

The Provider Perspective

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Alliance of Staffordshire Home Improvement
Agencies

Countywide Commissioning
for
Handypersons Service

Staffordshire HIA's

- Alliance formed 2001
- Beth Johnson Housing Association
- Orbit Heart of England Housing Association
- Spirita Housing Association

Aims of Staffordshire Alliance of HIA's

- To work in partnership to provide a range of services across the County to eliminate a post code lottery for older, disabled and other vulnerable people
- To share Good Practice, benchmark services and challenge local practices
- Work collaboratively to maximise funding opportunities

Strengths of the Staffordshire HIA Alliance

- County coverage of HIA service
- Experience of managing successful agencies
- Trust - Non predatory
- Openness to share ideas
- Ability to assist and support with each others problems/challenges
- Sharing of Good Practice
- Regular meetings

Collaborative Working

- Staffordshire Fire and Rescue
- Staffordshire Police
- Health through Warmth/Beat the Cold
- Social Care and Health - Delivering DFG's
- Local Housing Authorities - Kickstart
- Local Voluntary Organisations
- LAA Blocks - Safer and Stronger Communities/Healthier Communities & Older People

Invitation to Tender For Countywide Handyperson Service

- Tender issued
- Initial meeting to investigate the potential for a joint bid
- Sharing of tasks
- Preparing documentation
- Submission of Bid
- Presentation to Tender panel
- Award of Contract

Innovation A Must!

- Equitable Countywide Service
- Central Access Point
- Free phone telephone number
- Generic e-mail address
- County leaflet
- Existing Service Provision
- Cross boundary working
- 5 Local offices

Service Delivery

- Central Point of Contract (Access Officer- Free phone telephone number)
- County Leaflet
- 4 Handypersons/4 Vans
 - 1 HP working across Newcastle/Staffs Moorlands (Newcastle base)
 - 1HP Working across Stafford/East Staffs (Stafford base)
 - 2 HP's working across Tamworth, Lichfield, Cannock and South Staffs (Cannock base)
- Cross Boundary Working (Holiday/sickness cover)

Added Value - A Must!

- DFG's
- Housing Renewal Grants – based around repairs, improvements and adaptations
- Private Work for people who cannot access DFG's etc
- Small adaptations through ICES
- Falls Prevention
- Hospital Discharge
- Health through Warmth
- Local initiatives such as Emergency Warmth/Flood Victims
- Fitting Smoke Detectors & Carbon Monoxide Detectors
- Telecare
- Gardening
- Energy Efficiency Works / Advice
- Benefits Advice

Role of Steering Group

- Funding Partners
- Client Representatives
- Alliance members

Performance/Monitoring

- Monitoring/measuring outcomes through Countywide Femis database
- Bespoke reports produced for individual agencies as required
- Quarterly return to Supporting People generated through Microsoft query

Joint Training

- Data base
- Trusted Technician Qualification
- Fire Service
- Energy Efficiency/Health through Warmth
- Shadowing

The Future

- Recognition from partners and funders of effective joint working
- Invitation to provide enhancement bid for Handyperson service
- Opportunities for further joint bids

Questions?