



Harrow Churches Housing Association – Social Housing Provider

Good practice themes

1. Staff skillset and support for self funders
2. Use of financial resources

Context

Harrow Churches Housing Association (HCHA) is a small regional housing association. The majority of stock provide homes for older and disabled people of any age within a range of settings including sheltered housing, extra care and bespoke flats for wheelchair users.

This particular provider has a strong commitment to ensuring homes are suitably adapted to maintain independent living for as long as possible. There is a recognition of the importance of adequate space and accessibility within the design of accommodation to enable all aspects of day to day living.

Minor adaptations service

This service is organized and delivered by HCHA's **Adapt** team with a requirement that all individuals within the service must be successfully trained as Level 2 Trusted Assessors. All staff are DBS checked. Referrals are accepted from the tenant themselves or from health and care professionals. The performance target is to provide a range of basic aids and adaptations with a value of up to £1,000 within 4 days but the majority are completed within 48 hours.

In cases involving discharge from hospital works are provided on the same day as receiving the request. Costs are met entirely from HCHA resources (rather than Adult Social Care/ LA). The aim is to provide a speedy service through trained contractors who tenants know as an alternative to involving Adult Social Care and their assessment for simple works.

The Adapt service has been extended to the tenants of another small local housing association. More recently HCHA have started to promote the existence of the in-house minor adaptations service to local older owner occupiers or private tenants who may want to self-fund simple modifications in their homes.



Contact

Christopher Holley, CEO, HCHA christopher.holley@hcha.org.uk



[Read the full report](#)

