

Case study – Streamlined Collaborative Working

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Essential housing aids and adaptations and other support service

- Handyperson Service
- Wellbeing Service
- Choices4Energy
- Major Adaptations Service / Disabled Facilities Grants (DFG's)

- Delays move to care by **four years**
- Average DFG £7,000 v residential care place £29,000 pa
- Fewer hours of help at home saving C£1,300 pa
- Move to residential care

DFG – 80th birthday and stayed there for two years

No DFG – 76th birthday and stayed for another six years.

Handypersons Identifying Efficiencies

Old Process



- 1) **Paper Form completed on site** by NYCC, NHS, YCH, other organisations
- 2) Returned to the office – **faxed or posted to NYCC for approval**
- 3) Received and **passed** to appropriate officers in-tray (desk)
- 4) **Manually recorded** – approved by NYCC
- 5) Sent to HIA **by email / fax / post / telephone call**
- 6) **Manual entry** onto case management system
- 7) Allocated to Handypersons
- 8) Work sheet **printed off** for Handy person
- 9) Allocated to Framework contracts via **emails**
- 10) Handyperson **collected worksheets from the office** and booked appointments
- 11) Property visit to carry out work and **complete paper form**
- 12) **Take completed forms back to office**
- 13) **Manual entry of work completed** onto case management system
- 14) Cost calculation and performance management done separately.

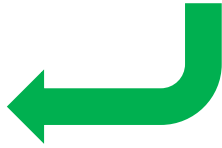
NYCC OT	NYCC SCC/SCA	Sensory	Telecare	NHS OT	Rehab Team	FRT	Falls Pract		
Persons Name:				AIS Number:					
Address:									
Post Code:									
Tel No:		DOB:		Ethnicity:					
Primary Client Group (Embolden or tick)									
LD	Phys. Dis	Frailty Temp Illness	Dual Sensory	Hearing Impairment	Via Impairment	Mental Health	Dementia	Substance Abuse	Other
Priority: (Embolden or tick)		24 Hour	7 days	28 Days	Hospital Discharge?	Yes/No Date:			
Is the Property? (tick boxes) Owner Occupied Privately Rented Housing Association (where minor adaptation these must be referred to the Housing Association) Other									
If Privately Rented, do we have written consent from the landlord? Work cannot be completed without written landlords consent.						Yes/No			
Please instruct the Home Improvement Agency to carry out the work below: (Only text in this box any drawings to be attached on a separate sheet) Please embolden or tick type of work:									
Small Repair (Payable By Person)		Minor Adaptation		Telecare Fitting		Equipment Fitting (Not all areas)			
Well Being Service									
Requesting Persons Signature:						Date:			
NYCC OT Team Manager Signature If over £100.00:						Date:			
Date sent to Home Improvement agency:				Email FAX					
Are there any problems the company should be aware of such as listed property, national parks, alternative contact, dangerous dogs, someone else to contact for access?						Estimated cost of adaptation: £			



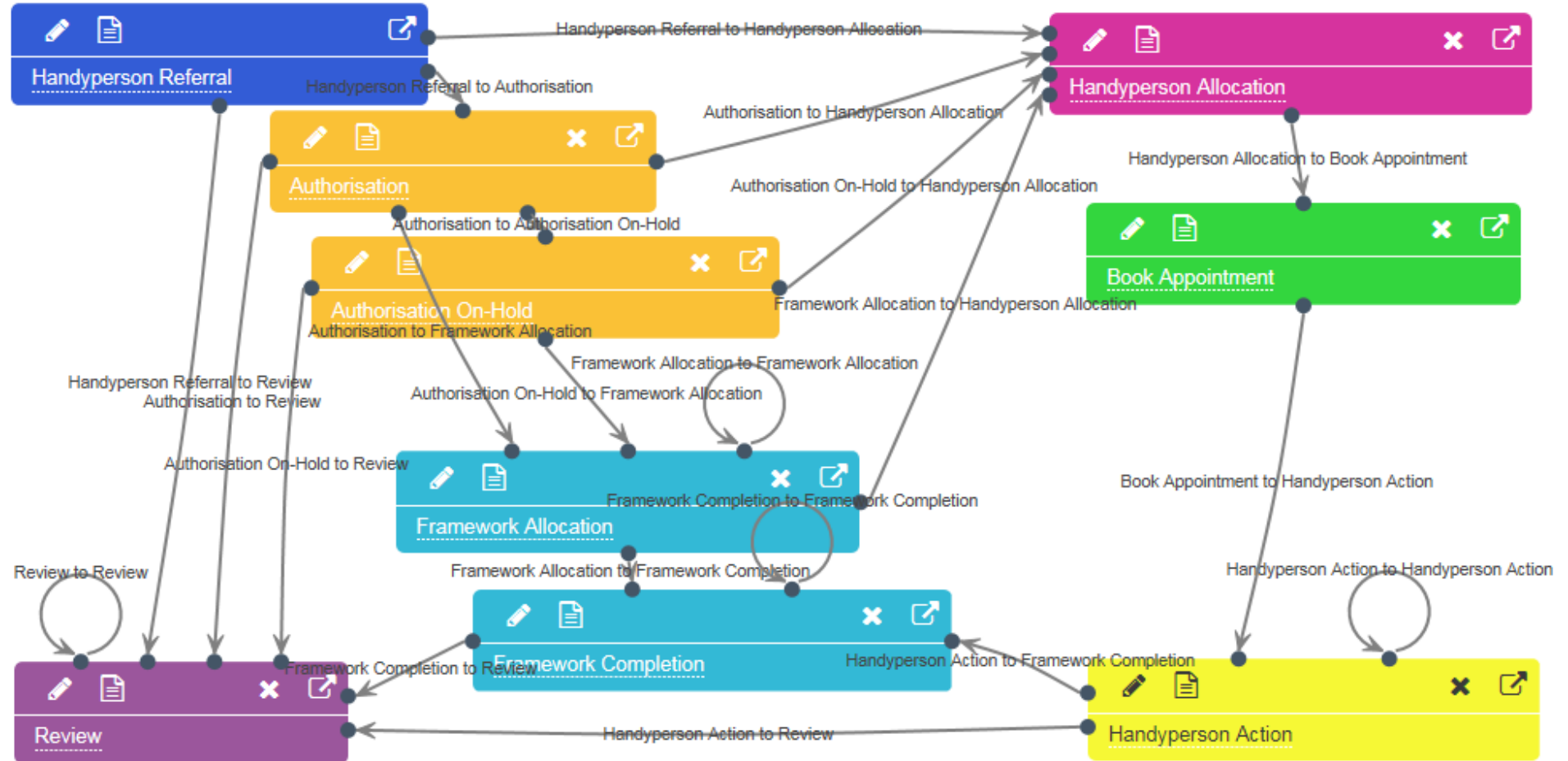
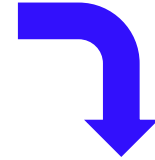
Aim: Replace electronic version of this 'simple form' – learning not fit for purpose, start again

Request	3		2	1
Authorisation	1	2		
Unauthorised Requests		2	1	3
			Handyperson Awaiting Allocation	
			Handyperson Action	2
				Completion Stage

Developed initial process for go live on 1st April 2014



Re-engineered with enhancements for new forms and Dash for 1st August 2014



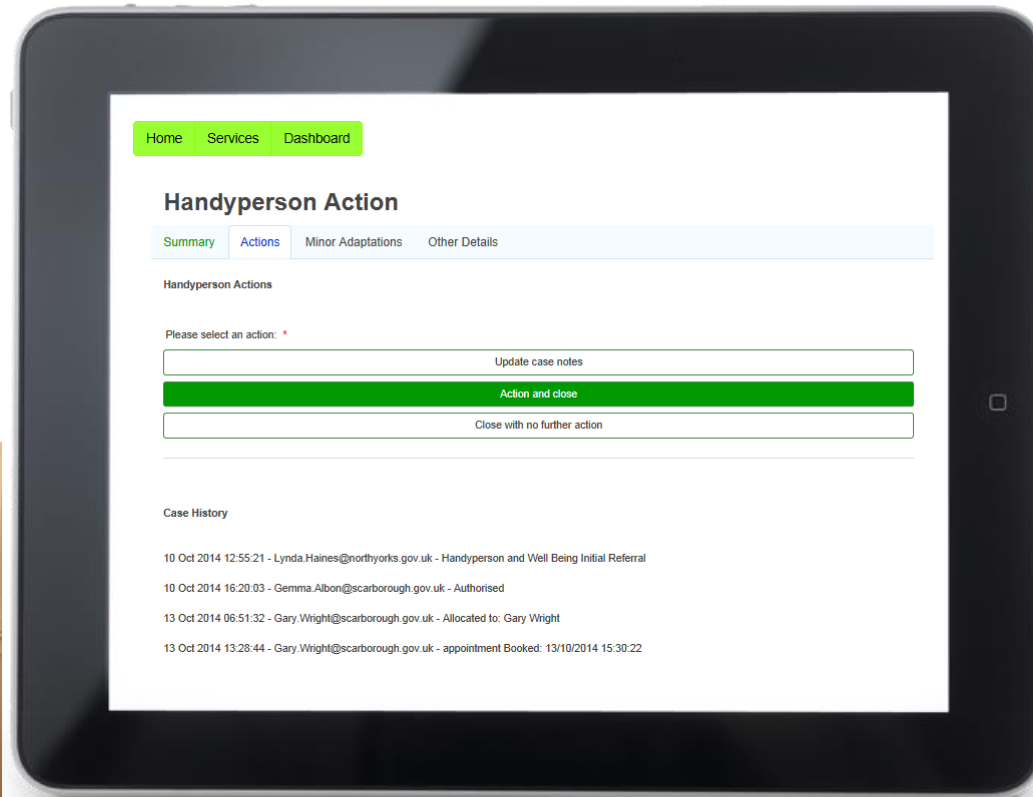
Mobile Working

White Rose

Home Improvement Agency



Handy Person Service



- All key partners can log into system
- Workflow - seamless across organisational boundaries
- Health, Housing, Social Care & others
- Budget focused on “doers” not admin
- Delivers accurate and secure data
- Allocates to contract frameworks
- Agile working saves travelling time
- Calculates costs
- Shared data & performance
- e.g. early release from hospital

Disabled Facility Grants – Massive Productivity Improvement



	2015/ 16	2016/ 17	+/-						
Q1 (Apr - Jun)	65	70	8%						
Q2 (Jul - Aug)	71	75	6%						
Q3 (Sep - Dec)	52	96	85%		* November 2016: new processes live best use of financial resource				
Q4 (Jan- Mar)	54	140	159%						
	242	381	57%						

Disabled Facilities Grant - HIA Admin

Summary DFG Recommendation HIA Action

Feasibility Study/Recommendation for HIA Admin

DFG Process DIRECT HEALTH STANDARD ✓

FAST TRACK REFERRAL

Please confirm reason for Fast Track Request *

- Adaptations will allow the applicant to be discharged from hospital, or;
- The applicant is terminally ill, or
- The applicant cannot access essential hospital appointments, dialysis or care without adaptations.
- The current situation is placing the service user and their Carers at considerable risk of injury e.g. from unsafe moving or handling

Earlier discharge from hospital etc

Type of Referral

- Recommendation for disabled facilities grant
- Recommendation for privately funded works
- Feasibility study
- Alterations/Additions to proposed schemes

Would you like a request for discretionary work to be considered?

- Yes No

Wellbeing Service Holistic Approach



WELL BEING SERVICE VISITS	349	132	481
MAIN SUPPORT/ADVICE AREAS	NO. HOUSEHOLDS		
MESSAGE IN A BOTTLE	317		
NYCC BLUE BADGE	7		
BENEFITS ADVICE	100		
LINK WORKERS	15		
FIRE SAFETY CHECKS	249		
COMMUNITY TRANSPORT	42		
LIFELINE	39		
CARER ADVICE	230		
SOCIAL INCLUSION	34		
NYCC HEALTH & ADULT SERVICES	296		
ENERGY EFFICIENCY	139		
HOME SECURITY CHECKS	6		