

TONBRIDGE & MALLING BOROUGH COUNCIL

STRATEGIC HOUSING ADVISORY BOARD

7 January 2008

Report of the Director of Health and Housing

Part 1- Public

Matters for Information

1 HIA SCRUTINY REVIEW

Summary

This report updates Members on the current Scrutiny Committee review of the Home Improvement Agency and a recommendation to enter into negotiations with *in touch* to determine the potential to enhance the service through outsourcing.

1.1 Background

1.1.1 Members will recall a report to this Board in July 2007 which highlighted that the Scrutiny Committee would be undertaking a review of the Council's Home Improvement Agency (HIA).

1.2 Review Process

1.2.1 A scoping paper on the review of the HIA was presented to the Scrutiny Committee on 7 August 2007. Members of the committee agreed to the review covering three main areas, namely:

- what does a 'model' HIA look like including what staff are involved, how is it funded and what services does it offer?
- how the Council's HIA is currently performing against other agencies in terms of what services it provides, cost, speed of service and quality of service?
- what other providers are available to offer an HIA service and how this would compare to the current service?

1.2.2 Following the meeting it was agreed that a sub-group of Members would be set up to consider the HIA review in more detail taking advice from a number of external agencies and stakeholders.

1.2.3 The sub-group met on two occasions and heard from the following parties:

- managers of the current HIA;
- Foundations – national co-ordinating body for HIA's;
- Supporting People – major funder of the HIA service; and
- *in touch* – subsidiary of Hyde Housing Group who offer HIA services across nine of the twelve Kent districts plus Medway.

1.2.4 The sub group invited your Officers to review the evidence and the options available to enhance the Council's HIA service. A paper was prepared and considered by the sub group on 18 December 2007. Members of the sub group endorsed the conclusions and recommended that it be reported to the Scrutiny Committee (on 15 January 2008) that officers enter into formal negotiations with *in touch*.

1.2.5 Further reports will be presented to Members at future meetings of the Board.

1.3 Conclusion

1.3.1 The Council's HIA service is currently being reviewed by the Scrutiny Committee. A number of external agencies have presented to a sub-group of Members tasked with the review process. A report to the Council's Scrutiny Committee with a recommendation to consider outsourcing the service will be presented on 15 January 2008.

1.4 Legal Implications

1.4.1 None

1.5 Financial and Value for Money Considerations

1.5.1 The review is focussed on ensuring that the HIA service offered by the Council meets the needs of elderly or disabled clients and provides value for money.

1.6 Risk Assessment

1.6.1 None

Background papers:

contact: Linda Hibbs

Nil

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Director of Health and Housing