



Foundations

All Ships Rise Foundations Workplan 2017/18

May 2017

Document History

Revision History

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Version number	Previous revision date	Summary of Changes	Changes marked
1.00			No

Approvals

This document requires the following approvals.

Signed approval forms are filed in the Management section of the project files.

Name	Signature	Title	Date of Issue	Version
P Smith		Director		1.00



About Foundations

Our Mission

To share the magic about what makes good home improvement and adaptation services

Our Vision

A thriving range of home improvement agencies – supporting people to live safe, independent and happy lives in the home of their choice

Our Objectives



Identify and meet the training needs of the sector



Engage with stakeholders, providers and commissioners and facilitate networking opportunities



Represent and promote the sector



Develop tools and resources for providers and commissioners



Monitor activity, quality and performance and find out what good looks like



Develop and promote quality assurance systems



Provide an information management and workflow system

For more information visit: www.foundations.uk.com



Introduction

Foundations has been the **National Body for Home Improvement Agencies** since 2000. We're not a membership organisation, but we work with government, commissioners, providers, academia and business to improve the ways that people are supported to remain living in their own homes.

Our services are delivered under contract to the **Department for Communities and Local Government** (DCLG). The contract was awarded for an initial 4 month period on 1st February 2015 and subsequently extended to 31st March 2016. A further extension was granted in February 2016 extending the contract through to 31st March 2018.

The contract includes the provision for a further extension through to 30th September 2020.

This work plan covers the period **1 April 2017 to 31 March 2018** and includes the main deliverables during this period – building upon the work done during 2016/17.

The plan will be agreed and amended during quarterly contract review meetings with DCLG based upon our best endeavours. With many of

Improving Delivery of the Disabled Facilities Grant

Since 2015 our remit has been extended to lead on improving delivery of the Disabled Facilities Grant (DFG) across England – and not only where DFG is delivered by a HIA. This change in emphasis means **we can also assist local authorities that do not deliver via a HIA** and allows for wider multi-disciplinary networks to be formed outside of traditional silos.

The intention is to **transform how DFG funding is spent** rather than necessarily concentrating on the DFG process as set out in legislation. This reflects the requirements of the Better Care Fund and emerging local commissioning **arrangements to deliver truly preventative services**. It will also include supporting people to move to more suitable housing, if that is their wish.

The ongoing increases in DFG funding also means we need to **accelerate improvements** in delivery. The **DFG Champions programme** will grow significantly this year with 8 regional roadshows, a conference and a flourishing facebook group. We will also be introducing a number of **exciting new practical tools and resources**.

Overall Approach

“**All ships rise**” comes from a John F. Kennedy idiom and describes the idea that when an economy is performing well, all people will benefit from it. Or in this case, if we can collaborate as a sector to grow and do things better, then we will all benefit from that. And as a sector that includes government, commissioners, providers, academia and business.

Foundations' role is moving on from 'sharing the magic', to making the connections across and outside the traditional sector. As public sector funding remains tight, this will

increasingly focus on more **mutually beneficial “commercial” opportunities** with a range of ethical companies. This is likely to lead to some flexing of existing business models and blurring of traditional geographic boundaries.

To mobilise change we will create more opportunities for networking and sharing ideas and good practice. With a small team and a whole country to cover we need to gather people together wherever possible – in person or virtually – to maximise our impact. This will mean prioritising occasions where we engage with individuals or undertake repeated engagements.

Our Services

We're continuing to expand our range of **training courses** – and will soon launch a new partnerships that brings a suite of affordable online training to the sector and will feature new bespoke courses later in the year.

We provide a range of **consultancy services** to local authorities and providers of HIA services. This can be anything from service design and specification right through to complex appraisals and audits.

The **Foundations Quality Mark** sets the standard for sector and will be revised this year to provide access to full accreditation with the Advice Quality Standard. We will also be introducing a **DFG Quality Standard** which sets out the 10 key aspects of a well commissioned service.

Research has shown the most agencies rely on getting multiple quotations for each project they manage. This can be time consuming and not necessarily result in the best results. We'll be introducing new **procurement tools for level access showers and stairlifts**.

HIA Case Manager is a versatile, web based case management solution. Used by many local authorities, housing associations and charities, it's the #1 solution designed specifically for Home Improvement Agencies. A **new DFG module** is under development incorporating a portal for receiving referrals, standard forms and a mobile test of resources.

Disability Confident

Thousands of companies like ours are benefitting from a diverse workforce. Being Disability Confident helped us recruit and retain the right mix of people to help our business grow.



Find out more at: www.gov.uk/disability-confident



About Home Improvement Agencies

Home Improvement Agencies (HIAs), sometimes known as Care & Repair or Staying Put schemes, help vulnerable people maintain independence in their own homes. Their services include:

- visiting clients at home or providing detailed telephone advice;
- setting out housing options to help clients decide what type of housing is best suited to their changing needs;
- checking entitlement to any financial help, including grants and charitable funding;
- project management, drawing up plans, getting estimates and liaising with others involved in any building work/adaptations needed, such as council grants officers and occupational therapists;
- provision of handyperson services, to carry out small jobs around the home, help with gardening, or coming home from hospital; and
- helping to make homes more energy-efficient.

A searchable directory of accredited HIAs and handyperson services is available at: www.findmyhia.org.uk



Training

Role of Foundations

- Identify training and development needs of the home improvement sector
- Provide or promote training resources for the sector

Task	Measures	Milestones
E-Survey of Sector Training Needs	Completed	April 2017
Establish Partnership with the Skills Network to offer CPD, apprenticeships and level 2 courses	Completed	April 2017
Establish new arrangements for Trusted Assessor Training	Completed	Sept 2017
Establish partnership for charitable funding training	Completed	April 2017
Develop online learning packages: Introduction to DFGs	Completed	Dec 2017
DFG for Commissioners	Completed	Oct 2017
Task (Training Courses)	Measures	Milestones
Housing Health and Safety Rating System (HHSRS) Inspection & Assessment	Number attending	On going
Housing Health and Safety Rating System (HHSRS) Competency Assessment	Number attending	On going
Asbestos Awareness	Number attending	On going
Construction and Design Management (CDM) Regulations	Number attending	On going
Disabled Facilities Grants (TOR & Law)	Number attending	On going
Building Contracts for HIAs	Number attending	On going
Regional Action Learning Sets - DFG	Number attending	On going

KPIs

- 1,300 Beneficiaries of Training, Events and Engagements



Events & Engagements

Role of Foundations

- Arrange or enable events that inform, elicit views and facilitate networking
- Engage with stakeholders, providers and commissioners
- Refer the public to their local service

Task (Foundations' Events)	Measures	Milestones
Foundations Advisory Board	3 Meetings	Jun, Oct, Jan
Independent HIA Meetings	3 Meetings	
Regional Technical Officer Meetings	8 Meetings	
Regional Manager / Caseworker Meetings	16 Meetings	
DFG Champions Roadshows	8 Events	Apr, Oct
DFG Champions Conference	Delegate Count	Sept 2017
HIA Annual Awards	1 Event	Summer 2017
Commercial Partners Meetings	2 Meetings	
Secretariat for Housing & Health MOU	2 Meetings	
Task (Other Events Attended)	Measures	Milestones
Attend External Events / Conferences	48 Events	
Speak at External Events / Conferences	12 Events	
Task (Engagements)	Measures	Milestones
Visit HIAs		
Engagements with Commissioners	144 Engagements	
Engagements with other National Bodies		
Engagement with the Public	Telephone Calls	

KPIs

- 1,300 beneficiaries of training, events and engagements
- Engage with 144 Commissioners
- Engage with 72 HIAs
- Number of Telephone Enquiries
 - 90% answered within 4 rings
 - 80% of enquiries dealt with in first contact
 - Complex enquiries resolved within 5 days



Representation and PR

Role of Foundations

- Represent the home improvement agency sector in advising Government and other stakeholders
- Respond to public consultations on behalf of the sector
- Promote the benefits and best practice of the sector
- Establish national partnerships that support local delivery of HIA services

Task	Measures	Milestones
Represent HIAs in meetings with - Government Departments - Representative Bodies (e.g. LGA) - ADASS - Professional Bodies - Other Strategic Partners	48 Meetings	On going
Provide amalgamated consultation responses on behalf of the home improvement sector	Count	On going
Secure positive coverage of the home improvement sector in the specialist press	See KPI	On going
Coordinate promotion across the sector	See KPI	On going
Grow DFG Champions Network	Facebook Members	On going
Establish Partnerships with Assistive Technology / Telecare Providers	No of partners	On going
Establish Partnership with Financial Advice / Equity Release Providers	Viable offer	Dec 2017
Establish Partnerships with Community Equipment Providers	No of partners	On going
Publish a range of e-Newsletters	See KPI	On going
Active Social Media Presence	1,000 Followers	On going

KPIs

- Circulation 500,000, Readership 1,000,000



Tools and Resources

Role of Foundations

- To produce tools and resources to assist commissioners throughout the commissioning cycle
- To produce tools and resources to help providers increase their quality and capacity.

Task	Measures	Milestones
Maintain Foundations Websites	See KPI	On going
Expand DFG Section on Website	Completed	Oct 2017
Expand Cold Homes section on Website	Completed	June 2017
DFG / Learning Disability Guidance	Completed	July 2017
DFG / Dementia Guidance	Completed	Oct 2017
Delayed discharge from hospital – HIA services	Completed	Aug 2017
Revisiting Handyperson Services	Completed	Mar 2018
Support to Move Business Case for HIAs	Completed	June 2017
Shower Adaptation Procurement Tool	Completed	May 2017
Making the Housing Memorandum of Understanding work in a Locality	Completed (carried over)	Oct 2017
Social Value of HIAs toolkit (carried over)	Completed	Oct 2017

KPIs

- Increase the number of unique visitors to the Foundations websites by 5% year on year, from 100,000 (last year) to 105,000



Insight and Analytics

Role of Foundations

- To monitor the home improvement sector and report back to government, including:
 - HIA commissioning activity
 - HIA quality and performance
 - DFG programme delivery

Task	Measures	Milestones
Monitor Size, Scale and Composition of HIA Provision including RAG Status	100% Return	On Going
Monitor Cost, Quality and Performance of HIA Provision (inc QM Assessments)	35% of Sector	
Develop DFG Benchmarking solutions	Completed	June 2017
Monitor HIA Tender Cycles and Commissioning Activity	See KPI	On Going
Create new dataset on the scale and quality of delivery in all 326 local authority areas	80% Mapped 100% Mapped	June 2017 October 2017
Create online resource of DFG delivery agents	Completed	Oct 2017
Provide Narrative on Good Practice in the Sector – “Golden Nuggets”		On going
Capture Feedback on Foundations’ Events	90% Would Recommend	On going
Collate and Publish Good Practice Case Studies		On going
Secretariat for Housing & Health MOU		On going

KPIs

- Foundations Consulted in 90% of Tenders



Service Quality

Role of Foundations

- To deliver quality assurance systems for the home improvement sector
- To promote the benefits of quality systems

Task	Measures	Milestones
Undertake Entry Level Assessment of new HIAs	See KPI	
Review and revise Quality Mark to link with AQS	Completed	May 2017
Undertake Quality Mark Assessments	See KPI	
Enrol new TrustMark holders	See KPI	
Audit TrustMark holders	100% (biennial)	On-going
Introduce DFG Quality Standard	Completed	July 2017
Develop Builder Accreditation Proposal	Completed	Oct 2017

KPIs

- 18 QualityMark Assessments Undertaken
- 50 Trustmark Listings for HIAs
- 8 New HIAs assessed at Entry Level



Foundations

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