

Building effective local home improvement services

Good Home
Hubs supporting
documentation

July 2023



This document has been published alongside our briefing ‘Building effective local home improvement services: Good Home Hubs’.

In the briefing, we set out what a Good Home Hub service – a solution to address poor quality homes identified by our [Good Home Inquiry](#) – should look to include.

The main briefing is built on work with partners, including Lincolnshire County and District Councils and their residents to scope out the key elements of a Hub and how they could be delivered.

This supporting document provides further guidance and practical examples of tools that could be used to develop a Good Home Hub.

Examples are included on the following:

1. Developing a single source for quality information
2. Independent Home Assessment
3. Role profiles for Good Home Hub teams
4. Good Home Hub output and outcome measures

For more information about our work on Good Home Hubs and how you can get involved, or to get information about our Good Home Network for local authorities, please email goodhomenetwork@ageing-better.org.uk.

1. Developing a single source for quality information

A Good Home Hub service should collate, maintain and disseminate information on all aspects of maintaining and improving a home and considering other housing options. This should involve writing guidance to be made available across a range of formats, including other websites residents may access, and a limited amount of printed materials to provide initial information and to raise awareness of the service.

A website could provide a one-stop source for all the relevant information in the area, with content provided to support people from all tenures. Key elements a website could look to cover based on work with residents and stakeholders in Lincolnshire include:

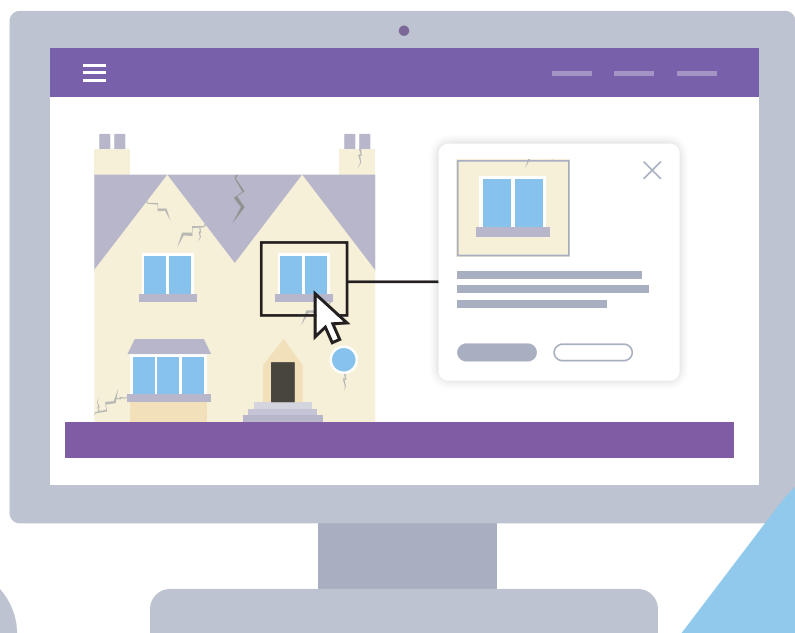
- ✓ **Looking after your home**
- ✓ **Types of work**
Including: extensions, roof, floors, windows and doors, security, fire safety, electrics, heating systems, insulation, generating electricity, access, adaptations, decorating and gardening
- ✓ **Independent home assessments**
- ✓ **How to pay for works**
Including: paying for work yourself, grants, loans, charities
- ✓ **Tradespeople**
Including: advice on finding tradespeople, accreditation schemes
- ✓ **Permissions you may need**
- ✓ **Practical issues**
Including: preparing for work to your home, decluttering, utilities, services that can help
- ✓ **Moving home**
Including: thinking of moving, buying your home, private rented housing, renting from a council or housing association, types of home, practicalities when moving

1. Developing a single source for quality information

The design of the website and its content should evolve over time based on engagement with people with lived experience and other stakeholders. Analytics of website usage should be used to inform how it should be developed further to ensure content is presented in a user friendly, engaging and accessible way.

Feedback from Lincolnshire residents suggests that interactive features, such as a diagram of a house with labelled building elements (e.g. windows, roofs, etc) may help people to navigate to the information most relevant to them.

The website should support residents to seek information on the topics important to them and encourage them to find their own solutions where possible through accessing the network of community organisations and services.



2. Independent home assessment: an example

A key element of the Good Home Hub should be conducting independent home assessments to support residents to identify and prioritise housing related issues, understanding their impact and potential causes.

One example of how this could be achieved is through producing an assessment tool to support residents and services visiting people in their homes.


Engagement with residents and stakeholders across Lincolnshire has suggested that a home assessment should:

- Primarily be a web-based or app-based solution allowing residents and visiting services to complete the assessment on their tablet or smart phone. A paper version should be provided but, by necessity, this will need to be a simpler assessment containing less information.
- Be very intuitive and user friendly. There should be a stepped approach, gradually drilling down into greater detail to fully understand the construction of the home and the potential causes of problems. Much of the assessment will use text but it should also use pictures and diagrams to help users.
- Identify potential issues and signpost to sources of information to help residents find the correct response.
- Rate the identified issues according to their severity and impact on the quality of life to the resident. They should be rated as red, amber or green.
- Allow the finished assessment to be dated and saved so it can be printed and/or shared with others. This may be by creating a PDF document.
- Include reporting facilities that allow the number of assessments completed to be monitored. It should also allow further reporting to understand how the assessment has been used – for example, the main issues identified. All this reporting information should be anonymised and it should capture no personal information.
- Respond to the needs of the range of people who live in the local area. Examples raised in Lincolnshire have included people whose first language is not English, people with sensory impairments, park home occupiers and military veterans.

2. Independent home assessment: an example

Training could be provided to services that visit people in their homes to raise their awareness of housing-related issues, and provide support to enable them to use the home assessment and the range of potential solutions it could signpost to.

Further guidance on home assessments and training will be published later this year. Please contact goodhomenetwork@ageing-better.org.uk if you would like to find out more and be notified of its release.



Healthy Home Assessment

This assessment form is a tool for you to check your property, identify any issues with the condition & get information & advice on how to improve any problem areas that you want to work on

How to use this assessment

You can choose to use this assessment in a way that suits you. You can either work through the form to do a full assessment of your property to identify any areas of concern & potential solutions, or you can select a specific topic that you would like to focus on

The topics included are: general condition outside, windows and doors, access issues getting into your home, smells, temperature, water getting into the property, general condition inside, lighting, flooring, stairs, connection to mains services, boiler, heating & hot water, electrics, problems accessing some rooms, security, fire safety, kitchen, bathroom, bedroom(s), pets, pests and overall satisfaction with your home

1

How do you want to use this form?

Do a full assessment of my home

Look at specific area

Next

3

What are the problems you can see from outside?

Front garden is overgrown

There are weeds in the gutter/on the roof

There are obvious signs of water staining near gutters and/or windows

The drive or path is uneven

[Image of condensation on window]

[Image of insects in gutter]

3. Role profiles for Good Home Hub teams

Example job descriptions have been produced for three Good Home Hub roles outlined in the briefing paper: Advice Caseworker, Handyperson and Home Improvement Advisor. These provide further insight into the potential responsibilities of each role and key skills required and could be adapted for use by others looking to recruit for similar posts.

A. Guidance on the role of an Advice Caseworker

This role will play a key part in supporting residents in many ways to gain the knowledge and confidence to maintain and improve their homes so they are warm, safe and secure, meeting individual needs. This will contribute to maintaining and improving their health and quality of life. The role will work in partnership with the network of services that form the local Good Home Hub.

Key tasks

- To provide advice to residents who wish to adapt, repair and improve their homes to help them to understand what repairs or improvements are needed and how to prioritise work if this should be the case.
- To provide advice on how to approach getting work completed, a realistic cost and the likely timescales.
- To provide relevant service information and advice to customers and to make referrals to partner agencies, working proactively with other service providers to explore potential solutions for residents.
- To maintain contact with residents during referrals to other services to ensure they successfully access other appropriate services.
- To provide advice on other options, such as moving home, if this may offer a better solution.
- To provide advice on energy efficiency measures and how to access the range of schemes available. If possible, this will include supporting applications to energy schemes.
- To provide advice on finding trusted tradespeople, including signposting to local accreditation schemes.

3. Role profiles for Good Home Hub teams

- To signpost to services that can provide advice on how to pay for works to the home. This may include signposting to the grants and loans offered by local authorities and the range of other potential loan providers. This may also include identifying suitable charitable and grant giving sources that assist specific groups.
- To provide advice initially by telephone or email. Home visits will be completed if appropriate.
- To support events and other activities to raise awareness of the service and attract residents who seek advice.
- To maintain a good knowledge of housing-related legislation and regulation and local services that can support residents to maintain their home.

Qualifications and experience

Essential

- Experience of working in a customer facing role.
- Understanding of the issues facing older and disabled residents in continuing to live independently in their own home.
- Experience of working to organisational policy and/ or statutory legislation.
- Experience of managing a caseload of residents.
- Experience of liaising effectively with organisations on behalf of others.
- Experience of working effectively in partnership with a wide range of stakeholders/ agencies/ organisations.
- Excellent interpersonal and communication skills, both written and oral.
- Excellent project and time management skills.
- Analytically minded, with strong problem-solving skills.
- A team player with a caring approach and a commitment to supporting continuous improvement.
- A full driving licence and/ or ability to travel across the service area.

Desirable

- Experience in providing advice on maintaining and improving homes.
- Experience in Disabled Facilities Grant legislation.
- Experience of providing advice on improving home energy efficiency and reducing home energy costs.
- Experiencing of interviewing individuals.

B. Guidance on the role of a Handy person

This role will play an important part in supporting residents to complete a range of small repairs and improvements to their home, helping to maintain their quality of life. The role will work in partnership with the network of services that form the local Good Home Hub.

Key tasks

- When required, visit clients' homes to determine the nature of the work required and where necessary the cost of materials needed to complete the job.
- Where appropriate, be responsible for the ordering and obtaining of materials necessary to carry out the required work and keep appropriate records of the work carried out and materials for each job.
- Carry out a wide range of repairs and improvements such as gardening, fencing, putting up shelves and curtain rails, changing light bulbs, draught proofing, fitting handrails, cracked and broken windows, small carpentry repairs and refixing flooring to avoid trip hazards.
- Where appropriate liaise with occupational therapy staff and other professionals in the fitting of equipment.
- Ensure that all work is carried out in a safe manner and that the Health and Safety policy is adhered to.
- Be responsible for the removal of waste and debris after completing the required work and to leave the site clean and tidy.
- Establish good working relationships with suppliers.
- Follow all required financial procedures.
- Provide information and sound advice on other services, especially those provided by the Good Home Hub.
- Undertake any training necessary to maintain a range of skills and to meet regulatory requirements.
- Support events and other activities to raise awareness of the service and attract residents who seek help.

Qualifications and experience

Essential

- Ability to identify hazards and deal with as appropriate.
- Experience of fault diagnosis and repair.
- Experience of working in a customer-facing role.

3. Role profiles for Good Home Hub teams

- Practical knowledge of basic electrical, plumbing, carpentry and other DIY-type skills.
- Ability to manage own time and complete tasks in an efficient manner.
- Willing to undertake additional training.
- Ability to complete tasks in a clean and tidy manner.
- A full driving licence and/ or ability to travel across the service area.

Desirable

- Experience of working in a previous handyman/ trade related role.
- Working knowledge of responsibilities in relation to Health & Safety, COSHH, asbestos and associated good practice.
- First Aid trained.



C. Guidance on the role of a Home Improvement Advisor

This role will play a key part in working alongside residents to maintain and improve their homes so they are warm, safe and secure, meeting individual needs. This will contribute to maintaining and improving their health and quality of life. The role will work in partnership with the network of services that form the local Good Home Hub.

Residents may, potentially, pay for the service provided, dependent on their circumstances.

Key tasks

- To receive referrals of residents who want to complete repairs and improvements to their home and need technical advice and support.
- To survey domestic properties and identify repairs, maintenance, improvement and adaptation requirements.
- To agree with residents on the level of advice and support they need to progress work to their home. Some residents may not need all the support listed below.
- To consult with customers to agree the repairs, improvements and adaptations they wish to progress.
- To prepare schedules of work and specifications to reflect individual residents' resources, needs and wishes and financial circumstances.
- To obtain quotations for work, evaluate these quotations and advise the resident so they can choose appropriate solutions.
- To monitor the work of contractors through to final completion, ensuring work is carried out to a high standard and that any defects are rectified to the resident's satisfaction.
- To appraise unforeseen works where technical problems have been encountered, giving options to the resident.
- To liaise with local authority surveyors, building inspectors, independent surveyors, builders, tradespeople and establish good working relationships.
- To work alongside local planning bodies, clients, construction workers and other professionals to ensure projects meet the relevant safety, sustainability, and preservation standards.
- To ensure that health and safety and CDM (Construction, Design and Management) requirements are complied with.

3. Role profiles for Good Home Hub teams

Qualifications and experience

Essential

- HND/ HNC in construction, surveying or equivalent.
- Skilled in diagnosis of building defects, preparation of schedules of remedial work and project management to completion.
- Experience of successfully delivering domestic residential projects requiring building regulation, planning and other permissions and in accordance with CDM (Construction, Design and Management) requirements.
- Excellent interpersonal and communication skills, both written and oral.
- Excellent project and time management skills.
- Analytically minded, with strong problem-solving skills.
- A team player with a caring approach and a commitment to supporting continuous improvement.
- A full driving licence and/ or ability to travel across the service area.

Desirable

- Experience in overseeing works that were completed by external contractors.
- Experience in Decent Homes Standards and the Housing Health and Safety Rating System (HHSRS).
- Qualification and advanced training in Health and Safety legislation.
- Knowledge/ qualifications in low carbon energy efficiency measures.
- Knowledge of residents' funding options to pay for works including potential grants, loans and welfare benefits.
- CAD design skills.



4. Good Home Hub output and outcome measures: examples

The tables below outline examples of output and outcome measures that could be used to monitor and evaluate the success of Good Home Hub interventions.

Output measures

Output	Good Home Hub themes	Measure	Method
Number of people accessing the website	Information and advice	Number of website hits Number of users – Both broken down by the topics on the website	Drawn from website analytics
Users of the website found what they were looking for	Information and advice	Satisfaction of website users in finding what they were looking for	Satisfaction survey on website
Support for local events	Information and advice	Number of local events at which information and advice is provided	Drawn from information and advice and casework provider recording systems
Number of Home Assessments	Home Assessment	Number of times home assessment accessed Number of home assessments completed by residents Number of home assessments completed by other services Number of assessments completed by residents and shared with other services	Drawn from website/home assessment portal analytics Reporting from other services

4. Good Home Hub output and outcome measures

Output	Good Home Hub themes	Measure	Method
Number of residents using the advice and casework service	Information and advice	Number of incidents of advice given Number of advice cases Successful referrals to other services – All broken down by topic and tenure	Drawn from advice and casework provider recording system
Number of people accessing the local trusted tradesperson scheme	Signposting to trusted tradespeople	Number of people accessing the local trusted tradesperson website/ system	Drawn from website analytics/ provider recording systems
Uptake of funding	Targeted financial support	Take up of grants and loans – Number and value	Annual collation of information from housing authorities Information provided by loan providers

4. Good Home Hub output and outcome measures

Outcome measures

Outcome	Good Home Hub themes	Measure	Method	Value
Reduced falls	Information and advice Home Assessment Practical support	Number of cases with reduced risk of falls	Assessment by caseworker/ service provider Drawn from service provider recording system	e.g. Hip fracture with single intervention: £8,252 Based on NHS national schedule of costs 2020/21
Reduced hospital stays	Information and advice Home Assessment Practical support	Number of cases with reduced hospital stays	Assessment by caseworker/ service provider Drawn from service provider recording system	e.g. £360 per day NHS reference costs in 2015/16: £306 per day. This could be updated using annual inflation to give a 2022 cost: £360
Reduced need for residential care	Information and advice Home Assessment Practical support	Number of cases with delayed or avoided move to residential care	Assessment by caseworker/ service provider Drawn from service provider recording system	e.g. Fees for private sector residential care for older people in the local area
Reduced need for day care packages	Information and advice Home Assessment Practical support	Difference between number of hours of day care before and after intervention	Assessment/ recording by caseworker/ service provider Drawn from service provider recording system	e.g. Fees for local authority own provision of day care for older people

4. Good Home Hub output and outcome measures

Outcome	Good Home Hub themes	Measure	Method	Value
Reduction in cold, damp homes	Information and advice Home Assessment Targeted financial support	Number and proportion of clients who no longer live in homes with excess cold	Assessment/ recording by caseworker/ service provider Drawn from service provider recording system	e.g. Cost to NHS per annum of a home with excess cold (HHSRS hazard): £753 Based on BRE: The cost of poor housing to the NHS; 2015. Updated using annual inflation to give a 2022 cost: £753.
Residents feel more in control of their life	Information and advice Home Assessment Targeted financial support Practical support	Number and proportion of cases where person states they have as much control over their daily life as they want or they have adequate control over their daily life	Part of wellbeing assessment completed by caseworker/ service provider Drawn from service provider recording system	
Downsize/ right-size, freeing up family homes	Information and advice	Number of housing moves that free up at least one bedroom	Recording by caseworker/ service provider Drawn from service provider recording system	
Homes let as a result of referral	Information and advice	Number of rented homes let as a result of intervention	Recording by caseworker/ service provider Drawn from service provider recording system	

4. Good Home Hub output and outcome measures

Outcome	Good Home Hub themes	Measure	Method	Value
Homes sold as a result of referral	Information and advice	Homes sold as a result of intervention	Recording by caseworker/ service provider Drawn from service provider recording system	
Aids and adaptations	Information and advice Home Assessment Targeted financial support	Number of cases that benefit from aids and adaptations allowing them to maintain their independence	Recording by caseworker/ service provider Drawn from service provider recording system	
Residents feel more secure	Information and advice Home Assessment Practical support	Number of clients who say they feel more secure in their home following an intervention	Part of wellbeing assessment completed by caseworker/ service provider Drawn from service provider recording system	
Improvements in self-reported physical health	Information and advice Home Assessment	Number of clients who say their physical health has improved following an intervention	Part of wellbeing assessment completed by caseworker/ service provider Drawn from service provider recording system	
Improvements in self-reported mental health	Information and advice Home Assessment	Number of clients who say their mental health has improved following an intervention	Part of wellbeing assessment completed by caseworker/ service provider Drawn from service provider recording system	

4. Good Home Hub output and outcome measures

Outcome	Good Home Hub themes	Measure	Method	Value
Improvements in self-reported social isolation	Information and advice Home Assessment	Number of clients who say they feel less lonely following an intervention	Part of wellbeing assessment completed by caseworker/ service provider Drawn from service provider recording system	
Improvements in self-reported financial anxiety	Information and advice Targeted financial support	Number of clients who say they feel less anxious about money following an intervention	Part of wellbeing assessment completed by caseworker/ service provider Drawn from service provider recording system	
Residents feel more confident to complete work	Information and advice Signposting to trusted tradespeople Targeted financial support	Number of clients who say they feel more confident to complete work to their home following an intervention	Part of wellbeing assessment completed by caseworker/ service provider Drawn from service provider recording system	
More energy efficient homes	Information and advice Home Assessment	Number of homes with an improved energy efficiency rating (EPC) following an intervention	Recording by caseworker/ service provider Drawn from service provider recording system	

Let's take action today for all our tomorrows.
Let's make ageing better.



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Everyone has the right to a good life as they get older and our whole society benefits when they do. But far too many people face huge barriers that prevent them from doing so.

The Centre for Ageing Better is pioneering ways to make ageing better a reality for everyone. Ageing Better is a charitable foundation, funded by The National Lottery Community Fund.

