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**Place, Home
and Housing**

Adapting for Change

Practice Series



Overview

Falkirk

Demonstration Site



Falkirk has embarked upon a **redesign of services** to create a more accessible and integrated approach, supported by the development of a new assessment 'toolkit' that widens agency roles, defines different adaptations categories, and considers all housing options with **better information and advice**.

Falkirk's collaborative approach to mapping and then redesigning the process across partners aims to ensure that all adaptation requests are treated consistently, regardless of tenure.

Key early outputs have been to define the categories for the provision of adaptations and current funding arrangements, producing a new tenure neutral assessment tool and pathway. These clarify and improve processes and ensure an early focus on reviewing housing needs and options, as well as widening assessment roles across health, housing, and social care.

Tools and definitions developed by the Falkirk Project have provided a framework and practical resources across other Adapting for Change demonstration areas.

The demonstration site work started in October 2015 and ran until March 2017. Partners are however continuing with the work to test the developed tools and implement service changes to improve their services.

Highlights

Service redesign and Housing Solutions Assessment Tool

- A Pathways map helps staff from all services to be fully aware of the stages that might impact on a person's housing environment
- Definitions have been agreed to identify the range of professionals able to assess or approve categories of adaptation solutions
- A Housing Solutions Assessment Tool provides a structured and systematic framework for assessment and identification of suitable solutions

Improving housing information and advice

- A Housing Options approach built into the Pathways for use by all health, social care and housing practitioners
- Older people have had a direct voice in the design and content of information leaflets

About Falkirk

The demonstration site's main aim has been to develop streamlined and shared policies and procedures for the delivery of adaptations.

“ ... to deliver a quality community adaptations service which is accessible to all through an integrated approach. The community adaptations service will contribute to healthier, safer, more independent communities by providing a wide range of quality solutions, including housing options.”

Falkirk has built on existing partnership links to make best use of the resources available across health, housing and social work, and to reduce duplication between agencies. The Adapting for Change project has been able to follow on from and consolidate the work of a previous Change Fund¹ project, which had funded a part time project resource to support the identification of potential service improvements within housing and with health & social care partners.

The Falkirk demonstration project has faced significant and repeated changes in personnel, including four separate Steering Group chairs. Whilst this has hindered progress, the group overall has been resilient and partners have stayed on board. The early development of a shared vision, aims and objectives has provided a clear framework and direction of travel.

1 A £230 million Change Fund was made available to Health and Social Care Partnerships from 2011-12 financial year through Reshaping Care for Older People programme. A further £70 million was available for the 2014-15 financial year. NHS Boards and their local authority partners submitted change plans, detailing how they proposed to spend this funding.

Governance and partnerships

The Project operates a two-tier governance system. A strategic Steering Group brings together senior decision makers from the lead organisations and sets the strategic direction for the work. The Steering Group reports to the partner governing bodies. A Project Group has also been formed that has a focus on delivery and represents a broader spread of operational interests, including frontline staff.

Both the Steering Group and the Project Group have been established especially for the Adapting for Change demonstration project.

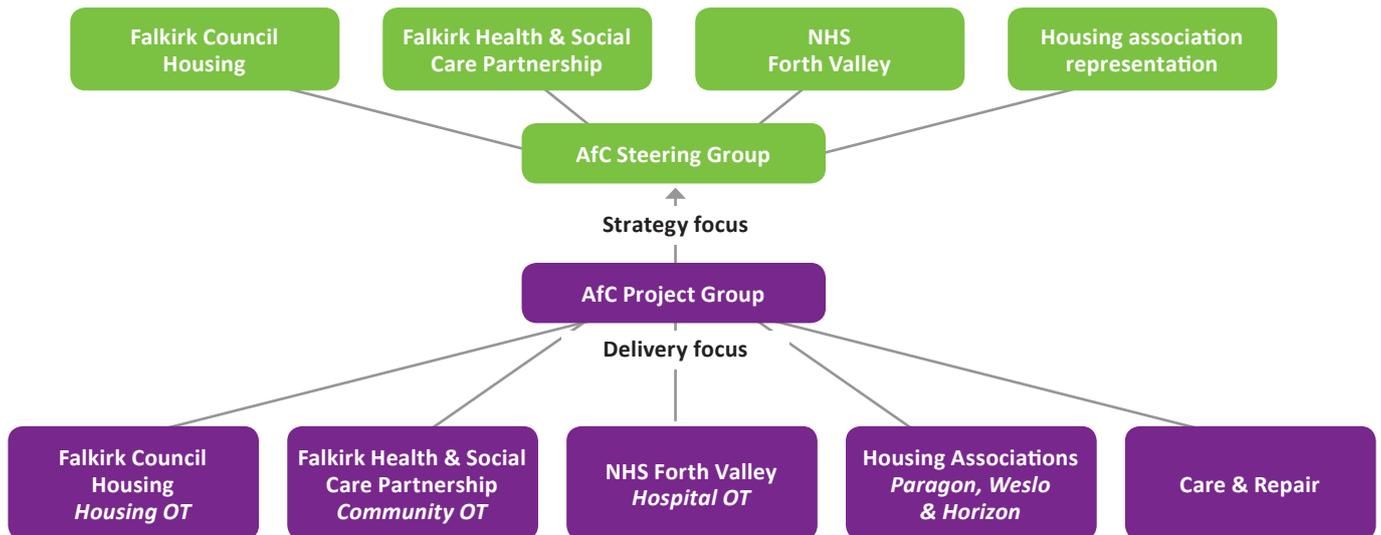
The Steering & Project Group partners are:

- **Falkirk Council**
 - Housing Strategy
 - Housing Property & Assets
 - Housing private sector
 - Housing Occupational Therapy
- **Falkirk Health and Social Care Partnership**
 - Social Work Service Manager
 - Allied Health Professionals
 - Occupational Therapy
- **Housing Association representative**
 - Paragon Housing Association
 - Weslo
 - Horizon

A total of 17 people from 8 organisations are involved over both groups, with some overlap in membership between the two tiers. The involvement of frontline operational staff in redesigning policy and practice has proved particularly useful.

The project has developed an inter-agency governance framework, which will be supported by robust performance indicators and performance management systems.

Falkirk Demonstration Site



Next Steps

The Steering Group are intending to review the setting and use of budgets beyond current activity and demand, to improve grant leverage and deliver procurement efficiencies, and to better capture the social investment gains of adaptations expenditure.

The Project Group will focus on taking forward the following work-streams:

- Implementing the new pathways, and testing of the assessment tool
- Developing and implementing a new performance framework

Other related work streams include:

- Developing peer advice for older people
- Producing information and advice for people coming out of hospital.

TEC² funding has also been used to secure a project manager post. This will support the implementation of the pathway improvements that have been identified and for extension of assessment roles. These are expected to increase access to, and make better use of, available technology.

² The Technology Enabled Care (TEC) Programme was launched in 2014 by The Scottish Government as a three-year £30 million Scotland-wide Programme. The **overall programme aim** is aligned with the existing National Telehealth & Telecare Delivery Plan.



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Key contacts

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Useful Documents and Links

- Housing Solutions Pathway
- Adaptation Recommended Definitions
- Falkirk Housing Solutions Proforma (for recording Assessments, Specifications, Recommendations and Outcomes)
- Outside the Box advice leaflets <http://otbds.org/projects/moving-assistance-project/>

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