping to meet housing, health and social care strategies, urging local authorities to work in partnership with HIAs.



Claire Cooper,
Head of Policy, Housing Care & Support

The second day of the conference focused on key areas in which HIAs can develop their services to optimise skills and the challenges that lie ahead. In her keynote speech, **Claire Cooper**, Head of Policy, Housing Care & Support, stressed the importance of HIAs to the Supporting People programme.

She also hosted the Foundations HIA Innovation and Achievement Awards Ceremony.

Raising Awareness

In addition to organising our own conferences and events, Foundations also regularly attend other conferences as delegates, exhibitors and speakers to ensure that the work of Home Improvement Agencies is promoted across the health, housing and social care sector.

The exhibition stand is a new addition to Foundations, and has proved to be a valuable asset not only to promote Foundations, but also as a tool to build partnerships with other organisations by developing reciprocal publicity agreements.

Some key events where Foundations have spoken/exhibited during 2003/4 include:

- Help the Aged Senior Safety Annual Conference, London
- Age Concern Age Agenda Annual Conference, London
- Making England's Homes Decent – Chartered Institute of Environmental Health, Bristol
- Reducing Falls – The National Primary Care Development Team, London
- Supporting Independence for Older People, Neil Stewart Associates, London
- Commissioning, Learning and Improvement Network – Health and Social Care Change Agent Team, London
- Thomas Pocklington/Inclusive Environment Workshop, Reading
- Making Housing Advice Work for Older People, London
- Supporting People, Change for the Better – Northern Housing Consortium, Harrogate
- Private Sector Housing – Northern Housing Consortium, Harrogate
- Putting Older People in Control – Northern Housing Consortium, York
- Keeping the Wolf from the Door – Greater Manchester Police, Manchester

Looking Ahead

We will continue to strengthen our relationships with related organisations such as the Northern Housing Consortium, the Home Office and Help the Aged and look ahead to new partnerships. RoSPA and the Financial Services Authority have shown interest in working with us during 2004/5. Both the Home Office and the FSA are speaking at our Annual Conference in 2004.

Media presence is a key area of growth for 2004/5, and the appointment of a new media executive for Foundations in summer 2004, will allow us to make new contacts within the media to enable us to promote articles and reports about the sector.

Media

We actively seek opportunities within the media to promote the work of Foundations and the HIA sector. This year, we were contacted by the Home Office to help them with a national publicity campaign to promote their 'Stop, Chain and Check' appeal. Using case studies from HIAs, this campaign gave coverage to HIAs including BBC Radio and the National Paper, through the work of Sir Jimmy Young who was fronting the campaign. This exposure led to a marked increase of enquiries to Head Office over the four week period of the campaign!

Items relating to Home Improvement Agencies and/or Foundations have appeared in:

The Guardian
Sunday Express
Sunday Times
Home Office Campaign
Inside Housing
Property People
BBC Regional Radio
The Health Service Journal
HopDev
Disability Alliance
Devon Link Magazine
Capital Doctor
RUKBA
CANDIS magazine
Bexhill Observer
Carlton TV
Good non-retirement guide
Citizen's Advice Newsletter
The Directory of Housing Advice and Information Services
The Gazette Blackpool
itk – Blackpool housing and social care staff newsletter
Your Blackpool – community news
Bexhill Observer
Hodis Magazine
Volume Magazine
UK Senior Living (weblink)
Older People Resources (web link)
Gaddum Centre (website)



Foundations Independent Living Trust

The aim of the Foundations Independent Living Trust is to help people in need, particularly those who are elderly, disabled or unemployed, with repairs, adaptations and home improvements, so that they can continue to live independently in their own homes.



The Fast Track Hardship Fund was launched as a pilot scheme in August 2003. Currently available to 11 selected agencies, the hardship fund has helped 57 homeowners to remain in their own home in safety and dignity. The claims have covered all manner of repairs and adaptations and its recipients are mostly in their 60s and 70s. Many have severe health problems, including Emphysema, Bowel cancer and Rheumatoid Arthritis. The eldest recipient is a very independent 92 year old and the youngest is a disabled child of 7. All claims to the Hardship Fund are processed as urgent, usually within 24 hours. Most are for amounts under £500, but the Trustees have approved claims above this amount in exceptional circumstances.

All the feedback from the HIAs and their clients has been very positive, with particular praise given for the efficiency and helpfulness of the administration. The trustees have planned a formal evaluation early in 2004/2005.



Glenys Bishop, Manager of Anchor South Ribble with client helped by the Fast Track Hardship Fund.

We would like to thank the following for their support of the Hardship Fund:

George Wimpey plc

Lennox Hannay Trust

The Ogilvie Charities

The Lady Hind trust

The Headley Trust

Looking Ahead

The main activity in the coming year will be fundraising. In January 2004, the trustees appointed a professional fundraiser, with a view to raising over £1m over the next five years. Although the Fund will operate as a small scheme for the time being, we are hopeful that many more HIAs will have access to it in 2005.

Please visit the website www.foundationstrust.org.uk for more information

Testimonials

"It has been a life saver for us".

"This is wonderful,

"Many thanks for the excellent service"

"Thank you so much for the help with all the grants. It feels so good to have somewhere to turn when vulnerable clients approach the agency."

Trustees

Rt Hon Sir George Young Bt, MP

Derek Waddington, OBE

Mark Boleat

Professor Dawn Forman

John Hallsworth

Foundations Advisory Board

The Foundations Advisory Board is made up of voluntary members representing the HIA sector, local authorities, RSLs, charities, the ODPM and the Department of Health. It acts as a sounding board for our ideas, and advises us on the work that we carry out as National Co-ordinating Body.

Throughout the implementation of Supporting People, we also had a separate advisory group – the HIA Supporting People Steering Group – to guide the work of HIA implementation, and oversee our SP implementation projects. Following the start of Supporting People in April 2003, we agreed with the ODPM and the two groups, that the groups should merge, and all the SP Steering Groups members were invited to join a newly constituted Advisory Board. The board will provide continuity into the new contract from April 2004, providing guidance to both Foundations and the ODPM on strategic decisions for the sector. Our thanks go to all members of the Board for their support and advice.



Members 2003-4

Bill Rollinson, Director, Care & Repair Leeds

David Walden, Executive Director, Health Strategy, Anchor Trust, London

Julia Penfound, Policy and Development Manager, Surrey Social Services

Tracey Roose, Chief Executive Age Concern, Cornwall and the Isles of Scilly

Claire Cooper, HIA Branch, ODPM

John Flower, HIA Branch, ODPM

Stephanie Brann, Home Improvement Agency & Grants Manager, London Borough of Lambeth

Alyson Barnes, Manager, Care & Repair Wigan, Arena Housing Association

Graham Sherburn, Director of Housing and Support, Devon and Cornwall Housing Association

Mark Sharman, Director, Help & Care Bournemouth

Susan Waters, Occupational Therapist, Suffolk Social Care Services and Accessible Designs

Jane Giles, Assistant Policy and Development Manager, Surrey County Council, Adults and Community Care

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