



How does a HIA deliver savings to commissioners and evidence better outcomes delivered to its clients?
Revival home improvement agency has developed a number of innovative practices that that help in delivery of a higher quality service to more people, but also provide evidential data to ensure sustainability of funding. The agency won the innovation awards at the 2015 National HIA Awards.



Revival HIA has been delivering a single countywide HIA service since October 2014. This replaces an agreement where three separate agencies had been delivering across the county, with four separate contracts with the County Council and a range of service level agreements with the District and Borough Councils. The new service has resulted in a 25% reduction in the overall cost, with service volumes set to increase over the contract period, allowing more clients to benefit from their service.

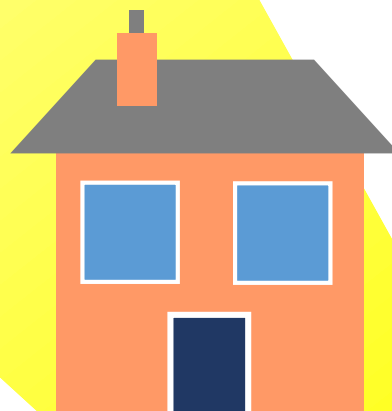


Amongst the innovative practices employed, the HIA has pioneered the use of the Outcome Star methodology. Outcome Star allows the HIA to gauge the level of wellbeing before an HIA intervention, then track the improvements once interventions are delivered. The HIA also collaborates closely with a range of statutory and CVS partners. This approach recognises the unique circumstances of each person and the need to provide personally tailored solutions.



The agency shows innovation by designing their service offer around an outcome-based assessment, which directly addressed the priorities of local health and social care commissioners and the aspirations of individual customers. At the heart of the service offer sits a clearly defined and costed approach to the provision of Advice and Information to enable people to make informed choices.

The best HIAs are innovators, and always keen to learn and share best practice. Revival HIA is accredited under Foundations Quality Mark to 'Approved' level, and is considered one of the sector's leading lights. Learn and share with the best HIAs by visiting www.foundations.uk.com



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