



Foundations

“Sharing the Magic” Foundations Work Plan

2016 - 2017

May 2016

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Document History

Revision History

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Approvals

This document requires the following approvals.

Signed approval forms are filed in the Management section of the project files.

Name	Signature	Title	Date of Issue	Version
P Smith		Director	09/05/16	1.00



About Foundations

Our Mission

To share the magic about what makes good home improvement and adaptation services

Our Vision

A thriving range of home improvement agencies – supporting people to live safe, independent and happy lives in the home of their choice

Our Objectives



Identify and meet the training needs of the sector



Engage with stakeholders, providers and commissioners and facilitate networking opportunities



Represent and promote the sector



Develop tools and resources for providers and commissioners



Monitor activity, quality and performance and find out what good looks like



Develop and promote quality assurance systems



Provide an information management and workflow system

For more information visit: www.foundations.uk.com

Our Values

Our shared values guide our actions and describe how we behave:

Leadership:	The courage to shape a better future
Collaboration:	Leverage collective genius
Integrity:	Be real
Accountability:	If it is to be, it's up to me
Passion:	Committed in heart and mind
Scalable:	National solutions for a local scale
Quality:	What we do, we do well

About Home Improvement Agencies

Home Improvement Agencies (HIAs), sometimes known as Care & Repair or Staying Put schemes, help vulnerable people maintain independence in their own homes. Their services include:

- visiting clients at home or providing detailed telephone advice;
- setting out housing options to help clients decide what type of housing is best suited to their changing needs;
- checking entitlement to any financial help, including grants and charitable funding;
- project management, drawing up plans, getting estimates and liaising with others involved in any building work/adaptations needed, such as council grants officers and occupational therapists;
- provision of handyman services, to carry out small jobs around the home, help with gardening, or coming home from hospital; and
- helping to make homes more energy-efficient.

A searchable directory of accredited HIAs and handyman services is available at:

www.findmyhia.org.uk



Background

Foundations is the National Body for Home Improvement Agencies and Disabled Facilities Grant Transformation under contract to the Department for Communities and Local Government (DCLG).

The contract was awarded for an initial 4 month period on 1st February 2015 and subsequently extended to 31st March 2016. A further extension was granted in February 2016 extending the contract through to 31st March 2018.

The contract includes the provision for a further extension through to 30th September 2020.

This work plan covers the period **1 April 2016 to 31 March 2017** and includes the main deliverables during this period.

The plan will be agreed and amended during quarterly contract review meetings with DCLG.

Change in Emphasis

This period marks a shift in emphasis for Foundations to reflect the increasing importance of Disabled Facilities Grant following the significant increases in funding announced in 2015. Consequently Foundations' tag line will change to:

“National Body for Home Improvement Agencies and Disabled Facilities Grant Transformation”

Foundations' contract includes improvement of DFG delivery across England – and not only where DFG is delivered by a HIA. This change in title will assist in engaging local authorities that do not deliver via a HIA and allow wider multi-disciplinary networks to be formed outside of traditional silos.

The intention is to transform how DFG funding is spent rather than necessarily concentrating on the DFG process as set out in legislation. This reflects the requirements of the Better Care Fund and emerging local commissioning arrangements.

Overall Approach

Foundations' role is to 'share the magic' – identifying what is good and spreading it across commissioners, providers and stakeholders through a range of techniques and media.

With a small team and a whole country to cover we need to gather people together wherever possible – in person or virtually – to maximise our impact. This will mean prioritising occasions where we engage with individuals or undertake repeated engagements.

As a national body we can also establish partnerships regionally and nationally for the benefit of many providers.



Training

Role of Foundations

- Identify training and development needs of the home improvement sector
- Provide or promote training resources for the sector

Task	Measures	Milestones
E-Survey of Sector Training Needs	Completed	April 2016
Establish Partnership with Centre for Housing Support	Completed	March 2016
Establish Partnership with Viva Training	Completed	March 2016
Establish Partnership with Disabled Living Foundation for Trusted Assessor Training	Completed	April 2016
Establish and Facilitate Action Learning Sets for Peer Improvement of DFG Delivery	Completed	November 2016
Task (Training Courses)	Measures	Milestones
Housing Health and Safety Rating System (HHSRS) Inspection & Assessment	Number attending	On going
Housing Health and Safety Rating System (HHSRS) Competency Assessment	Number attending	On going
Asbestos Awareness	Number attending	On going
Construction and Design Management (CDM) Regulations	Number attending	On going
Disabled Facilities Grants (TOR & Law)	Number attending	On going
Building Contracts for HIAs	Number attending	May 2016
Dealing with Cluttered Homes	Number attending	June 2016
Health & Safety for Handypersons	Number attending	November 2016
Dementia Awareness	Number attending	November 2016
Consult on requirements for Commissioner training	Course Proposal	March 2017

KPIs

- 1,300 Beneficiaries of Training, Events and Engagements



Events & Engagements

Role of Foundations

- Arrange or enable events that inform, elicit views and facilitate networking
- Engage with stakeholders, providers and commissioners
- Refer the public to their local service

Task (Foundations' Events)	Measures	Milestones
Foundations Advisory Board	3 Meetings	Jun, Oct, Jan
National Conference	Delegate Count	April 2016
Independent HIA Meetings	3 Meetings	
Regional Technical Officer Meetings	8 Meetings	
Regional Manager / Caseworker Meetings	16 Meetings	
DFG Champions Roadshows	4 Events	June 2016
DFG Champions Conference	Delegate Count	November 2016
Commercial Partners Meetings	1 Meeting	
Secretariat for Housing & Health MOU	2 Meetings	
Task (Other Events Attended)	Measures	Milestones
Attend External Events / Conferences	48 Events	
Speak at External Events / Conferences	12 Events	
Task (Engagements)	Measures	Milestones
Visit HIAs		
Engagements with Commissioners	144 Engagements	
Engagements with other National Bodies		
Engagement with the Public	Telephone Calls	

KPIs

- 1,300 beneficiaries of training, events and engagements
- Engage with 144 Commissioners
- Engage with 72 HIAs
- Number of Telephone Enquiries
 - 90% answered within 4 rings
 - 80% of enquiries dealt with in first contact
 - Complex enquiries resolved within 5 days



Representation and PR

Role of Foundations

- Represent the home improvement agency sector in advising Government and other stakeholders
- Respond to public consultations on behalf of the sector
- Promote the benefits and best practice of the sector
- Establish national partnerships that support local delivery of HIA services

Task	Measures	Milestones
Represent HIAs in meetings with - Government Departments - Representative Bodies (e.g. LGA) - ADASS - Professional Bodies - Other Strategic Partners	48 Meetings	On going
Provide amalgamated consultation responses on behalf of the home improvement sector	Count	On going
Secure positive coverage of the home improvement sector in the specialist press	See KPI	On going
Coordinate promotion across the sector	See KPI	On going
Establish DFG Champions Network supported by Regional Ambassadors	Completed	May 2016
Establish Partnerships with Retirement Housing Providers	Completed	April 2016
Establish Partnerships with Assistive Technology / Telecare Providers	Completed	May 2016
Establish Partnerships with Financial Advice / Equity Release Providers	Completed	May 2016
Establish Partnerships with Community Equipment Providers	Completed	June 2016
Publish a range of e-Newsletters	See KPI	On going
Active Social Media Presence	1,000 Followers	On going

KPIs

- Circulation 500,000, Readership 1,000,000



Tools and Resources

Role of Foundations

- To produce tools and resources to assist commissioners throughout the commissioning cycle
- To produce tools and resources to help providers increase their quality and capacity.

Task	Measures	Milestones
Maintain Foundations Websites	See KPI	On going
Commissioner Toolkit	Completed	July 2016
Social Value Toolkit	Completed	March 2017
Business Development Toolkit	Completed	June 2016
Guidance on Financial Products for Repairs and Adaptations	Completed	October 2016
Adaptations Demand Tool (part of SHOP@)	Completed	May 2016
Making the Housing Memorandum of Understanding work in a Locality	Completed	March 2017
Using the Regulatory Reform Order to use DFG Funding Discretion	Completed	May 2016
HIA Management Section on website including Documents needed for Quality Mark	Completed	October 2016
National Schedule of Rates for Adaptations	Completed	October 2016
DFG Specification Standards Guide	Completed	December 2016
DFG Prioritisation Tool	Completed	May 2016
Support to Move Business Case	Completed	February 2017

KPIs

- Increase the number of unique visitors to the Foundations websites by 5% year on year, from 70,000 (last year) to 73,500



Insight and Analytics

Role of Foundations

- To monitor the home improvement sector and report back to government, including:
 - HIA commissioning activity
 - HIA quality and performance
 - DFG programme delivery

Task	Measures	Milestones
Monitor Size, Scale and Composition of HIA Provision including RAG Status	100% Return	On Going
Monitor Cost, Quality and Performance of HIA Provision (inc QM Assessments)	35% of Sector	
Monitor HIA Tender Cycles and Commissioning Activity	See KPI	On Going
Map Local DFG Delivery Agents and incorporate into findmyhia.org.uk	80% Mapped 100% Mapped	June 2016 November 2016
Map the Quality and Effectiveness of the Local Disabled Facilities Grant Delivery Programme		Aug 2017
Provide Narrative on Good Practice in the Sector – “Golden Nuggets”		On going
Capture Feedback on Foundations’ Events	90% Satisfaction	On going
Survey of current DFG Delivery Practice across England	Completed	November 2016
Collate Good Practice Case Studies		On going
Secretariat for Housing & Health MOU		On going

KPIs

- Foundations Consulted in 90% of Tenders



Service Quality

Role of Foundations

- To deliver quality assurance systems for the home improvement sector
- To promote the benefits of quality systems

Task	Measures	Milestones
Review Entry Level Assessment for new HIAs	Completed	April 2016
Undertake Entry Level Assessment of new HIAs	See KPI	
Revise Quality Mark to passport to Advice Quality Standard	Completed	May 2016
Undertake Quality Mark Assessments	See KPI	
Review TrustMark Requirements for the home improvement sector	Completed	April 2016
Enrol new TrustMark holders	See KPI	
Audit TrustMark holders	100% (biennial)	On-going
Develop Quality / Audit tool for DFG Delivery	Completed	October 2016

KPIs

- 18 QualityMark Assessments Undertaken
- 50 Trustmark Listings for HIAs
- 8 New HIAs assessed at Entry Level



Foundations

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