



Papworth Trust

Papworth is the largest provider of HIA services in England. It has a record of sustained growth combined with innovation. Last year Papworth Trust restructured their service to a hub and spoke model. This strengthened and centralised their core support functions so that they are more cost effective and deliver a more consistent joined-up approach across all areas, including adaptations performed under the disabled facilities grant.



The hub operates on multiple fronts, offering information and advice to customers and signposting to other services within the agency or externally. The hub also refers directly to caseworkers, enabling more detailed discussions about potential adaptations, and giving the client access to a single key worker to help them through the DFG process.



20

weeks
reduction in
time

Papworth working with local authority partners, co-locate adaptations teams and Occupational Therapists, supporting better communication across teams and leading to improved speed of service to customers. Times for adaptations have been reduced by 20 weeks and the average time for grant approval is now less than a day.



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The new hub model also provides an attractive offer to self-funders. A personalised package might incorporate health, technical, construction and support mechanisms. Moreover, every customer's experience is underpinned by an individual support plan which focuses staff attention on delivering a quality service in the shortest possible time.

The best HIAs are innovators, and always keen to learn and share best practice. The innovative practices around DFG processing that Papworth employ, can be replicated elsewhere.
Learn and share with the best HIAs by visiting www-foundations-uk-com



disabled
facilities
Grant

 Home Improvement Agencies
hia

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