

APPENDIX 2

Housing Quality Working Group Action Plan

Date of last update: Refreshed version - 29th Sept 2017

Meeting Purpose: “Generating positive health outcomes in partnership as a result of tackling poor housing quality across Hertfordshire”.

Outcome What we are trying to achieve	Objective What will help us to achieve this outcome	Actions to date	Future actions?
Raised awareness amongst residents and professionals of the links between health outcomes and housing quality	<ol style="list-style-type: none"> 1. Improving local understanding of health and housing quality links amongst HQWG members 2. Increasing awareness of health and housing links among key health & care professionals and more vulnerable residents 3. General promotion of the HQWG 	<ul style="list-style-type: none"> • Housing Quality JSNA snapshot • Housing quality data added to the public-facing 'Health in Herts' webpage • Winter health campaign webpages to include details of Herts Warmer Homes and the importance of warm homes 	<ul style="list-style-type: none"> ○Developing the 'Health in Herts' pages to encompass professional resources, messages and guidance ○Picking one or two key issues and/or audiences for focused promotion ○Developing the JSNA from a snapshot into a full report, or picking particular topics
Sharing health and housing quality knowledge, resources and expertise across organisations to encourage and aid joint solutions	<ol style="list-style-type: none"> 1. Mapping Hertfordshire's housing quality system 2. Understanding national and local best practice regarding housing quality intervention 3. Pursuing opportunities for knowledge sharing between groups and organisations 	<ul style="list-style-type: none"> • Developing and maintaining the 'Housing & Health Network Map', sharing with relevant groups • Promoting HQWG and health outcomes via the Public Health Board and other linked housing groups. 	<ul style="list-style-type: none"> ○Using Thermal Imaging Cameras, as part of Hertfordshire Warmer Homes and in addition? Using volunteers (F&R?), self-hire? Identification through EPC database, MOSAIC database? ○Developing links between HertsHelp and district housing and environmental health, and HCC and environmental health – use PH expertise and MECC approach to develop training for H&SC staff (start with one particular areas – e.g. Health visitors). MUST work with H&SC managers to make sure this training is received most effectively. ○Working with hospital discharge teams to get them to work more proactively with district housing to enable faster, more effective discharge (or prevent

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			admission in the first place). – Integrated Discharge Teams. ○ Working with landlords and relevant care staff on HMOs, tenancy issues, etc
Using local housing quality data and evidence for effective targeting, calculation of scale and costs, and stronger cases for additional funding	<ol style="list-style-type: none"> 1. Facilitating improved data sharing between organisations, helping to identify residents most in need 2. Creating an evidence base for housing quality issues – e.g. scale of the problem, trends, cost, etc. 	<ul style="list-style-type: none"> • District Housing & Health Cost Calculator data collated and analysed, with some suggestions on improved data sharing 	<p>To be reviewed:</p> <ul style="list-style-type: none"> • Picking one or two key areas to try and overcome existing data sharing issues
Improved system connections around health outcomes and housing quality, with effective signposting and referrals processes, and professionals and residents access to access the most appropriate information and support	<ol style="list-style-type: none"> 1. Improving information sharing/signposting between existing services making it easier to access housing support (e.g. district housing and environmental teams, HertsHelp) 2. Increasing general understanding of the system using 'Making Every Contact Count' 	<ul style="list-style-type: none"> • Development of Hertfordshire Warmer Homes scheme 	<ul style="list-style-type: none"> ○ Implementation of Hertfordshire Warmer Homes scheme ○ Linking housing advice / support to GP referral systems, with reference to linked health conditions ○ Working with health and social care frontline staff through the development of signposting guidelines, key messages, general information, etc – starting with one group, e.g. health visitors? ○ Getting sufficient health representation on Board ○ Building in any strategic housing work happening alongside HQWG