

**Housing Adaptations Conference 2010**  
**Meeting the Challenges and Delivering Outcomes**  
**Thursday 29<sup>th</sup> April, York Racecourse**

**PROFESSIONAL PRACTICE SESSIONS –**  
**INFORMATION REGARDING SESSION TOPICS FOLLOWS...**

**11.50am Professional Practice Sessions**

**1. The Future of the Home Improvement Agency**

*Allan Dickson, Principal Housing Officer, Carlisle City Council*

*Malcolm Ramsay, Communications, Policy & Research Manager, Foundations*

*Robert Cornwall, Project Manager, Local Area Agreement, Carlisle City Council*

Carlisle City Council have taken their Home Improvement Agency in-house and have reduced the time between occupational therapy referral to the approval of grant from 44 weeks to 9 weeks currently. Allan will discuss their experience including the challenges they faced and the results they achieved. Malcolm will share learning from Foundations research 'Adapting for a lifetime - future HIA' sharing the good practice he found along the way. Robert will link this to Cumbria's integration of 'Closer to Home' and major adaptations and better ways of working with health. Together they will lead a discussion on getting the best out of your HIA in the delivery of adaptations.

**2. Re-housing V's Adapting**

*Atis Krumins, Able Living Manager, Incommunities Housing Association*

Atis will share with delegates Incommunities approach to assisting disabled people to relocate as part of housing solutions offered when considering adaptations to their homes. He will explore how this is interlinked with a choice based lettings system, a disabled housing register and a full in house aids and adaptations service.

**3. Joint Team Approaches**

*Sheila Latham, Independent Living Services Manager, Blackburn with Darwin Council*

Blackburn with Darwin Council have combined their Occupational Therapists and Grant Teams to create joined up services. Customers have one point of contact who works with them as their 'key worker'

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throughout the process. This has resulted in streamlined processes, better customer service and reduced waiting times. In this session Sheila will explore the structure of the adaptations team, how they set up the team, what challenges they faced and what outcomes they have achieved.

4. **Working in Partnership to fund housing adaptations**  
*Phil Brown, Principal Housing Inspector, Halton Borough Council*  
*Cherrie Walker, Team Support Officer, Halton Borough Council*  
*Noel Sharpe, Director of Customer Services, Halton Housing Trust*  
*John Morgan, Regeneration Project Manager, Riverside*

This session will explore the partnership agreements between Halton Borough Council, and the Registered Providers operating in the borough to fund housing adaptations. In particular the session will look at how the agreements work in practice, overcoming the challenges each partner faced and how they arrived at a joint understanding. It will also draw upon the successes of the agreement and raise debate around working in partnership to deliver adaptations.

5. **Your Adaptations Service – Room for Improvement?**  
*Jen Stevenson, Business Development Officer,*  
*Consortium Procurement*

Budget restrictions? Funding not meeting demand? Long waiting lists? Under-resourced and over-stretched? Do any of these problems sound familiar? The NHC has been working with its members to help identify the barriers and obstacles that prevent speedy and effective adaptations service delivery. By doing this, adaptations services can begin to design out wastage and inefficiency in the process from start to finish, resulting in a much improved service delivery to the client. Delegates attending this session will get the opportunity to discuss and share the issues pertinent to their services, as well as hear about and examine some of the simple, as well as the more challenging ways, of creating a more efficient adaptations service.

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**FAX BACK FORM**

**DELEGATE NAME:** \_\_\_\_\_

**ORGANISATION:** \_\_\_\_\_

<b>Professional Practice Sessions</b>	<b>11.50am Session</b> Please tick <b><u>ONE</u></b> only	<b>2.00pm Session</b> Please tick <b><u>ONE</u></b> only
<b>1. The Future of the Home Improvement Agency</b>		
<b>2. Re-housing V's Adapting</b>		
<b>3. Joint Team Approaches</b>		
<b>4. Working in Partnership to fund housing adaptations</b>		
<b>5. Your Adaptations Service – Room for Improvement?</b>		

**Please return to:**

Events Team on fax number 0191 5661001, alternatively you can email your choices to [events@northern-consortium.org.uk](mailto:events@northern-consortium.org.uk)

The deadline date for the NHC to receive this information is no later than  
**Monday 19<sup>th</sup> April 2010**

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