



# **Quality Assessment Framework for Home Improvement Agencies V2 – July 2010**

## **Core service objectives**

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We have included examples of services provided at levels A and B to give an indication of what is expected of services delivered to such standards.

These examples are not intended to act as a checklist or to prescribe the services that home improvement agencies would be providing if they were judged by validation officers to have an ‘excellent (A)’ or a ‘good (B)’ service.

Therefore, when assessing compliance with level A and B standards, it is acceptable to cite alternatives to the listed examples if these demonstrate that the standards are being met by other means.

## **National HIA Quality Mark – Core Module**

The new Foundations Quality Mark for home improvement agencies is a comprehensive service assessment process. At its heart it has a core module which mirrors the Supporting People Quality Assessment Framework service objectives for home improvement agencies.

This core module is based largely on the original requirements set out in the 2006 Supporting People Quality Assessment Framework (QAF). Its emphasis is on home improvement agencies having safe and competent systems in place to enable it to carry out its work effectively and in a very client focused way. The way in which the HIA goes about assessing and meeting their clients' needs is at the heart of this module.

To gain the Quality Mark, home improvement agencies must reach the minimum standard for the core module, plus at least one of five optional 'Future HIA' modules.

- Funding for repairs and adaptations
- Support for choice
- Connecting with health
- Handyperson services
- Major adaptations.

### Mapping of objectives to the generic Supporting People QAF

Generic QAF 2009	HIA QAF April 2009
	C1 Minimum services from an HIA
C1.1 Assessment and support planning	C2 Technical & casework support services
C1.2 Security, health and safety	C3 Duty of care to clients and staff
C1.3 Safeguarding and protection from abuse	C3 Duty of care to clients and staff
C1.4 Fair access, diversity and inclusion	C4 Fair access, diversity and inclusion
C1.5 Client involvement and empowerment	C5 Developing client based services
	C6 Privacy and confidentiality
	C7 Management and administration
	C8 Staffing issues

### Mapping of objectives to the previous version of the HIA QAF

HIA QAF April 2006	HIA QAF April 2009
C1.1 Needs and risk assessment	C2 Technical and casework support services
C1.2 Case planning and management	C2 Technical and casework support services
C1.3 Security, health and safety	C3 Duty of care to clients and staff
C1.4 Protection from abuse	C3 Duty of care to clients and staff
C1.5 Fair access, diversity, inclusion and minority needs	C4 Fair access, diversity and inclusion
C1.6 Complaints	C5 Developing client based services
S1.1 Service description	C5 Developing client based services
S2.1 Informing clients	C5 Developing client based services
S2.2 Consultation, choice and involving clients	C5 Developing client based services
S3.1 Privacy and confidentiality	C6 Privacy and confidentiality
S3.2 Rights and responsibilities	C5 Developing client based services
S4.1 Continuous improvement	C7 Management and administration
A1 Robust management procedures and competent administrative procedures	C7 Management and administration
A2 Effective employment policies	C8 Staffing issues
A3 Competence and track record	C7 Management and administration

### Scoring method

The assessment framework contains 8 objectives, each containing a number of clauses (total number of clauses = 20).

During self-assessment the organisation needs to evidence its performance in each clause as being grade A, B or C (A being the highest grade).

A = 3 points, B = 2 points and C = 1 point

Not being able to evidence at least Grade C will result in a fail.

There is no overall score for the module – you will receive either a pass or fail, and your scores for the module will not be published, but you may share these with 3<sup>rd</sup> parties if you wish.

The following table shows the number of points needed to obtain grade 'A', 'B' and 'C' for each objective.

**Objective C1: Minimum services from an HIA**

Clause	Number of points		
C1:1 Range of services	2-3 = C	4-5 = B	6 = A
C1:2 Technical and ancillary services			

**Objective C2: Technical and caseworker support services**

Clause	Number of points		
C2:1 Needs and risk assessment	2-3 = C	4-5 = B	6 = A
C2:2 Involving others			

**Objective C3: Duty of care to clients and staff**

Clause	Number of points		
C3:1 Health and safety policy	5-8 = C	9-12 = B	13-15 = A
C3:2 Risk management			
C3:3 Policies and procedures for safeguarding people			
C3:4 Action to safeguard against abuse and neglect			
C3:5 Safeguarding staff			

**Objective C4: Fair access, diversity and inclusion**

Clause	Number of points		
C4:1 There is fair access to the service	2-3 = C	4-5 = B	6 = A
C4:2 The service is equitable			

**Objective C5: Developing client-based services**

Clause	Number of points		
C5:1 Providing Choices	4-6 = C	7-10 = B	11-12 = A
C5:2 Rights and responsibilities			
C5:3 Complaints procedure			
C5:4 Feedback from clients			

**Objective C6: Privacy and confidentiality**

Clause	Number of points		
C6:1 Confidentiality, privacy and freedom of information policy	1 = C	2 = B	3 = A

**Objective C7: Management and administration**

Clause	Number of points		
C7:1 Business planning and advice	2-3 = C	4-5 = B	6 = A
C7:2 Continuous improvement			

**Objective C8: Staffing issues**

Clause	Number of points		
C8:1 Employment practices	2-3 = C	4-5 = B	6 = A
C8:2 Competent staff			

The 'Performance' section is optional and will not be formally scored but will give an agency an idea of how they compare to similar agencies on the specified performance measures.

**Supporting Documentation**

To help make the validation process more efficient, it is important for Foundations to receive copies of the various supporting documents (preferably via e-mail, or on CD) in advance of the actual visit.

Documents such as:

- needs and risk assessment policy and procedure
- contractors code of conduct (or equivalent)
- protection from abuse policies/procedures
- eligibility criteria
- service description
- complaints procedure
- if there is an advisory group, a list of members
- client satisfaction questionnaire.

These should be sent to Glossop at the same time as the self assessment at least 2 weeks prior to a visit.

We would like to interview a number of your service commissioners during the validation visit. Please provide details of commissioners who could be available during the time of your visit.

Commissioner's Name	Position	Organisation

<b>C1: Minimum services from an HIA</b>
<b>The service must be holistic and offer a choice to clients</b>

**1.1 Range of services**

<p style="text-align: center;"><i>Level C (The basic minimum requirements for an adequate service)</i></p> <p>The service provides a general telephone advice line between 9am and 5pm, Monday to Friday.</p> <p>A home visit is available if enquiry requires further investigation to discuss building work, funding and income maximisation queries.</p> <p>Visits take place within 2 months of initial enquiry.</p>	<p style="text-align: center;"><i>Evidence</i></p>
	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level B</i></p> <p>The service undertakes income maximisation tasks on behalf of the client as an in-house function (not signposted to another service).</p> <p>The service undertakes to access charitable funding on behalf of the client.</p> <p>Visits take place within 1 month of initial enquiry.</p>	<p style="text-align: center;"><i>Evidence</i></p>
	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level A</i></p> <p>The service must have a robust prioritisation system in place to effectively triage cases.</p> <p>The service utilises charity-search software to assist with identifying funding sources.</p> <p>The service undertakes appeals on behalf of the client.</p> <p>Visits take place within 10 days of initial enquiry.</p>	<p style="text-align: center;"><i>Evidence</i></p>
	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>



<b>C2: Technical and caseworker support services</b>
<b>Clients’ needs (and any associated risks) are assessed to an appropriate degree. Assessments are performed by skilled staff and involve other professionals and/or cares as appropriate</b>

**2.1 Needs and risk assessment**

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>There is a needs and risk assessment procedure in place.</p> <p>The needs and risk assessment policy and procedure is written down and reviewed in response to changing legislative or contractual requirements.</p> <p>Clients will be referred to more appropriate services where appropriate.</p> <p>Needs assessments take into account the possibility of using views of other services as appropriate. The risk assessment should analyse a risk in terms of its likelihood and its severity should it occur, and should detail actions undertaken to mitigate the risk.</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
<p>Specialist expertise is sought if necessary when assessing needs. E.g. occupational therapy services, financial expertise or structural engineers.</p> <p>Risk assessment addresses:</p> <ul style="list-style-type: none"> <li>• risk to client</li> <li>• risk to others (including staff and the wider community)</li> <li>• risks from others (including staff and the wider community).</li> </ul> <p>When clients give permission, assessments are explained to other referral agencies when necessary.</p> <p>When a substantial service is proposed, clients are provided with a written explanation and copies are placed on their case files.</p> <p>Clients who cannot be helped following caseworker or technical officer visits are provided with a written explanation and the provider retains copies on file.</p>	
	<i>Pass / Fail / Unsure</i>

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<i>Level A</i>	<i>Evidence</i>
<p>Needs and risk assessments balance the promotion of independence with the duty of care (for example, occasionally a client really would be better off giving up their home).</p> <p>The service can demonstrate that changes have been made to improve service delivery as a result of client input.</p> <p>The agency follows up on clients who have been referred to 3<sup>rd</sup> parties to ensure any problems are resolved</p>	
	<i>Pass / Fail / Unsure</i>



<b>C3: Duty of care to clients and staff</b>
<b>The security, health and safety of all individual clients, staff and the wider community are protected.</b>

### 3.1 Health & Safety policy

*Note: some of the legislative requirements may be the responsibility of the managing agent rather than the home improvement agency.*

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
The health and safety policy and procedures have been reviewed in the past three years. The health and safety policy and procedures are covered in staff induction. Staff are consulted on the health and safety policy and procedures.	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
Staff are able to comment on key points of the health and safety policy	
	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
Stakeholders are consulted on the development of the health and safety policy.  The Health & Safety policy is amended using feedback from staff and partner agencies	
	<i>Pass / Fail / Unsure</i>



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<p>Clients are made aware of their duties under CDM and H&amp;S legislation and are proactive in protecting vulnerable clients during building work</p>	<p><i>Pass / Fail / Unsure</i></p>
<p><i>Level A</i></p> <p>The lone working procedure covers 'last call of the day' where no return to the home improvement agency premises is envisaged or planned. Technical service staff are trained in CDM</p>	<p><i>Evidence</i></p> <p><i>Pass / Fail / Unsure</i></p>

**3.3 Policies and procedures for safeguarding people.**

<p><i>Level C (The basic minimum requirements for an adequate service)</i></p> <p>There are recruitment checks, including professional references and CRB / Vetting &amp; Barring checks, for staff and volunteers.</p> <p>Clients are informed what constitutes abuse and to whom they should report any concerns.</p> <p>There is a whistle-blowing procedure in accordance with the Public Interest Disclosure Act 1998.</p> <p>CRB/ Vetting &amp; Barring checks are updated in accordance with contractual requirements for safeguarding people.</p> <p>Vetting of contractors ensures that they understand and comply with policies.</p> <p>There is a code of conduct for contractors which explicitly references the contractor's responsibilities regarding safeguarding people.</p> <p>There is a planned approach to dealing with perpetrators of abuse, informing the police and taking legal action if appropriate, and suspension / terminating employment of staff.</p> <p>The service feeds back appropriately on action that has, or has not, been taken, and why.</p>	<p><i>Evidence</i></p> <p><i>Pass / Fail / Unsure</i></p>
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<b>C4: Fair access, diversity and inclusion</b>
<b>There is a demonstrable commitment to fair access, diversity and inclusion, and clients are well-informed about their rights and responsibilities.</b>

**4.1 There is fair access to the service.**

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>There is a documented and objective procedure that specifies how enquiries and applications are processed, assessed and prioritised, and how decisions are communicated to applicants.</p> <p>An up-to-date and accurate description of the service is actively promoted, detailing who it is for and how it can be accessed.</p> <p>The eligibility criteria, means of prioritising applications and the application process is written in plain English and other formats appropriate to the client group.</p> <p>The communication needs of clients are catered for in helping them to understand the information.</p> <p>If the home improvement agency is unable to help, clients are informed of the reasons and signposted to more appropriate services or back to the referral agency.</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
<p>Particular attention is paid to ensuring fair access to under-represented groups identified in the agency's equalities action plan.</p> <p>The eligibility criteria and application process are actively promoted to relevant agencies and the wider community.</p> <p>The agency has an equality action plan in place in order to focus attention to under-represented groups</p>	
	<i>Pass / Fail / Unsure</i>

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<i>Level A</i>	<i>Evidence</i>
<p>The home improvement agency can demonstrate that changes have been made to improve service delivery as a result of policy and procedure review.</p> <p>Policy and procedure reviews show the impact of client or stakeholder involvement.</p> <p>Fair access is assured by independent audit. This does not necessarily mean by somebody outside the organisation but could refer to somebody not involved in, or responsible for service delivery.</p> <p>There is a proactive approach to working with under-represented parts of the community, and working with service commissioners in identifying local need and adapting services accordingly.</p>	
	<i>Pass / Fail / Unsure</i>

**4.2 The service is equitable.**

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>Policies and procedures are in place covering staff in respect of:</p> <ul style="list-style-type: none"> <li>• equal opportunity, diversity, anti-discriminatory practice and harassment</li> <li>• discrimination on any grounds that causes a person to be treated with injustice (see guidance)</li> <li>• access to services and employment.</li> </ul> <p>The policies and procedures have been reviewed in the last two years and are in accordance with current legislation and the Commission for Racial Equality Code of Practice on Racial Equality in Housing.</p> <p>There is a recruitment and selection policy that aims to eliminate discrimination in recruitment processes.</p> <p>There is a planned approach to managing and responding to concerns or incidents.</p> <p>Equality and diversity policies and procedures are covered in staff induction and training programmes, and integrated into staff management practices.</p> <p>Staff understand and are sensitive to the diverse needs of clients.</p> <p>Policies and procedures are communicated to clients in ways appropriate to their</p>	

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needs, and clients can confirm that this happens.	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
<p>There is a periodic review of the effectiveness of the equal opportunities and anti-discrimination policies and plans.</p> <p>Equal access targets are set for under-represented groups identified in the equalities action plan, and performance is monitored.</p> <p>Records show that staff are specifically recruited or trained to ensure their understanding and sensitivity to the diverse needs of clients.</p> <p>The communication needs of clients are catered for.</p> <p>Staff support clients to understand the documents they have signed and their rights and responsibilities.</p> <p>The service has its own equalities action plan and:</p> <ul style="list-style-type: none"> <li>• collects equalities data on successful and unsuccessful applications and exits from the service, and</li> <li>• reviews the equalities data, sets targets to address gaps and monitors performance against these.</li> </ul>	
	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
<p>There is a co-ordinated multi-agency approach to preventing and challenging bullying, harassment and discrimination.</p> <p>The service can demonstrate changes have been made to improve service delivery as a result of policy and procedure reviews.</p> <p>The service can demonstrate changes have been made to improve service delivery as a result of monitoring performance, in the area of fair access.</p> <p>Resources are made available to support equalities and diversity activity.</p>	
	<i>Pass / Fail / Unsure</i>

<b>C5: Developing client-based services</b>
<b>Clients are well informed so that they can communicate their needs and views and make informed choices.</b>

**5.1 Providing choices**

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>There is a public document which describes the service, who it is for and how it can be accessed (for example, letter, phone, fax, email, drop in centres etc).</p> <p>This information is provided to potential clients, at the first visit or sent on first enquiry if requested, and the handbook or equivalent document given to current clients, contains a copy of the description.</p> <p>The service description is up to date.</p> <p>Leaflets are available at the home improvement agency premises.</p> <p>The home improvement agency can arrange for support for clients who are blind, poorly sighted, deaf or hard of hearing.</p> <p>Service description documents contain advice in some of the foreign languages prevalent locally and also have access to a language translation system or service.</p> <p>The home improvement agency’s premises may be visited by potential clients if they so wish.</p> <p>The service description explains:</p> <ul style="list-style-type: none"> <li>• how the service is delivered (where, when, how, and who by)</li> <li>• the type of support available (e.g. grant enquiries and applications, handyperson services, help with energy saving, maximising benefits, help with security measures, list of reliable tradespeople, seeking funding, advice on housing options, carrying out surveys, providing schedules of work/drawings, applying for any necessary approvals and permissions, obtaining quotations, overseeing work on site, gardening, decorating, hospital discharge, falls prevention). It is not expected that the agency provides all these services themselves, but should demonstrate their ability to source this kind of external expertise if required.</li> </ul>	

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<ul style="list-style-type: none"> <li>• how the needs of clients are assessed</li> <li>• what limitations are placed on clients’ choices (plus information about “extra works”) and likely waiting times</li> <li>• what clients can expect and what is expected of them</li> <li>• what the various services cost</li> <li>• how to complain</li> <li>• who funds the service.</li> </ul>	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level B</i></p> <p>Leaflets are available at several strategic locations, e.g. GP services, housing and social services.</p> <p>The criteria for applying for the various services offered are clear.</p> <p>The home improvement agency has a website which provides contact details.</p> <p>The home improvement agency offers support for clients who are blind or poorly sighted, deaf or hard of hearing, or who need language (or translation) support.</p> <p>The home improvement agency’s premises are accessible to potential clients (physically or geographically).</p>	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level A</i></p> <p>The service description explains:</p> <ul style="list-style-type: none"> <li>• how standards of service delivery are assured (what quality measures are in place)</li> <li>• any quality-type certifications from external bodies.</li> </ul> <p>The criteria for applying for all the various services offered are written in clear English, including age, tenure, geographical location, disability, and financial considerations.</p> <p>The home improvement agency has a website which is easy to find, easy to understand, and comprehensive and allows for online referral and feedback.</p>	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>



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<i>Level A</i>	<i>Evidence</i>
<p>Appropriate support is available to enable clients with different needs to be consulted (for example, travel expenses, signing, audio loop systems).</p> <p>The home improvement agency makes sure that contractors explain to clients how any new equipment or facilities work and how they should be maintained.</p> <p>The home improvement agency makes sure that relevant certificates, warranties and operating manuals pertaining to work carried out are delivered to the client.</p>	
	<i>Pass / Fail / Unsure</i>



Quality Assessment Framework for Home Improvement Agencies – core service objectives

<i>Level A</i>	<i>Evidence</i>
<p>There is a periodic review (at least once a year) of complaints received.</p> <p>The home improvement agency can demonstrate that reviews of policy, procedures and complaints received have been used to improve service delivery.</p> <p>Complaints are progressed until resolved.</p> <p>Independent advocacy is sought to help clients, carers and family members to use the complaints system.</p> <p>There is an arbitration route available if internal complaint procedure is exhausted.</p>	
	<i>Pass / Fail / Unsure</i>

**5.4 Feedback from clients**

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>The service provides a feedback form to all clients, who receive a substantial service from the agency.</p> <p>Assistance in completing this form is offered if required.</p> <p>Of the returned feedback forms, at least 85% must indicate they are satisfied with the service they have received</p>	
	<i>Pass / Fail / Unsure</i>

<i>Level B</i>	<i>Evidence</i>
<p>The service utilises a feedback form / reporting system which is benchmarked with other nearby HIAs.</p> <p>Clients are provided with an SAE with each feedback form, or there is a call-back system in place</p> <p>The agency monitors the quantity of feedback forms being returned, and looks at ways of encouraging a higher return rate.</p> <p>Of the returned feedback forms, at least 90% of clients must indicate they are satisfied with the service they have received.</p>	

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	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
<p>Clients have opportunities to play an active role in shaping current and future service delivery.</p> <p>Clients are invited to take part in annual forums to discuss service improvement.</p> <p>Clients attending forums are given the opportunity to be trained to assist with client research and client service activities to help develop the agency's service.</p> <p>A representative sample of clients are contacted after six months to review any works and follow-up on any problems.</p> <p>The service can evidence changes to the service brought about by client feedback.</p> <p>The agency has taken action to increase the return rate of feedback forms</p> <p>Of the returned feedback forms, at least 95% must indicate they are satisfied with the service they have received</p>	
	<i>Pass / Fail / Unsure</i>

<b>C6: Privacy and confidentiality</b>
<b>Dealings with clients are kept private and confidential, as far as this is practical.</b>

**6.1 Confidentiality, privacy and freedom of information policy.**

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>Assessments are securely stored and accessible to relevant staff and clients.                  Clients have access to their file and are provided with a copy of assessments if they wish.                  The confidentiality policy complies with the Data Protection Act 1998, the Human Rights Act 1998 and the Public Interest Disclosure Act 1998.                  Induction and training programmes address the policies.                  Access to clients’ personal records is restricted to those who need access.                  Paper records are kept in locked cabinets or locked rooms to which only authorised personnel have access.                  Computerised records are protected by security protocols (for example, passwords), including memory sticks / CD-ROMs etc.</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
<p>The home improvement agency informs contractors about the need for confidentiality when dealing with clients.                  The home improvement agency’s policies make clear when confidentiality may be set aside and why.</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
<p>The home improvement agency is in receipt of agreements from contractors to keep client information confidential.                  At least one person in the home improvement agency can explain the data protection act, so far as it affects the agency’s work.</p>	



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	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
<p>Future demand for the agency is assessed periodically from a wide range of sources (e.g. demographic data, local strategies and plans, and feedback from funders).</p> <p>Risk assessments for the agency take account of the views and knowledge of relevant external bodies.</p> <p>All funders are represented on the agency’s advisory group.</p> <p>An external audit of the agencies policies and procedures is carried out every three years. This may be in the form of a report from a recognised validation body.</p>	
	<i>Pass / Fail / Unsure</i>

**7.2 Continuous improvement.**

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>Components of service quality are monitored. Examples include:</p> <ul style="list-style-type: none"> <li>• client satisfaction</li> <li>• client outcomes</li> <li>• client complaints</li> <li>• comment, feedback and complaints from other stakeholders</li> <li>• response times</li> <li>• staff feedback, and</li> <li>• external quality certification.</li> </ul> <p>Assessment and case management procedures are reviewed periodically and in response to changing requirements.</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
<p>The home improvement agency organises periodic events where staff have time out from service delivery to reflect on quality matters with a view to improving quality and outcomes.</p>	

Quality Assessment Framework for Home Improvement Agencies – core service objectives

	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
<p>All components of service quality are monitored <b>and</b> analysed.</p> <p>Analysis of service quality identifies any apparent strengths or weaknesses to address.</p> <p>Results of quality monitoring are periodically reported to clients and other stakeholders.</p> <p>The home improvement agency participates in organisational learning activities with a view to improving service delivery (for example, benchmarking clubs, peer reviews, quality circles, regional meetings, technical officer meetings, county forums).</p> <p>Client satisfaction questionnaire asks if the intervention has made life better for them (or words to that effect).</p> <p>The home improvement agency can trace which parts of the policies and procedures manual have changed, what the changes were, and when they were made.</p>	
	<i>Pass / Fail / Unsure</i>

<b>C8: Staffing issues</b>
<b>Home improvement agencies are required to have effective employment policies to cover staff development, supervision and the health and safety of staff and clients. Home improvement agencies currently certificated by Investors in People are passported through this particular objective.</b>

**8.1 Employment practices.**

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>The home improvement agency operates an equal opportunities policy covering discrimination on grounds of gender, age, religion, race, disability, nationality and sexuality and applies to both staff and clients.</p> <p>There is an induction programme for new staff and volunteers.</p> <p>There are disciplinary and grievance procedures in place. These are located on site and staff know where to find them.</p> <p>Staff and volunteers involved in service delivery have access to regular support and supervision.</p> <p>Staff receive appraisals at least once a year, at which performance is considered (which may include input from clients) and development or improvement plans (including training needs) are initiated.</p> <p>There is a policy relating to disclosure (of convictions) for all staff who have contact with vulnerable clients.</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
<p>Job descriptions and person specifications are periodically reviewed (or each time a post becomes vacant).</p> <p>Staff are able to locate all the policies, procedures, manuals, handbooks and associated documents pertinent to their role in the home improvement agency. These documents may be on paper, on PCs or accessed through an intranet or extranet.</p> <p>Resources are made available so that essential training needs are met (there is an adequate training budget). If training is provided “on the job”, staff numbers are above the minimum required to deliver the service.</p>	

Quality Assessment Framework for Home Improvement Agencies – core service objectives

<p>There is a record of when disclosure checks were made (not the disclosures of convictions themselves).</p>	<p><i>Pass / Fail / Unsure</i></p>
<p><i>Level A</i></p> <p>The success of training in improving service delivery is evaluated (the home improvement agency gathers feedback from staff on the value of all training undergone and the impact it has had on service delivery).</p>	<p><i>Evidence</i></p> <p><i>Pass / Fail / Unsure</i></p>



### Agency Self Assessment Form

Use this page to record the grades for each clause and calculate the grade for each objective

#### Objective C1: Minimum services from an HIA

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C1 Grade (Points 2-3 = C, 4-5 = B, 6 = A)
1.Range of services			
2.Technical and ancillary services			
		Total =	Grade =

#### Objective C2: Technical and caseworker support services

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C2 Grade (Points 2-3 = C, 4-5 = B, 6 = A)
1.Needs and risk assessment			
2.Involving others			
		Total =	Grade =

#### Objective C3: Duty of care to clients and staff

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C3 Grade (Points 5-8 = C, 9-12 = B, 13-15 = A)
1.Health and safety policy			
2.Risk management			
3.Policies & procedures for safeguarding people			
4.Action to safeguard against abuse & neglect			
5.Safeguarding staff			
		Total =	Grade =

#### Objective C4: Fair access, diversity and inclusion

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C4 Grade (Points 2-3 = C, 4-5 = B, 6 = A)
1.There is fair access to the service			
2.The Service is equitable			
		Total =	Grade =

#### Objective C5: Developing client based services

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C5 Grade (Points 4-6 = C, 7-10 = B, 11-12 = A)
1.Providing choices			
2.Rights and responsibilities			
3.Complaints procedure			
4.Feedback from clients			
		Total =	Grade =

#### Objective C6: Privacy and confidentiality

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C6 Grade (Points 1 = C, 2 = B, 3 = A)
1.Policies			
		Total =	Grade =

#### Objective C7: Management and administration

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C7 Grade (Points 2-3 = C, 4-5 = B, 6 = A)
1.Business planning and advice			
2.Continuous improvement			
		Total =	Grade =

#### Objective C8: Staffing issues

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C8 Grade (Points 2-3 = C, 4-5 = B, 6 = A)
1.Employment practices			
2.Competent staff			
		Total =	Grade =

**Performance indicators**

The following information is needed for all four quarters of the agency’s last financial year, although we will accept the latest four quarters if necessary. Please state which is being supplied. This information will be compared against other similar home improvement agencies.

**Information corresponding to the Supporting People Workbook**

1	Time period being reported	
2	Number of full-time equivalent staff covering the time period: Caseworkers Technical officers Handypersons Managers and admin Other Total	
3	Target number of enquiries	
4	Actual number of enquiries	
5	Target number of core jobs to be completed (all values)	
6	Actual number of core jobs completed (all values)	
7	Target number of handyperson jobs to be completed	
8	Actual number of handyperson jobs completed	
9	Average actual response time in weeks between initial enquiry and first visit (core jobs)	
10	Average actual elapsed time in weeks from date of first visit to practical completion date (core jobs)	

**Information not currently recorded on the Supporting People Workbook**

11	Value of core work done (see note 1 below)	
12	Current caseload – the number of cases currently open	
13	Average cost per job (under £1,000)	
14	Average cost per job (£1,000 or more)	
15	Numbers of complaints received, not including comments or grumbles	
16	Client satisfaction indicators (the agency’s own indicators):	

17	Range of funders and level of funding (including fees):
18	Client ethnicity profile v local population profile:

Note 1: Although it is not included in the Supporting People Workbook, ‘value of work’ can be a very useful indicator for home improvement agencies. ‘Value of work’ is defined as **the total value of work divided by number of jobs completed** ‘Work’ means the cost of building (excluding VAT and fees). Due to a number of factors, this figure varies substantially. Some agencies may specialise in high-value adaptations and repairs, whereas others do much higher volumes of low-value minor repairs.

For FEMIS users, the cost of building work in individual cases is recorded on the *Work/Costs* screen. The value of work figure is often used by local authorities when reviewing their capital expenditure.

Please note any particular circumstances which may have affected the statistics during the time period (for example, excessive staff turnover, office relocation, changes in funding level):