

REPORT TO: **HOUSING SUPPORT STRATEGIC PARTNERSHIP**REPORT FROM: **DEVON SUPPORTING PEOPLE TEAM**DATE: **26<sup>th</sup> MAY 2009**HOME IMPROVEMENT AGENCY (H.I.A) REPORT**RECOMMENDATIONS**

The Housing Support Strategic Partnership (HSSP) to:

1. Be updated on the progress towards completing a final report about the H.I.A service improvement process

**1. BACKGROUND**

1.1 At the 26<sup>th</sup> February 09 HSSP and 9<sup>th</sup> March 09 JCB, an interim H.I.A report summarised the progress being made in reviewing this service. Since March, a shared approach to service improvement has been agreed. In this approach, the three key organisation groups (provider, county council and district council) will set out how and when they will deliver their sides of each of the 5 work packages created through the review process.

**2. THE H.I.A. SERVICE IMPROVEMENT TEAM**

2.1 The Home Improvement Agency (H.I.A) Service Improvement Team is a partnership comprised of commissioners and providers that includes:

<b>Devon &amp; Cornwall Housing Association (DCHA)</b>	<b>Health &amp; Social Care</b>	<b>District Councils</b>
Kathy Keegans	Clare Miller	Drew Powell
Ian Parker	Julia Page	Meryl Spencer
Cheryl van der Salm	Max Sillars	Dick Scott
Sarah Hadley	Melanie Burke	Mike Davison
Jon McLeavy	Rebecca Beasley	George Greenaway
	Elaine Wells	Liz Steele
		Dave Turner
		Keith Williams
		Robert Norley
		Ian Higgins

### **3. APPROACH BEING USED FOR SERVICE IMPROVEMENT PROCESS**

3.1 Each organisational group (provider, county council and district council) will use the 'Treasury Board of Canada Secretariat' framework (viewable at <http://www.tbs-sct.gc.ca/si-as/howto-comment/howto-comment03-eng.asp>) as a basis for developing a plan for their side of the 5 work packages.

3.2 Although the 'Treasury Board of Canada Secretariat' framework involves identification of all improvements needed, it includes a prioritisation stage to ensure that the urgent improvements are addressed before less urgent ones. On May 11<sup>th</sup> 2009, representatives from each organisational group met and agreed the priorities in each of their improvement plans are:

- Shorten the length of time it takes for people to get a major adaptation (Including identification of possible streamlined pathways to service)
- Update our customer feedback, and use it to improve delivery now (during 2009) and in the future
- Improve the quality of data collection and reporting, and use it as a driver for achieving better value for money and outcomes
- Implement the handyperson/home safety assessment service

3.3 Each organisational group (provider, county council and district council) will use the improvement template at appendix one of this report as a basis for presenting their organisational priorities to the Joint Commissioning Body on 8<sup>th</sup> June 2009. Each organisation group (provider, county council and district council) will present their plan to JCB in approximately 5 minutes per organisation group. In the case of the district council organisation group plan, it will be understood that the status of the plan is 'draft', and that individual districts may need to seek further local agreements before adopting or amending it.

3.4 The organisation plans presented to JCB on 8<sup>th</sup> June 2009, will sit within a final H.I. A report. The final H.I. A report will complete the H.I.A review process, in that it will specify each organisational group's responsibility for delivery of the 5 work packages. Appendix two to this report outlines the structure of the final H.I.A report.

EXAMPLE TEMPLATE FOR HIA SERVICE IMPROVEMENT PLAN

**ORGANISATION: DEVON & CORNWALL HOUSING ASSOCIATION**

<b>DESIRED OUTCOME</b>  <i>What will be the end result/impact on patients and /or the community?</i>	<b>OBJECTIVE</b>  <i>What needs to happen to achieve the outcome?</i>	<b>ACTION</b>  <i>How will the objective be achieved?</i>	<b>MONITORING</b>  <i>How will you know you have achieved the objective?</i>	<b>PERFORMANCE MEASURES/ INDICATORS</b>  <i>How will you know you have achieved the desired outcome?</i>	<b>TIMEFRAME</b>  <i>When will these actions be started and completed?</i>
<p><b>Example</b></p> <p>People with diabetes enjoy a healthy lifestyle</p>	<p><b>Example</b></p> <p>To ensure people with diabetes and their family members have the skills and knowledge needed for diabetes self-care</p>	<p><b>Example</b></p> <p>Establish a nurse-led service to deliver group education programmes for newly-diagnosed type 2 diabetes patients and those about to start insulin treatment</p>	<p><b>Example</b></p> <ul style="list-style-type: none"> <li>• Nursing staff appointed</li> <li>• Venue identified</li> <li>• Programme agreed</li> <li>• Sessions delivered</li> <li>• Follow up interviews undertaken</li> </ul>	<p><b>Example</b></p> <ul style="list-style-type: none"> <li>• % of patients with most recent HbA1c level &gt;9.0% (poor control)</li> <li>• % of patients with most recent LDL cholesterol &lt;130 mg/dl</li> <li>• % of patients with most recent blood pressure &lt;140/90 mmHg</li> <li>• % of patients who report achievement of lifestyle targets</li> <li>• % reduction in emergency hospital admissions</li> </ul>	

HOME IMPROVEMENT AGENCY (H.I.A) REPORT

