



# Developing a Shared Approach in Angus – a view from Housing and OT Services

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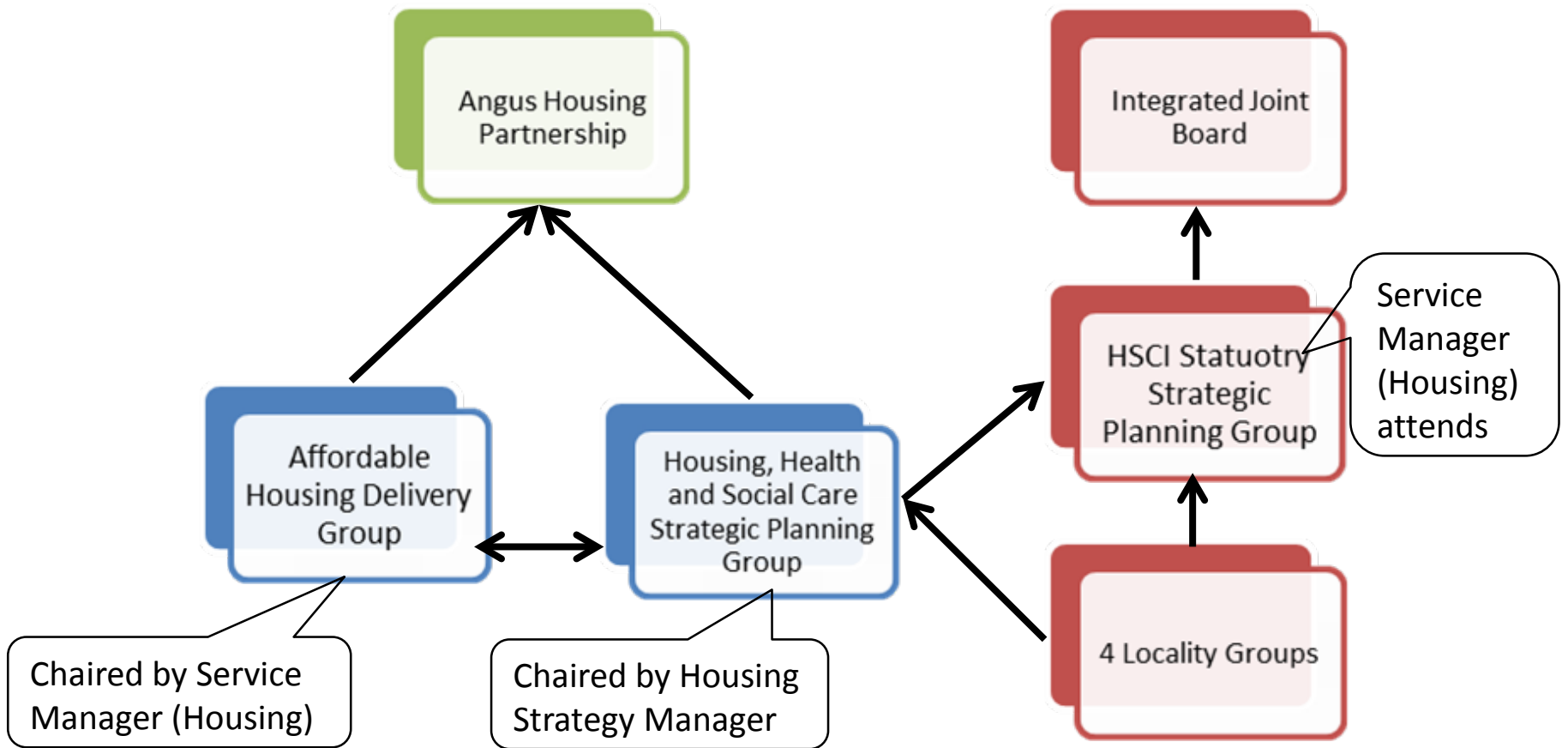
# Developing Our Approach to Assessment

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- ▶ Identified need to better co-ordinate joint working and case management
- ▶ Staff looked for new approach (served as a pilot)
- ▶ Review of adaptations early priority in Housing Contribution Statement – focus on tenure equality
- ▶ Appointment of Housing OT for Council, replicating arrangements for private sector
- ▶ Working Group established, reporting to Housing, Health and Social Care Strategic Planning Group



# Strategic Context



# Our Assessment Framework

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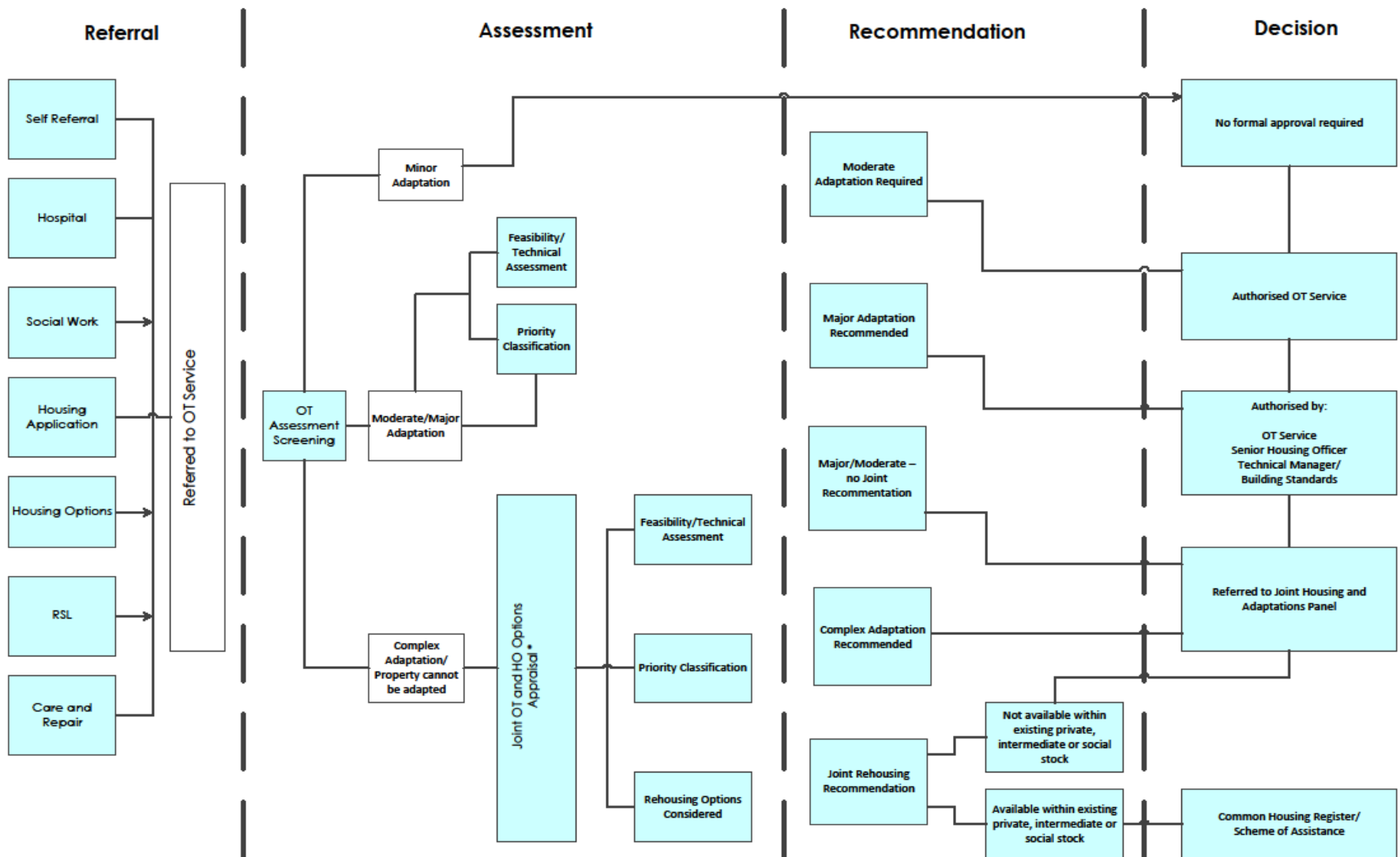
- ▶ Housing Adaptations Joint Working Policy – approved in February 2017
- ▶ Delegated authority for staff based on adaptation types
- ▶ Monthly locality meetings
- ▶ Complex Case Panel



Adaptation Type	Description	Examples	Criteria	Specification	Recommendation / Approval Process
Minor	Work that involves minor changes to the house or retrofitting Does not involve any significant or structural changes. Low value	Grab rails Bannister Specialist door handles Specialist taps/ wc handles Re-siting raditor	Needs not complex and can be resolved with a standard adaptation Any house type	Standard specification No site survey	Assessment No formal approval required Authorisation levels for staff making recommendations
Moderate	Work that involves permanent changes to the house. Do not involve any significant or structural changes.	Re-hanging doors Installing sliding door Over bath shower Widening of footpath Widening or creation of steps (4 or less) Blacksmith handrails	Needs not complex and can be resolved with a standard adaptation Adaptation meets assessed medium to long term needs Property suitable for adaptation and will meet medium to long term needs	Standard specification Site survey required May require drawings May require Building Warrant or Planning Consent	Assessment Authorised OT Service
Major	Structural work or work that involves other significant and/ or permanent changes to the house.	Curved stairlifts/ permanent ramps Wet floor shower in existing bathroom (may require layout to be rearranged) Additional wc or shower Structural work to facilitate equipment eg for ceiling track hoist, through floor lift Widening doorways	Complex needs but can be resolved with a standard adaptation Adaptation meets assessed medium to long term needs Property feasible to adapt and will meet medium to long term needs All housing options have been considered	Specialist specification required to meet individual need Site survey and technical assessment required Architect/ Structural Engineer/ Building Consultant involvement Requires drawings Likely to require Building Warrant or Planning Consent	Recommended via OT assessment and HO appraisal Authorised by: OT Service Senior Housing Officer Technical Manager/ Building Standards

Complex	Structural work or work that involves other permanent changes to the house and either: i) Involves work to extend the footprint or convert garage/attic, or ii) Involves multiple adaptations, or iii) Involves work to a property which is not suitable for adaptation or will not meet long term needs iv) Involves complex social, personal or financial circumstances v) Joint recommendation not reached (moderate or major)	Extension to living space including extension of footprint and conversion or garage/attic etc Through floor lift requiring shaft (internal or external) Alteration to house layout Multiple major adaptations In-situ solution not feasible - conversion/ new build/ acquisition required	Complex needs requiring multiple adaptations and/ or very specialist adaptation or accommodation All housing options have been considered Emergency or urgent need	Specialist specification required to meet individual need or specialist assessment required to determine specification Site survey and technical assessment required Architect/ Structural Engineer/ Building Consultant involvement Requires drawings Likely to require Building Warrant or Planning Consent	Recommended via OT assessment and HO assessment Referred to Panel by OT Team Leader/ CHT Manager Approved by Panel

# Joint Housing Adaptation Recommendation Process



# Joint Assessment and Options Appraisals

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- ▶ Current accommodation cannot be adapted or requires numerous major adaptations or complex adaptations
- ▶ Joint appointment is arranged to discuss options
- ▶ Housing options appraisal considers:
  - ▶ Feasibility of adaptations to the current property
  - ▶ Adapted or adaptable LA stock
  - ▶ Adapted or adaptable RSL stock
  - ▶ Private rented options
  - ▶ Home ownership options
- ▶ Joint recommendation





# Complex Case Panel

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- ▶ Includes Strategic Housing, Housing Technical, OT, Building Standards and RSL representative (if appropriate)
- ▶ Considers cases which fall into the following:
  - ▶ Complex adaptations recommended following a joint assessment
  - ▶ Rehousing recommended following a joint assessment where no suitable accommodation can be identified;
  - ▶ No recommendation can be reached following a joint assessment
  - ▶ Client does not agree with the recommendation reached following a joint assessment



# What's Working Well?

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- ▶ Commitment from Housing and OT Services
  - ▶ Through and honest discussions between Housing and OT Services (also an area for development)
  - ▶ Housing OT post having co-ordination role
  - ▶ Time for realising solutions
  - ▶ Ability to set realistic expectations
  - ▶ Ability to make decisions which are against policy or very complex
  - ▶ Building experience and learning for Panel - feeding this into Council's bathroom replacement programme
  - ▶ Bringing RSL's into the decision making process with shared responsibility
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# Areas for Further Development

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- ▶ Now reviewing the delivery arrangements with a particular focus on monitoring performance across tenures and streamlining resources
- ▶ Will also look at:
  - ▶ Self-assessment
  - ▶ Determining priority need
  - ▶ Procurement
  - ▶ Performance monitoring and governance arrangements
- ▶ Within assessment process also need to ensure staff feel empowered to use the framework to its fullest



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**Any Questions?**

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# Discussion 1 – the shared approach

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- ▶ How does the Angus approach compare to your own organisation?
- ▶ What are you doing particularly well in terms of joint working and tenure neutral services in your area?
- ▶ Is there anything you can take back for further exploration?



# Discussion 2 – self-assessment and priority need

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- ▶ Is there an opportunity to access services via self-assessment in your area? To what extent and how successful has this been?
- ▶ Is the next step in joint working a shared assessment between Housing and OT services? What would this look like?
- ▶ What's your experience of shared assessment in relation to adaptations or any other service?



## Discussion 3 – procurement

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- ▶ What's your experience of jointly tendering for adaptations services?
- ▶ What are the positives and negatives of joint procurement?
- ▶ Can joint procurement achieve efficiencies while also delivering choice for individuals?



# Discussion 4 – governance and performance

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- ▶ What performance measures does your organisation report in relation to adaptations?
- ▶ Is the IJB monitoring adaptations performance and spend in your area?
- ▶ What issues have you come up against in relation to governance and performance and how have you addressed these?

