



Improving Homes - Improving Lives

Cambs Home Improvement Agency is a shared service of Cambridge City, Huntingdonshire and South Cambridgeshire

# Annual Review

2016 - 2017



# Introduction

## by our Lead Councillors

Welcome to Cambs HIA's Annual Review. This highlights our progress in helping older, vulnerable and disabled people to live in suitable housing and maintain their independence.

Cambs HIA is working closely with key partners (including health, social care and the voluntary sector) to deliver an adaptations service that meets the needs of our customers. This includes progress towards agreeing a joint policy for the application of Disabled Facilities Grants (DFG's) across Cambridgeshire.

We are committed to helping people of all ages to live independently. With an increasingly ageing population, our challenge is to identify solutions that make best use of statutory funding and improve the timescales for completion of works.

The key objectives in the next 12 months will be to improve waiting times and to offer a range of interventions that promote health and well being.

The Cambs HIA will also support a new preventative model that aims to support those who choose to move rather than adapt their existing home. We are proud of our shared service and the positive impact this has on improving people's quality of life.



Cllr. Kevin Price  
Cambridge City



Cllr. Ryan Fuller  
Huntingdonshire



Cllr. Lynda Harford  
South Cambs

# Welcome

Welcome to our Annual Review for Cambs Home Improvement Agency. This review provides an update on the work completed in the previous 12 months.

This review report provides an overview of the services' outcomes for 2016/17.

Cambs HIA is a small, friendly and experienced team, committed to providing an efficient and customer focussed service.

Our team which consists of a Manager, Senior Caseworker, 4 Caseworkers, 3 Building Surveyors and 2 Business Support staff are trained to understand the building and social needs of clients.



**Our Business Team, Caseworkers and Surveyors**

# About Us

The agency is now in its fifth year. Although our main focus is on grant funded adaptations and repairs, we can also work for clients on a private basis.

Our aim is to help clients to have various works carried out at their property, typically following an assessment by an Occupational Therapist, to enable them to live safely and independently.

Cambs HIA will provide information and advice and refer clients to other agencies where other needs have been identified - this might include referring on for help with welfare benefits, alarms, falls assessments and/or care and support packages.

Our clients include disabled children & adults, older people, those with long term or life limiting illnesses and people who are living in poor housing conditions. Customer satisfaction with the service is high with around 90% of clients reporting that their adaptations had improved their homes. We continue to look for ways that we can improve and welcome customer feedback.



# Our Aims for 2017-2018

## Improving customer service by:

- Identifying how our customers would prefer to be contacted
- Updating our customers more on the progress of their case
- Enabling customers to "self serve" on our website
- Promoting good news stories on our social media pages
- Using customer feedback to improve our work

## Improve waiting times by:

- Creating new contractor frameworks
- Filling vacant posts
- Working with Housing Associations to speed up the landlord consent process
- Introduce a tighter performance management culture
- Working closely with Occupational Therapists to improve the customer's experience

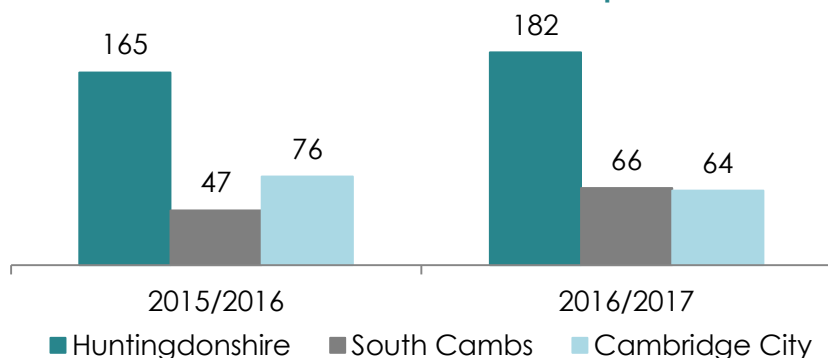
## Deliver a range of interventions by:

- Develop staff awareness of local health and well being services
- Encourage people to think about their future housing needs
- Signposting and referring clients to specialist support agencies
- Looking at national best practice to further develop our services

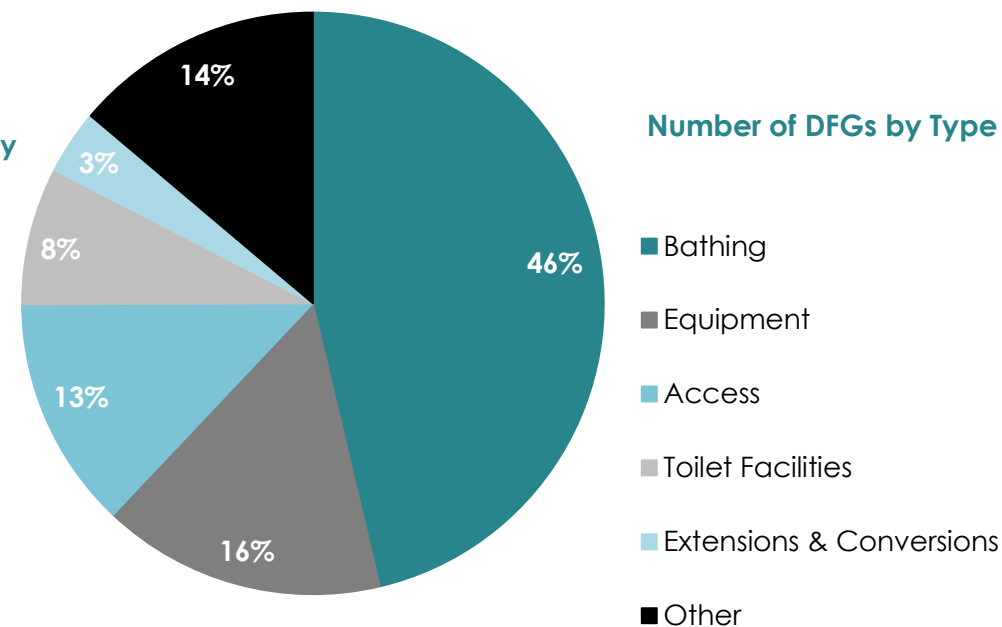
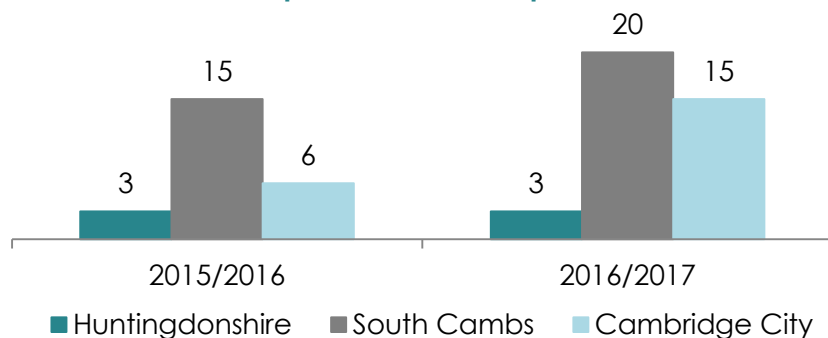
# 2016 – 2017: Highlights

In 2016-2017 enquiries increased by 4%, completed Disabled Facilities Grants (DFGs) increased by 8% and overall Discretionary Grants increased by 22%.

### Disabled Facilities Grants Completed



### Repairs Grants Completed



### Enquiries & Completed Works

In 2016/17 we helped 271 adults and 41 children with disabled adaptations.

Cambs HIA also supports clients to identify ways of funding work which exceeds the £30,000 cap applied to DFG work. Last year Cambridge City spent £28,288.68 on top-up grants, over and above the £30,000 DFG.



### Local Economic Contribution

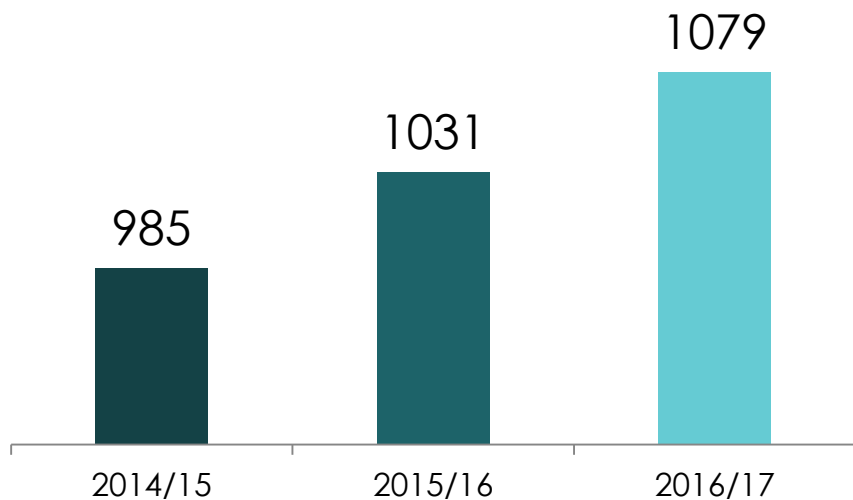
Continuously employed **10** staff

Delivered adaptations and repairs worth over **£2,800,000**

"I am so happy with the Shower - especially the seat... it's a blessing!"  
Mrs D



## Total Cases Opened per Year



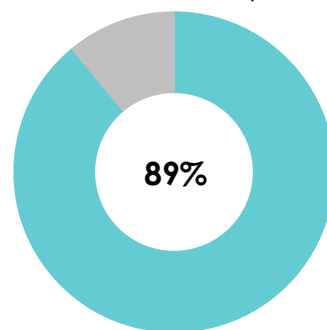
"Cases" consist of enquiries, preliminary test of resources, as well as disabled facilities grants and repairs grants.

# Customer Satisfaction

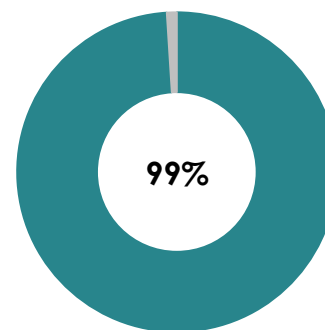
We monitor our performance carefully to ensure we are meeting the needs and expectations of our clients

## Satisfaction Stats

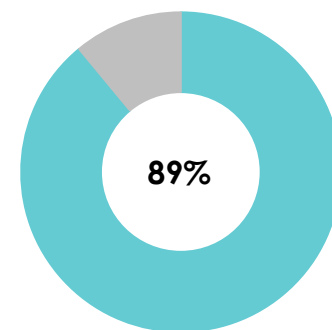
After each job is completed, each district is asked to rate the quality of work; our service and how well we have met their needs. Here's what they said in 2016 – 2017:



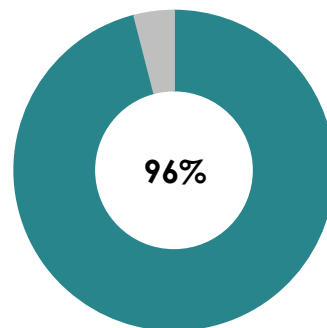
Rated the quality of work as good or excellent



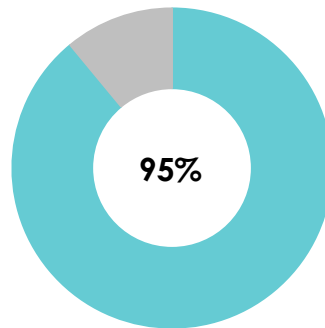
Said that work met expectations



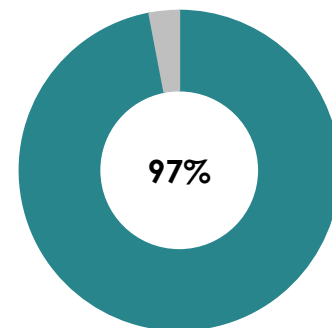
Felt that work represented value for money



Told us that work has helped their health/ wellbeing



Felt that work increased their independence



Were satisfied overall with our service

# Collaboration is Key

To enable us to deliver our service we work closely with:

## Local Authority Grants Officers/Private Sector Housing Team

- in each of the three districts to check and approve mandatory and discretionary grants for qualifying people.

## Occupational Therapists

- who assess people's need for adaptations and determine how those needs can be addressed within the relevant legislation.

## Approved Contractors

- who are trusted and experienced in this field to complete building works on the client's behalf. Our clients (or their representatives) are involved in selecting the contractors considered for their project.

## Charitable Organisations

- Who help us by providing additional funding where the cost will be above the £30,000 grant limit. Usually needed for complex work including extensions and conversions.



One of our caseworkers with a member of HDC's Private Sector Team

# Last Year We...

...installed over 39 lifts, helping our clients to access their bedrooms and bathrooms lowering the risk of trips and falls.



...installed over 200 Level Access Showers, allowing our clients to bathe safely and independently by reducing their risks of falling



...completed 15 extensions and garage conversions to provide bedrooms and bathroom facilities. These often cost over £30,000 so aren't always possible.

# Statement of Financial Activities

For 2016-2017, here are our statement of financial activities figures:

	31 March 15	31 March 16	31 March 17
<b>Income</b>			
HIA Fees	(231,885)	(260,472)	(266,940)
External Funding (Cambridgeshire County Council, etc.)	(233,932)	(233,932)	(233,932)
Other Income (including landlord & client contributions, & fees from private works)	(30,312)	(36,928)	(8,084)
<b>Total Incoming Recourses</b>	<b>(496,129)</b>	<b>(531,332)</b>	<b>(508,956)</b>
<b>Expenditure</b>			
Cost of generating funds	477,976	533,504	540,467
<b>Total Resources Expended</b>	<b>477,976</b>	<b>533,504</b>	<b>540,467</b>
<b>Net Incoming/outgoing resources before recognised gains and losses</b>	<b>(18,153)</b>	<b>2,172</b>	<b>31,511</b>
<b>Trading (Surplus) /Deficit b/f</b>	<b>(8,308)</b>	<b>(26,461)</b>	<b>(24,289)</b>
<b>Trading (Surplus) /Deficit c/f</b>	<b>(26,461)</b>	<b>(24,289)</b>	<b>7,222</b>

## Our Structure

In 2012, Cambs Home Improvement Agency was the first shared service in Cambridgeshire, combining South Cambridgeshire, Huntingdonshire and Cambridge City Councils.

## Our Management Board

Meets quarterly and is responsible for overseeing and monitoring what we do. The Board members are:

### Trevor Burdon(Chair),

Head of Estates & Facilities, Cambridge City Council.

### Stephen Hills,

Director of Housing, South Cambridgeshire District Council.

### Andy Moffat,

Head of Development, Huntingdonshire District Council.



Trevor Burdon



Stephen Hills



Andy Moffat

# Case Study: Rebecca from South Cambs

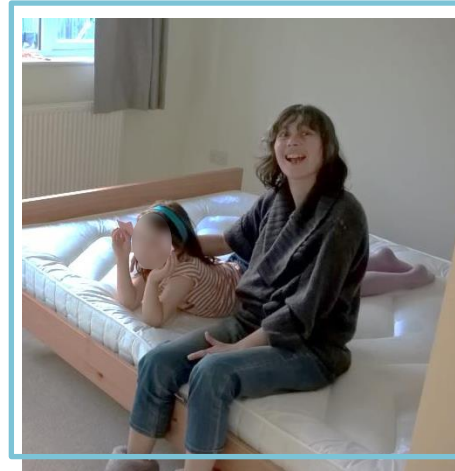
Rebecca lives in South Cambridgeshire and suffers from Huntington's disease, a neuro degenerative illness.

The illness affects all aspects of Rebecca's life. She is unable to wash, dress or feed herself without help and the illness has also affected her cognitive abilities. The disease has progressed so far that Rebecca is unable to walk unaided and needs to use a wheelchair outdoors.

Rebecca's husband had to help her up the stairs to bed and to the shower.

Her situation was far from satisfactory and became quite dangerous.

Despite her illness, Rebecca is very positive and happy. Her friends regularly pay tribute to what an inspiration she is. The greatest love of her life is her daughter.



## Rebecca and her daughter

With the agency's help, Rebecca and her family adapted their house to create a downstairs bedroom and wet room.

These new facilities helped Rebecca to avoid going into a care home, keeping the family together.

The cost of the works required exceeded the mandatory DFG limit of £30,000 by £15,000, so the work could not progress until the shortfall in funding could be raised. With help from the Caseworker a total of £17,773.74 was raised from fundraising, friends & family and local charities. This meant that all of the work could be completed, much to the family's delight!



## The New Garden

When asking permission to use Rebecca's story and photos for this report, her husband said:

***"Can I take this opportunity to say thank you again to all at Cambs HIA who were involved with helping Rebecca. The adaptations really have been life changing for her!"***

After hearing about Rebecca's story and the fundraising efforts, a local landscape gardener offered his time free of charge, and even persuaded his suppliers to donate materials. Now the family have a beautiful, wheelchair friendly garden to complete the whole project!



## The New Extension



## Our Surveyor on Site



# Tell Us What You Think

## Your Feedback

We welcome your comments about our Annual Review and how you think it could be improved.

We also welcome your views about the work of Cambs HIA, now and in the future.

## Contact Information

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