APPENDIX B – CHIA IMPROVEMENT PLAN 2017/18

Renewal of the Shared Service Agreement for the Cambridgeshire Home Improvement Agency

This improvement plan builds on the recent review of the Cambs HIA completed by Northfield Strategic Services. It highlights the 3 main improvements needed and some of the key actions within those priority areas. The plan cross references the DFG Implementation Review action plan produced by the County (marked in brackets).

No.	Key Finding	Lead	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
1.0	Improve waiting times									
1.1	Fill vacant posts COMPLETED	Frances Swann								
1.2	Use simple BPR principles to improve efficiency of customer and business processes within HIA (2.2) COMPLETED	Frances Swann								
1.3	Review the data used to measure timescales for different types of jobs/opportunities for fast tracking (2.3) COMPLETED	Frances Swann								
1.4	Improve Contractor Flow (tender LAS) (2.5) ALMOST COMPLETE	Procurement								
1.5	Work jointly with HDC to develop a protocol with Luminus to reduce time taken obtaining landlord consent COMPLETED	Frances Swann								
1.6	Introduce a tighter performance	Frances								

No.	Key Finding	Lead	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
	management culture using new	Swann								
4 7	proposed targets COMPLETED	F								
1.7	Work jointly with districts to explore	Frances								
	delegated permission for HIA staff to proceed with work up to £10k to	Swann/ Districts								
	enable fast tracking of LAS and Stairlifts	Districts								
	ADAPTATIONS & REPAIRS POLICY									
	APPROVED APRIL 2019 GIVES GREATER									
	FLEXIBLITY TO PROCESS GRANTS									
	QUICKER.									
2.0	Deliver a range of interventions									
2.1	Introduce a Training Matrix to upskill	Frances								
	the team and broaden knowledge	Swann								
	COMPLETED									
2.2	Engage with and make use of the HOOP	HIA								
	model in SCDC (1.2.1) COMPLETED									
2.3	Explore additional work with 1) ECDC	Frances								
	and 2) other service areas COMPLETED	Swann								
2.4	Identify possible additional revenue	Frances								
	streams ONGOING	Swann								
3.0	Redesign the revenue base for the									
	СНІА									
3.1	To explore options for SCDC and City to	CHIA								
3.1	merge capital and discretionary budgets to	Board								
	enable more spending flexibility									
	COMPLETED - NEW ADAPTATIONS/REPAIRS									

No.	Key Finding	Lead	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
	POLICY ALLOWS GREATER FLEXIBILITY									
2.2										
3.2	HDC to allocate suitable budget to	CHIA								
	match demand thus preventing delays	Board								
	HDC BUDGET INCREASED BUT STILL									
	OVER DEMAND									
3.2	Produce a consultation paper to	Frances								
	integrate the GVO's into the Agency,	Swann/								
	combine the roles to improve efficiency	Districts								
	and reinvest savings into the HIA (3.4)									
	CITY COUNCIL TO TRIAL IN 2019/20									
3.3	Review the staffing structure to maximise	Frances								
	outputs COMPLETED	Swann								
3.4	Start to scope future opportunities to	CHIA								
	combine into one Countywide HIA (2.8)	Board								
	ADAPTATIONS PATHWAY UNDERTAKEN									
	BY COUNTY COUNCIL WHICH ALSO									
	HIGHLIGHTS BENEFITS FOR A WHOLLY									
	INTEGRATED COUNTY SERVICE – WILL									
	NEED HIGH LEVEL SUPPORT THROUGH									
	THE INTEGRATED COMMISSIONING									
	BOARD – COUNTY TO PRESENT A									
	REPORT SUMMER 2019									