



# Foundations

THE NATIONAL BODY FOR  
HOME IMPROVEMENT AGENCY  
AND HANDYPERSON SERVICES



**Foundations Annual  
Review 2014 - 2015**



## A warm welcome from Paul Smith

As an increasing number of people now enjoy longer, healthier lives, it is vital we ensure that as people get older the homes they live in are able to meet their changing needs. People's homes play an essential role in determining

their health and wellbeing, and the importance of housing and home-based support in preventing poor health is extensively referenced in the Care Act 2014.

This is where home improvement agencies step in. These organisations occupy a unique place in the fabric of care and support for older people; they are local, trusted providers that offer a range of services to enable people to stay safe, secure and warm, and retain independence in their own home.

Recognising the value HIAs bring to improving the lives of vulnerable people, earlier this year DCLG announced its continued support to the HIA sector by awarding a new contract to Foundations. As a national body, we will continue to build a vibrant and sustainable housing support sector and help deliver the integration between housing, health and care.

This annual report highlights some of the great work done by agencies over the last year.

*Paul Smith, Director – Foundations*





# Our vision and values

**Our vision is for a thriving range of home improvement agencies, supporting people to live safe, independent and happy lives in the home of their choice.**

## Our outcomes

### Home Improvement Agencies in England will:

- Be known and trusted by both commissioners and the general public.
- Be commissioned to deliver a range of integrated services for more than 80% of England.
- Be supported to collaborate with each other and other stakeholders.
- Be high performing and deliver real outcomes for customers.

## Our values

- Strive for excellence:** being a high performing organisation, open to learning new things, being bold, taking risks and creating influence.
- Dignified approach:** treating everyone with dignity and respect, listening to the needs of providers and commissioners, and doing our best to offer high quality information, advice and support.
- Display integrity:** doing the right thing, keeping confidences, committed to supporting providers and commissioners without conflicts of interest.
- Work as a team:** learning from each other, working collaboratively, and in partnership with home improvement agencies to support each other, embracing constructive challenge and valuing our differences.

## Our Behaviours

- Insightful thinking
- Driving for performance and results
- Understanding the wider perspective
- Communicating compellingly
- Seeking out improvement and innovation
- Leading self and others



## HIA sector activity in 2014 - 2015\*



Number of  
handyperson  
visits

**161,682**



Number of  
clients accessing  
hospital discharge  
service

**17,684**



Number of  
enquiries dealt  
with by HIAs  
(including Advice &  
Information)

**294,202**

Total number  
of DFGs

**33,780**



\*Figures extrapolated from survey of HIA activity



# Driving innovation

## Homelife Carlisle – Community Neighbours

The Community Neighbours project links older people who are suffering from social isolation with volunteers within their local community. The volunteer reconnects them with their local community and the activities they once used to enjoy. This has helped delay clients from needing more comprehensive care such as move into residential care.

The project also integrates with the Hospital at Home project, a virtual ward which treats patients in their own home. The provision of a volunteer at point of discharge ensures they remain stable, picking up any issues that might make them at risk of being readmitted to hospital.

Community Neighbours has **72 volunteers** and **60 partnerships** and has recently been recognised by the World Health Organisation at the European Healthy City Conference in Athens.



**Carlisle HIA** has worked very closely with Foundations. As a relatively new HIA, they have demonstrated themselves to be a highly effective and innovative service. Foundations have supported a number of their innovative schemes and are now collaborating on a joint Big Lottery bid.



# Championing health, housing and care integration

## Peterborough Care & Repair

Peterborough Care & Repair is a key partner for local health and social care commissioners. With Disabled Facilities Grant funding now forming part of the Better Care Fund they are looking at how services can be better integrated in the future.

The agency delivers programmes which tackle poor housing conditions of vulnerable clients and works closely with other organisations to identify vulnerable residents living in fuel poverty.

Occupational Therapists are located within the agency, which has really helped to streamline the delivery of adaptations. People with a disability are having works carried out quicker which helps to make them more independent sooner. This in turn means a reduction in domiciliary care for many and less chance of an accident which may have otherwise led to a hospital stay or residential care.





# Meeting Better Care Fund priorities

## Croydon HIA

Croydon Staying Put have been working on improving links with health and social care on a local level to provide a holistic service to Croydon's older and vulnerable clients.

The HIA works in partnership with the commissioners of the Better Care Fund and other partners to ensure they can provide services that meet local demands. In 2014-15, Croydon received £80k from the Health and Well Being Board via the Better Care Fund, and for 2015-16 this increased to £120k.

The agency is using the funding in diverse ways to meet customers' needs and help avoid hospital admission. Works include:

- rearranging furniture to provide safe access
- purchasing household objects such as beds, fridges (in order to store medication and food) and microwave ovens (to enable meals on wheels)
- providing new floor coverings for safe access and to prevent falls
- minor repairs and garden clearance to prevent falls, reduce infestation of rats and reduce the risk of being targeted by bogus callers

The agency assisted **153** clients in **2013-14** and **176** clients in **2014-15**.





# Making life easier for people with dementia

## Care & Repair Leeds – Reminiscence Library

There are an estimated 8,500 people in Leeds who are living with dementia and this figure is likely to rise significantly over the next 15 years. In response, Care & Repair Leeds created a library with a wide range of reminiscence resources to suit various ages and stages of dementia.

There are over 60 different items to choose from including discussion cards, scrapbooks and nostalgic games and activities. Based on a traditional lending library, items are loaned free of charge for a set period but delivered and collected from the person's home. This means that the agency meets the person and they can access other services, which they may not have accessed previously. The library also has group packs available for local community groups to borrow.

In the last year alone nearly 150 people have loaned items from the library and nearly 2,000 more have benefitted from group loans or attended information sessions.



Foundations have always worked closely with Leeds HIA. The agency provides Foundations with Technical Officer Co-ordination support for our regional technical officer meetings/training sessions. Recently Foundations has been working with the agency on designs for new models of handyperson delivery in the area.





# Improving the Disabled Facilities Grant process

## Papworth Trust

In 2014 Papworth Trust restructured their service to a hub 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.

The hub operates on multiple fronts, offering information and advice to customers and signposting to other services. For people who need greater support, caseworkers visit them in their own home for a more detailed assessment.

Services co-locate adaptations teams and Occupational Therapists, supporting better communication across teams and leading to improved speed of service for customers. Times for adaptations have been reduced by 20 weeks and the average time for grant approval is now less than 24 hours.

The hub model is proving particularly attractive to self-funders – where an individual support plan and a personalised package of support is offered.

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## Easing the pressure on health services

### Manchester Care & Repair - Home from Hospital service

Manchester Care & Repair provides a citywide 'Home from Hospital' service, commissioned by an NHS Trust and three Clinical Commissioning Groups. It focuses on early intervention, ensuring that vulnerable or isolated patients aged 60 and over receive personalised discharge support tailored to their needs.

Running 7 days a week, the agency calls every older person after they are discharged from hospital and offers them a range of services. These include small repairs and adaptations from their handyman, benefits advice and referrals to other community services.

These services help people to cope. Just being there to offer support helps their emotional wellbeing and the handyman can make their home warmer, safer and more secure. This has resulted in a significant reduction in the number of people being re-admitted to hospital within 30 days.



Currently HIA of the Year, Manchester Care & Repair is one of the leading lights of the HIA world, and it is often the agency of choice for showing national and international visitors just how effective the best HIAs can be.



## Offering a helping hand

### Aster Living Somerset - Handihelp

This service covers a wide range of handyman jobs, from installing assistive technology units to garden clearance and from minor works needed to facilitate hospital discharge to constructing flat pack furniture.

The service offers a range of assistive technology to support lifestyle choices and meet customer needs, preventing or delaying the need for more intensive services.

The handyman technicians are all trusted assessor trained, have competency in all aspects of minor adaptations and as installers of telecare equipment. This means they can fit everything in one visit which is more convenient for the person and much more cost effective for commissioners.

The handyman service works closely with local agencies and is able to offer a swift response, with jobs being completed on average within five days from referral. The service completed **4,300** jobs in **2014** with **98%** of people rating the service as excellent.



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## HIA Awards 2014 – recognising innovation, leadership and collaboration

The 2014 HIA Awards ceremony highlighted the achievements of the HIA sector, celebrating those teams and individuals that bring passion and commitment to the sector.

The HIA Service of the Year went to West of England Care & Repair, while Family Mosaic East Sussex and Lincolnshire HIA received commendations. Middlesbrough Staying Put won the Handyperson Service of the Year award, and Manchester Care & Repair and Mears Safe at Home were commended.

The Innovation in Service Design and Delivery awards went to Care & Repair Leeds, with Middlesbrough Staying Put and Swan Care & Repair receiving commendations. A new category, the Integration Champion, was won by Peterborough Care & Repair, while Homelife Carlisle and Family Mosaic Kent HIA were commended.

Clive Colton from Mears Safe at Home was crowned Unsung Hero of 2013; Helen Langley & Mandy Aston, Jackie Allen, Lyn Barker and Sue Kelly received commendations for their excellent work. Mary Gibbons and Swan Housing Association Care & Repair Team won the award for Inspirational and Effective Leadership.



**Congratulating the winning home improvement agencies, the event host Lord Best said:**

*“Home Improvement Agencies remain a lifeline to thousands of older and vulnerable people, giving them invaluable advice and the practical help they need to stay in their homes.”*

# Developing new partnerships to maximise funding opportunities



Foundations Independent Living Trust (FILT)

In 2014 FILT continued to strengthen its partnership with three of the major energy companies and four national charities. Our unique delivery model, pairing our national reach in funds distribution with a local and trusted provider that carries out the work fast, means we can offer funders peace of mind.

We can speedily and efficiently identify, reach and provide solutions for vulnerable people, who are often on low incomes and facing the challenges of living in cold homes – worsening health, risk of injury and social isolation. Work on the ground is delivered by our network of 200 HIAs across England. These are local, trusted providers who provide a range of measures to help older and vulnerable people stay independent at home, from minor/major adaptations to energy efficiency measures.

This hub-and-spoke model has helped us secure a **£900,000** funding stream from SSE in December 2014. The Warm at Home programme is expected to reach **4,500** vulnerable householders and carry out **2,200** warm homes jobs through to March 2016.

Year	People helped	Council areas	Funds distributed
2010	70	30	£45,000
2013/14	6,750	180	£790,000

Our goal is to expand our funding range and be able to offer all-round support to older and vulnerable people, keeping them safe and well in their homes.

With this in mind FILT have recently appointed two new Patrons, **Sir George Young** and **Lord Richard Best**, to join **Baroness Kay Andrews** in supporting FILT.

Get in touch at [www.filt.org.uk](http://www.filt.org.uk) and @FILT\_Trust





## Quality Assurance – a provider’s perspective

### Quality Mark

*“Revival HIA applied for 2 levels of Quality Mark accreditation ‘Approved’ and ‘Validated’. Although slightly laborious, the process was an opportunity for us to assess and evaluate our services. This has enabled us to amend existing processes or develop new processes which added to the overall service delivery. The improved level of service delivery was recognised by Staffordshire County when we bid for and won a county-wide tender to provide HIA services.”*

**Lesley Tyler-Roberts,**  
Staffordshire Team Leader, Revival  
Home Improvement Agency

### HIA Registration

*“The registration process was quite straightforward as Fire Support Network is already delivering services that would normally be associated with an HIA. We wanted to formalise what we were already delivering by becoming accredited. We felt that formalising what we deliver would open up other funding avenues and also give clients the confidence to commission us to complete work.*

*Fire Support Network offer many services within a domestic setting, therefore it made sense to go one step further and seek accreditation to expand our services and client base.”*

**Linda Mitchell,** Chief Executive Officer,  
Fire Support Network Charity

### Case Manager

*“Case Manager has enabled us to adopt new mobile working practises. Prior to this we were heavily reliant on a paper process that left data more exposed and resulted in more rekeying and double-handling of information. With the addition of custom fields we have been able to tailor the system further to meet our local requirements and enable us to produce the necessary reports for contract monitoring purposes. The next exciting step is to see whether we can integrate Case Manager with our local authority system to remove further duplication.”*

**Lynn Williams,** Scarborough  
HIA Manager



## 2014 in numbers

**167**

agencies listed on TrustMark website, generating over 400k trade searches

More than **27k** HIA searches on the Foundations website

**3** HIA ministerial visits

HIA-related articles reached over **3.2m** readers

**1,200** people in the housing support sector benefitted from knowledge and training opportunities





# Foundations

To find your local home improvement agency, please contact us on **0300 124 0315** or visit **[www.findmyhia.org.uk](http://www.findmyhia.org.uk)**

For the latest news and updates, visit **[www.foundations.uk.com](http://www.foundations.uk.com)** or find us on Twitter **@FoundationsHIA**

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