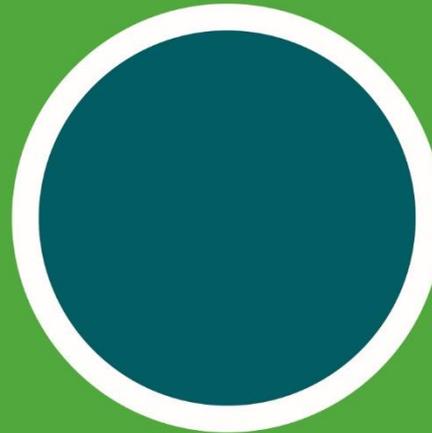
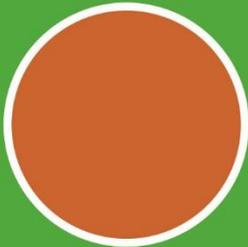




Foundations

Annual Review 2016/17





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 Values

Leadership: The courage to shape a better future

Collaborate: Leverage collective genius

Accountable: 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

Integrity: Be real

Foundations in 2016/17

Foundations' role is to 'share the magic' about home improvement agencies (HIAs) – 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.

As a National Body we also establish partnerships regionally and nationally for the benefit of many providers.

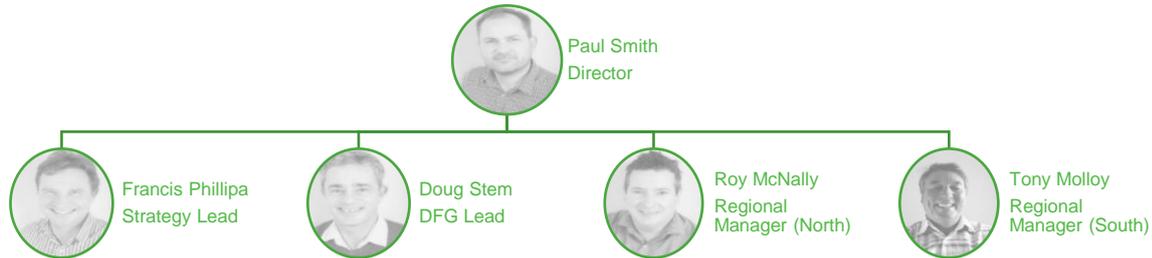
This period marked a shift in emphasis for Foundations to reflect the growing importance of Disabled Facilities Grant following the significant increases in funding announced in 2015.

Foundations' contract includes improvement of DFG delivery across England – and not only where DFG is delivered by a HIA. This change 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.



Foundations Leadership Team



A big part of our role is to meet with a wide range of organisations across England. During 2016/17 we engaged with **235** commissioners and **157** home improvement agencies; reviewing, challenging, advising and supporting.



We also attend many other events to make new connections and 'share the magic', including the Home Modifications Australia and Care and Repair Scotland Conferences.

Foundations Advisory Board

The Foundations Advisory Board supports the National Body by providing expert insight. It is 'light touch' in terms of process, which leaves it free to concentrate its energies on the core role, namely to complement the Foundations Leadership Team by providing specialist experience, knowledge, critical friendship and contacts not readily available elsewhere.

Members are selected for their expertise even when they may be affiliated to specific stakeholder groups. As such, they are appointed as individuals to fulfil their role on the committee; it is expected that in their role as a member, they will act in the public interest and in the interest of building a more robust HIA sector. Membership for 2016/17 included representatives from:

- providers of HIA services;
- commissioners of HIA services;
- representatives of Government Departments;
- industry and
- academia.

The Board discussed a range of topics, including:

- home adaptations;
- handyperson services and
- integration between housing, health and social care.



Insight on the Sector

About home improvement agencies

Home improvement agencies (HIAs), sometimes known as Care & Repair or Staying Put schemes, help vulnerable people to stay independent in their own home. 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 such as council grants officers and occupational therapists;
- provision of handyperson 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 handyperson services is available at: www.findmyhia.org.uk

The Collaborative Home Improvement Agency – A vision for the sector

HIAs are very diverse organisations, ranging from 2 to 53 members of staff – with a median size of 8. They are managed by local authorities, housing associations, private companies and charities, but all share a common a vision to provide responsive, client-centred solutions to low income, older owner-occupiers' home repair, maintenance and adaptation problems.



We published an [updated vision for the sector](#), aimed primarily at providers, but also to inform commissioners and policy makers in local government, health and wellbeing boards, health trusts, and clinical commissioning groups.

Home improvement agencies started as housing-specific services, but now encompass wider support elements and are pivotal to general health and wellbeing - so many other things are possible if a person's home works well for them. Too often the home can become the enemy if it does not offer sufficient comfort, convenience and security. HIAs are now effectively funded as a 'health related service' and should behave accordingly – they cannot operate in isolation providing a one-off 'bricks and mortar only' solution which fails to join up effectively with other complementary services.

Linking up Housing with Health and Social Care

Under the Care Act there is a requirement for closer cooperation of services that support the health and wellbeing of those who may be in need of care and support. An emphasis is placed on greater integration between housing, health and social services to deliver more person-centred outcomes – as identified by the Collaborative Home Improvement Agency report.

As part of a drive for more integration, a pioneering [Health and Housing Memorandum of Understanding \(MoU\)](#) between government departments, its agencies such as NHS England, Public Health England and the Homes and Communities Agency, has been signed by sector professional and trade bodies and leading learning networks, including Foundations. Foundations provides the secretariat for the MoU nationally and has also been instrumental in establishing local memoranda in Worcestershire and Gloucestershire.

In addition we have established partnerships, working arrangements or understandings with associated sectors, including:

- community equipment services;
- telecare and assistive technology manufacturers and suppliers;
- financial advice and equity release;
- retirement and extra care housing providers and
- information and advice services.



HIA Awards 2016

Awards ceremony

The annual Home Improvement Agency Awards were once again hosted in July at the House of Lords by Lord Richard Best OBE.



Sponsored by AKW, the Awards are an important date in the calendar to celebrate the hard work and fantastic outcomes achieved by HIAs across England. It's also an opportunity to "share the magic" with a range of specially invited guests and partners.

The ceremony was introduced by Stephen Burke, the chair of Foundations Independent Living Trust, with individual awards presented and sponsored by Promoting Independence, Contour Showers, N&C Phlexicare and Autumn UK.

Overall we received **39** nominations for this year's awards, with the judges being impressed by the range of services provided across the sector.

Agency of the Year: West of England Care and Repair



WE Care & Repair impressed the judges through its wide range of services offered and the number of customers helped on a yearly basis.

During the previous year, despite experiencing significant cuts they have moved to a multidisciplinary area team model, that includes handyperson, casework, technical, volunteers, and home independence centres. The move has created a faster service that is closely aligned with local health, social care, and housing services.

The changes have also enabled the agency to have the most successful year so far; some notable achievements include: responded to 18,500 enquiries with information and advice on housing, and on average they resolved issues within one day. They also completed over 14,000 handyperson jobs and their service was rated as good or very good by 92% of clients.

The agency delivers a range of support across the West of England and has a close working relationship with local NHS staff, social care and housing teams.

Commended: Revival HIA and Yorkshire Housing HIA

Handyperson Service of the Year: Manchester Care and Repair



The handyperson team carried out more than 7,000 jobs in 2015. However, far from simply offering a small repairs service, staff ‘make every visit count’. All are trained to deliver an assessment for home safety and security, and hold level 3 City and Guilds qualifications in Energy Awareness. Over 90% of initial visits lead to referrals to other services.

More than 99% of clients would use the service again and recommend it to others. Refinements to working practices, streamlined processes and investment in the operatives’ training and development have led to significant improvements in productivity and thereby Value for Money to commissioners.

Although the labour is free of charge, the HIA actively fundraises and has generated over £17K of income in 2015-16 from fundraising activities and donations. In pursuit of sustainability, the handyperson service actively seeks income generating opportunities from complementary activity funded by sources outside the main commissioned service.

Commended: West of England Care & Repair, County Durham Handyperson Service

Home Adaptations Service of the Year: Lancaster HIA



The judges were impressed with Lancaster HIA's work to promote the use of Disabled Facilities Grants (DFGs) to pay for adaptations and promote independence. Together with local authorities throughout Lancashire, the city council drew up a DFG action plan in order to improve access to the grants and share good practice.

Lancaster HIA's caseworkers are working with local health services (including Macmillan team nurses, OTs, rehabilitation teams, rapid response team etc.)

to raise awareness of DFGs and the benefits of adaptations, as well as tackle any delays in vital support.

All minor adaptations are completed by the HIA's handyperson team, with the majority of adaptations being completed within one week from order. There are currently no waiting lists for minor adaptations or works via DFGs and all cases are dealt with as priority.

Local residents are facing waiting times of up to 12 months for council OT assessments, which has led to a drop in DFG referrals to the HIA. To overcome this, Lancaster HIA now works with private OTs and assessments can be obtained within one week.

The Collaboration Award: Peterborough Care & Repair

Commended: Dorset Accessible Homes; Homelife Carlisle



The Innovation Award: Revival HIA, Stoke-on-Trent

Commended: Peterborough Care & Repair; WE Care & Repair



Foundations Independent Living Trust Delivery Partner of the Year: Homelife Carlisle

Most Influential Agency: Ealing HIA

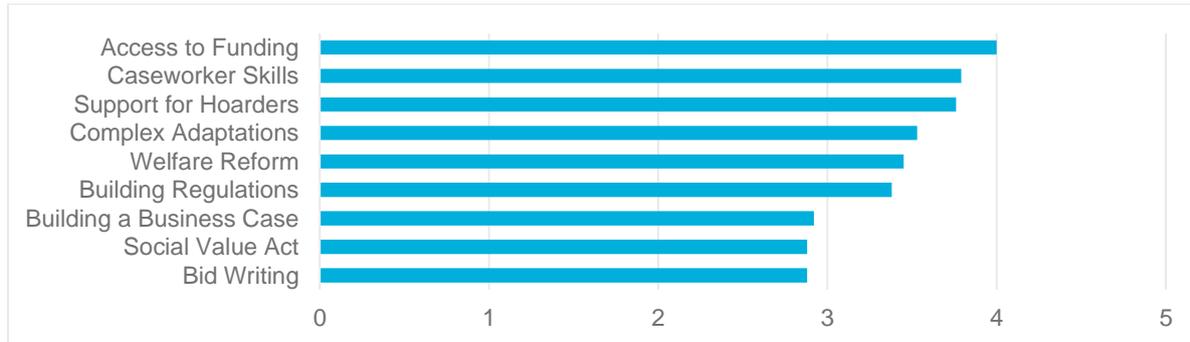




Training

New Training Courses

We surveyed the sector to identify your training needs and priorities, and consequently introduced a range of new courses including contract law, support for hoarders, health & safety and housing options – with others in development.





Events and Engagements

Home Improvement Agency Conference

In April 2016, the Home Improvement Agency Conference saw nearly 200 members of the housing support sector, 13 leading suppliers and more than 10 speakers from a wide range of backgrounds, all under one roof.



The event was a huge success, offering attendees a great opportunity to establish new connections whilst sharing knowledge and debating the opportunities and challenges facing the sector. We'd like to thank our sponsors AKW and Stannah for making this event possible.

Alongside our programme of training, we held events attended by **1,330** delegates throughout the year including regional and technical meetings,

and the DFG Champions Roadshows.

DFG Champions Roadshows

DFG Champions is a social movement aimed at improving the delivery of Disabled Facilities Grants, by engaging the whole range of professionals involved.



Starting as a [Facebook discussion group](#), DFG Champions took to the road in the autumn of 2016 visiting Sunderland, Derby, Liverpool and London.

CHAMPIONS

The good practice sessions demonstrated that some areas are taking advantage of the discretion introduced under the Regulatory Reform Order (RRO) in 2008. We heard some great examples of local authorities removing the means test, increasing the maximum amount, carrying out essential repairs,

helping people home from hospital, and making homes safer for people with challenging behaviours. We also saw how traditional roles and procedures can be changed – it can take several years (five in Warwickshire) and lots of determination, but it is possible.

Throughout the workshops there was a real appetite to explore the possibilities that the RRO brings, especially from those who previously knew nothing about it.



Promotion

Promoting the Sector

This year we had over **60** articles published in a wide range of news and media outlets, including:

- Health Services Journal;
- The Municipal Journal;
- Inside Housing;
- The Huffington Post and
- LocalGov

Our media activity had a combined circulation of **6,998,218** and a readership of **7,524,891**.



Tools and Resources

Websites

2016/17 was a record breaking year for Foundations' websites with **103,031** visitors to:

- foundations.uk.com
- findmyhia.org.uk
- filt.org.uk

New Tools

We produced a number of new tools this year to support improved delivery of Disabled Facilities Grants, including:

- [Guide to the Regulatory Reform Order](#) including sample policies;
- [Guide to prioritisation of grant applications](#);
- [Social Value toolkit](#) (in partnership with [HACT](#)) and
- [Online schedule of rates](#) – DFG Tenders





Service Quality

Home Improvement Agency Quality Mark

The Quality Mark continues to be the gold standard for Home Improvement Agency Services. In 2016/17 the following agencies secured accreditation:

- Millbrook, Dorset
- Age UK Hereford
- Age UK Milton Keynes
- Age UK Scarborough
- Royal British Legion – Huntington
- Royal British Legion – Merseyside
- Royal British Legion – Leeds/Bradford
- Perthshire Care & Repair (Scottish QM)
- Yorkshire Housing
- Hyndburn
- Richmond upon Thames

Trustmark

Home improvement agencies hold **70** Trustmark listings.



A decorative graphic at the top of the page features a green horizontal bar. Below it, there are several circles: a large maroon circle with a white outline on the left, a smaller dark maroon circle in the center, and a large green circle with a white outline on the right, with a smaller green circle below it.

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