

In 2019/20, this is what Stevenage did to support those with disabilities or additional needs – through Home Adaptions

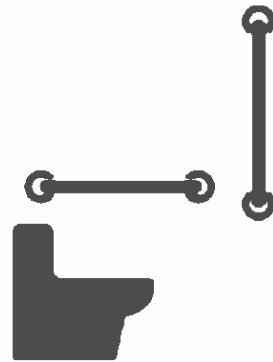
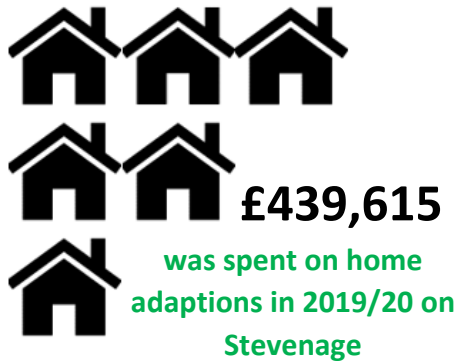


82% of clients stated the home adaptations improved their daily life In Stevenage



£126,527

Was spent on Level Access Showers in



67%

More people were helped by home adaptation In Stevenage in comparison to 2018/19



47 sign off inspection were completed in 2019/20



92% of Stevenage clients would use the HHIA again



350 calls provided advice to residents on DFG or benefit information



19% drop in waiting time to be allocated in comparison to 2018/19



£ 307,610 on major adaptations



£41,066 on extensions in 2019/20



90% of stairlifts and hoist were completed by Hertfordshire based Contractors



£54,861 was spent on Hoists in 2019/20



New agreements and protocols with contractors

## Customer Testimonials in 2019/20

"It's changed our lives and the bathroom feels so much bigger. My husband and I are delighted "

Mr and Mrs Y



Hey HIA

Many thanks once again for all your efforts and support.

Jamie is loving his new bathroom and it has made such a difference to his life 🙌.

You were also amazing with him and knew exactly what to say, I also loved the fact you spoke to him directly whilst I was there (making him feel important). Thank you for all your help, best wishes

Emma

Project of works completed by the HHIA in 2019/20





# We are now “Satisfactory”



In July 2019 the Shared Internal Audit Service (SISA) inspected the Hertfordshire Home Improvement Agency (HHIA). Findings from the audited concluded there was an overall limited assurance that there are effective controls in operations for those elements of the risk management processes covered by the review.

The audit made 18 recommendations and 36 actions.

The Hertfordshire Home Improvement Agency (HHIA) was re-audited by SISA in August 2020. The findings were “Satisfactory.” Overall, the HHIA have been able to provide good assurance over the direction of travel.

The following was noted in the final re-audit report:

- substantial amount of work has been completed by the HHIA in order to address the recommendations
- testing demonstrates significant improvements since the last audit, as well as improved checks by management to review such progress.
- significant improvements in operational systems
- HHIA have looked to identify other improvements that can be made to further improve the service, this providing evidence of a focus on continuous improvement

