



# Stockton Home Improvement Agency

Minor Adaptations Resulting in Major Impacts

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# Stockton Home Improvement Agency

## Minor Adaptations Resulting in Major Impacts

- **Why was the agency established?**
- **Aims and objectives of the service**
- **How does it work?**
- **Working in collaboration – stakeholder participation**
- **Initial challenges**
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- **What benefits have been witnessed by the customer?**
- **Improved turnover/of jobs**
- **Direct liaison between service and referrers**
- **Improved Satisfaction of customers**
- **Future targets and goals**

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## Why was the agency established?

Previously an outsourced service with poor performance, the Council identified a solution to bring the service in-house to enable:

- Connection to existing in-house services, to support and expand the HIA provision.
- Reduction in baseline operational costs through new service model structure.
- A resident centred service, through values and culture instilled by the organisation.
- Explore opportunities to widen the scope and remit of the service.
- Improve and control care for residents of the borough

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## Aims and objectives of service

### Objective

Enable those in need of support to maintain independence, dignity, health and well-being in their chosen home for the foreseeable future.

### Aims of the Service

- **Reduce** incidents, falls, and hospital admissions.
- **Promote** confidence, independence in households.
- **Support** individuals with their health and well-being.
- **Maintain** independence in their own home.

Supporting residents with repair, adaptation or improvement of their home so that they are able to remain in a warm, safe and secure environment

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## How does it work?

**Minor Adaptations** - Referral from approved referrers, who assess need on behalf of the Council.

**Handyperson Service** and **Advice, Needs and Guidance Service** - Agency or self-referral.

Qualifying criteria:

- Persons aged 60 or over.
- Persons identified as vulnerable, who have care and support needs or at risk of developing such needs.
- People who fall or who are at high risk of falling.
- People being discharged from hospital (where work required is essential to prevent delayed patient transfer).
- People requiring installation of sensory loss equipment as requested by the SBC Sensory Loss Team.

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Working in collaboration - stakeholder participation

The HIA steering group is comprised of representatives with relevant skills, experiences and knowledge of service areas and our locality:



Additionally, the HIA links with other Council services and teams, third sector charitable organisations and external public sector bodies.



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## Initial challenges

Issues at the point of establishing service:

- ✓ Historically unnecessarily top-heavy management structure.
- ✓ Poor culture/ attitude/ behaviours.
- ✓ Limited training for staff.
- ✓ Setting up ICT systems.
- ✓ Recruitment.
- ✓ Communication.

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Achievements following Improvements and overcoming challenges

Restructure the service with a focus on meeting resident's needs.

## Promote/support

Through repair/adaptations support a warm safe and secure environment.

Residents to maintain independence in home of their choice.

Individuals health and wellbeing.



## Reduce

Incidents, fall and hospital admissions.

Delayed transfer of care.





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## The benefits to individuals

### **Investment in Team:**

#### **Training and Investment**

Operatives retrained/ trained to obtain Trusted Assessor Level 3.

Supporting service enhancement, increasing service standards, knowledge, and skills.

#### **Ownership and accountability**

The team understands the goals of the service and how they and the service fits within the wider organisation.

The team are heard, they provide input into operational needs.

The team are acknowledged as experts in their field.

The team actively participate in consultation.

Through customer feedback they appreciate the customer experience and impact they and service makes.

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What benefits have been witnessed by the customer?

## **Direct engagement with residents:**

Location of service representatives in the community, attending community events, raising service awareness and responding to approaches for service.

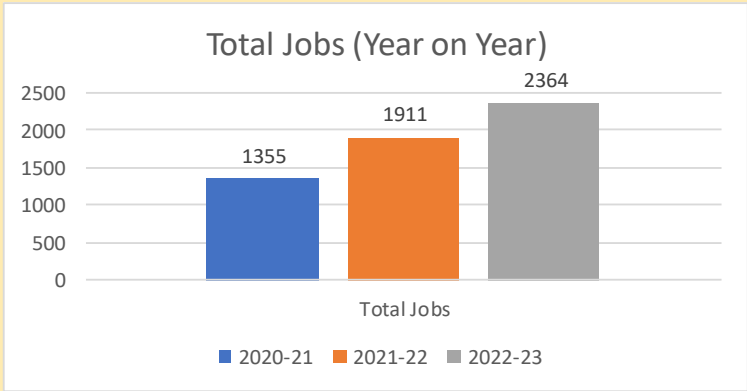
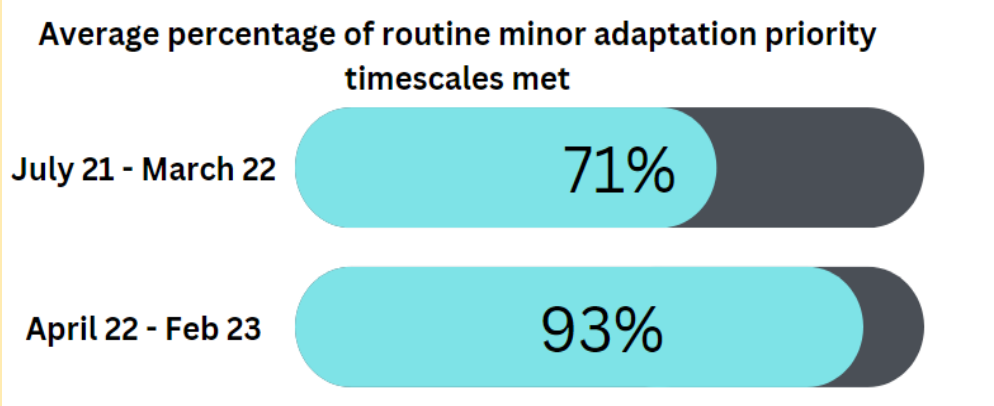
Service responds to customers constructive feedback, making adjustments where appropriate.

**Coordinated service, streamlining responses aligned to referrers need assessments.**

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## Improved turnover of jobs

The HIA ensures performance against its established performance indicators. Quantitatively all minor adaptations are to be completed within 42 days. The HIA has improved on its preliminary years 71% performance rate with a 30.9% increase in the following eleven months of its second year.



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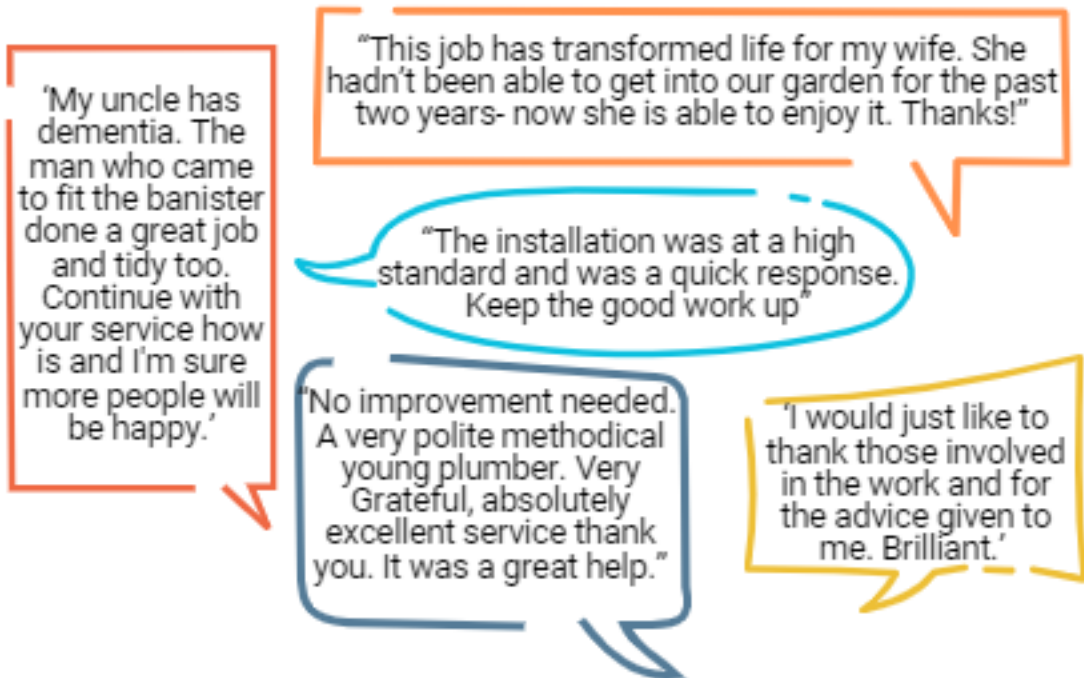
## Direct liaison between service and referrers



- ↑ Increased linked working.
- ↑ Awareness of operations.
- ↻ Vice-versa signposting/referral
- ↻ Keeping relevant parties updated speeding up onward responses.
- ↻ 'Team around the case' meetings, discussing challenging issues, seeking solution, bringing in expertise from multiple partners.
- ↑ Improved communication and resulting working relationships allows referring officers to manage cases more effectively.
- ↓ Minimising OT assessments wait time, reducing potential for further injury.

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## Improved satisfaction of customers



Monthly HIA customer surveys.

Accessible to complete at all times online on webpage

Sent out by post, customers have multi response options to provide their views: by post, phone or online.

To date: **35%** return response rate.

**94%** of residents questioned confirmed either very satisfied or satisfied with 'works quality' and 'attitude and behaviour of staff'.

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## Future Targets & Goals

Meeting future service and residents' challenges; preparing robust procedures and good practice for increased demand,



**Predict hot spot areas for development based on factual data.**

Such as the projected growth of persons aged 65+ across the Borough set to increase by 19.5% between 2021-30 (ONS, Local authority ageing statistics, population projections for older people - Office for National Statistics).

**Modification of existing roles to support with fuel poverty.**

Bespoke packages of assistance to vulnerable household's, support to solutions from the Council, charitable grant providers, and new network partners to solutions to benefit residents

**Evaluation of garden pilot launched Feb 2023**

Appraise the health and wellbeing impact of the pilots' interventions, assess value in its continuation.

**Exploit further funding and opportunities to expand the service.**

Encourage further service aligned work: such as the new 2-year community support project working in partnership with our housing, enforcement and community engagement teams assisting with home security in high crime rate areas.



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## Team contacts

**Home Improvement Agency**

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