

# Developing the Housing Contribution

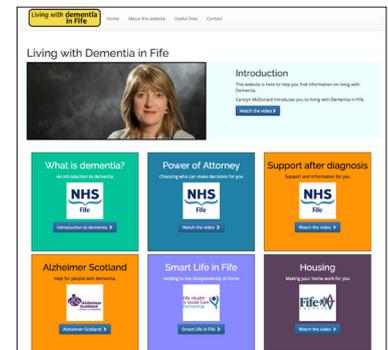
## Achievements

### The role of housing officers extended

Housing Options approaches extended to include health at home and adaptation requirements. Housing staff have been trained to signpost people, and support them to use, a new online self assessment tool introduced by Fife Health and Social Care Partnership.

### Improved information for people living with dementia

Digital 'postcards' – short videos and online links to different aspects of support for each service – have been developed for people affected by dementia and their carers.



### Walk-in showers provided to all Council tenants in home improvement programme

To reduce the future need for adaptation, walk in showers are installed as default. Fittings for a bath are left in place behind the wall panelling so that it is easy and relatively low in cost to provide one in the future if a household requires one.

Fife has **streamlined assessment and delivery and connected directly with service users**, and **extended the housing contribution** to deliver more integrated and effective adaptation services

## How they did it

**Extending the role of housing officers**

Housing Management staff in South West Fife have been trained on Smart Life in Fife. Smart Life is an online assessment tool designed to help people understand and manage their daily activities, such as bathing, mobility around the home, safety and managing meals. It facilitates the identification of health related issues that may affect tenancy sustainment and helps identify appropriate housing options. Housing staff can now take people through the assessment when they meet them for other issues. This training will be rolled out to other Area Teams in due course.

Greater use is being made of the information on the Fife Housing Register (FHR) to support a housing solutions and early intervention approach. Identifying FHR applicants with specific needs (wheelchair user, mobility issues, frailty) means that housing staff can

- initiate the right conversation with applicants to explore their realistic options
- ensure that properties offered have the right adaptations or are suitable or can be carried out.
- Inform design elements for new build housing to anticipate future needs.

A new process has been implemented which means that on termination of a local authority property, it is immediately checked for adaptations. If the property has been adapted in any way, the Adaptations Team alert the allocations officer for that area. They can then check the housing lists for a suitable candidate. As well as enabling best use of adapted stock, it ensures a quicker turnaround, thus reducing timescales for voids.

**Digital ‘Postcards’ – improving housing information for people living with dementia**

Digital ‘Postcards’ have been developed to help people who are affected by dementia, their family members and the people who care for them. A link to the postcards has been made available to GPs and hospital consultants, who can provide them at point of diagnosis.

The ‘postcards’ are in the form of short videos, and provide online links to different aspects of support for each service. This can be viewed using the following link: <http://www.livingwithdementiainfife.scot.nhs.uk/>

**Designing adaptations in to social housing – meeting future needs**

The Disabled Persons Housing Service (DPHS) act as a contact point for a person in a vascular ward at hospital to help assess their options before they are ready to leave. This ensures that they are registered for social housing if they need it at an early stage, informing needs for new development and improving chances of pre-allocation for newly built properties. They respond immediately to any referrals and are in contact with staff and families in relation to ongoing cases.

Fife Council have been upgrading bathrooms across their council housing stock to meet SHQS targets and as part of their cyclical improvement programmes. To reduce the future need for adaptation installations, they have decided to follow the example trialled by Scottish Borders Council to fit walk in showers as default, with a bath now only re-installed by exception. Fittings for a bath are left in place behind the wall panelling so that it is easy and relatively low in cost to provide one in the future if a household need requires one.

The installation of showers as a standard design is proving popular with tenants. It is also providing an opportunity for different design styles to be trialled, and with the benefit of lower costs achieved through bulk procurement, the council can provide a higher specification product, moving away from an ‘institutional’ look to provide tenants of all abilities with modern and stylish bathrooms.

**Partnership working with local RSLs and the Disabled Persons Housing Service**

The Project has encouraged partnership work with RSLs and DPHS, including:

- Joint training
- Joint design of new processes that improve the experience of people using services
- Improved liaison with Council staff and OTs



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## Key contacts

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## Useful Documents and Links

- One Year On Review (Fife 2016)
- Fife Health and Social Care Partnership Strategic Plan 2016-19
- Digital 'Postcards' for people with dementia – [www.livingwithdementiainfife.scot.nhs.uk](http://www.livingwithdementiainfife.scot.nhs.uk)
- Link to Smart Life in Fife – [www.smartlifeinfife.org](http://www.smartlifeinfife.org)
- End to end process – Customer Pathway End to End (Fife 2017)
- Customer Pathway for Local Authority Adaptations (Fife 2017)

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