

Good Home Hubs

Let's make good
homes a reality
for all

ageing-better.org.uk/homes



At Ageing Better we believe the key to improving people's homes are easy to use, one-stop shops that provide support on aids and adaptations, repairs and maintenance, and energy efficiency. Providing support to people from all tenures and abilities to pay, delivered in partnership between local authorities, charities and businesses.

We call this model a Good Home Hub.

A Good Home Hub in every area

Who we are

The Centre for Ageing Better believes that 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. As a result, many older people are living in bad housing, dealing with poverty and poor health and made to feel invisible in their communities and society.

What's the problem?

Across the country 10 million people are living in homes that are cold, need repair or have serious hazards, leading to health problems and hospital admissions. Many people don't know where to turn for information and support to make the repairs they need, or can't afford them.





What's the solution?

We want to see a national cross-government strategy and long-term investment to make all homes warm and safe.

At a local level, this should be delivered through a network of one-stop shops called Good Home Hubs which offer a range of services including independent information, financial support and signposting to trusted tradespeople.

Some areas already provide a comprehensive service but there should be consistency across the country.

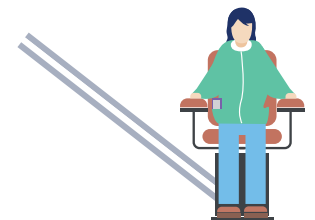
And while everyone should be able to receive the same high-quality support, there should also be flexibility in how local areas deliver that service in order to adapt their service to meet specific needs.

Our work

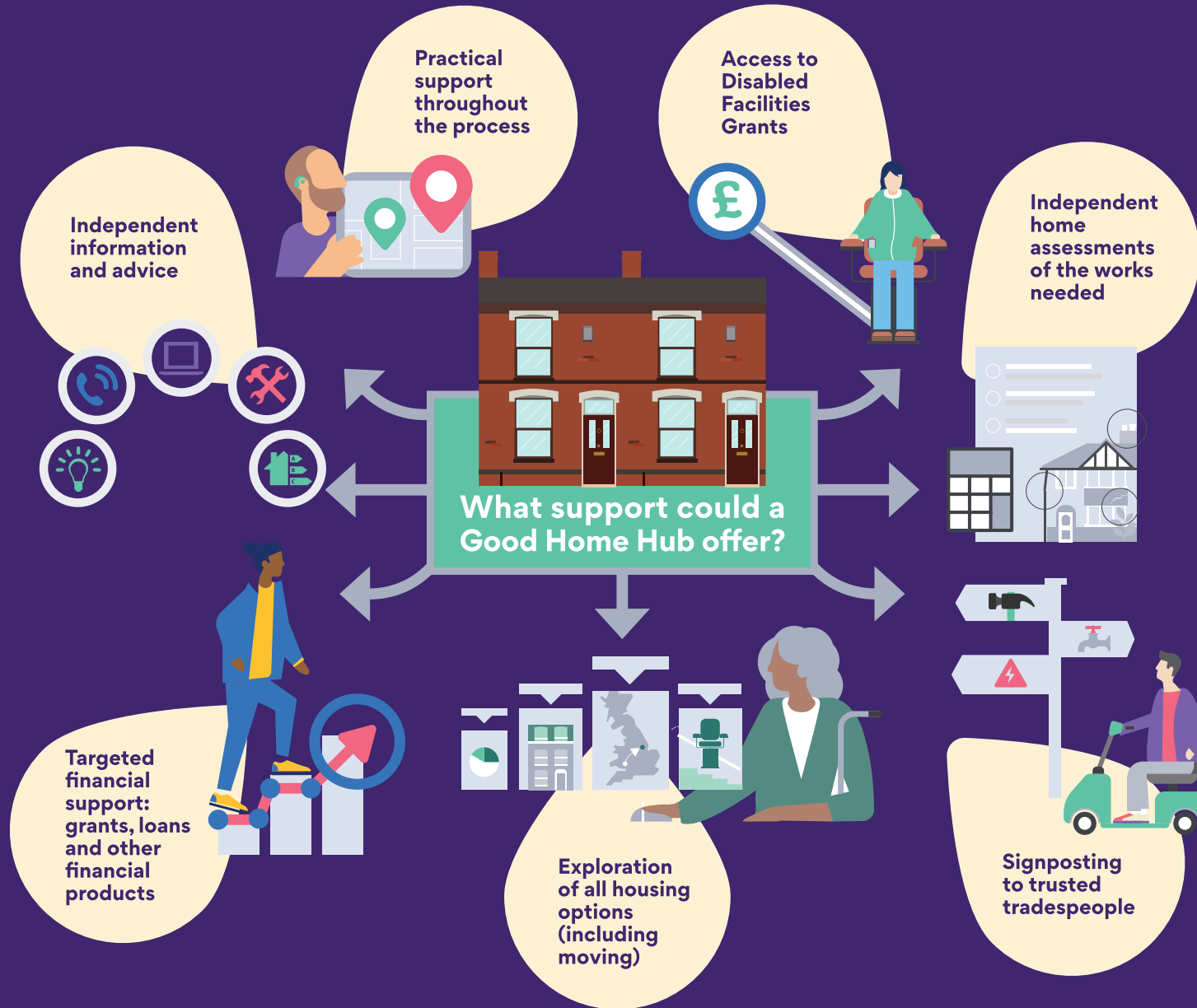
In order to achieve our ambitions and support the development of Good Home Hubs across England, the Centre for Ageing Better is:

- Working with our strategic partners in Lincolnshire to design and pilot what a one-stop shop approach would practically look like
- Undertaking an evaluation of different models of home improvement support across England, to evidence the impact of existing good practice

- Hosting the Good Home Network in partnership with Foundations – bringing together local authorities to share learning, encourage peer support and motivate innovation in home improvement services



A Good Home Hub



To find out more please visit the Good Home Hub page
ageing-better.org.uk/improving-homes-good-home-hubs

There are a small number of exemplar existing home improvement services across England.

To understand more about what makes these services so successful. Ageing Better has commissioned an evaluation of 8 existing home improvement services due to report in 2025.

The evaluation will measure their effectiveness and create shareable learning as to their impact on individuals, systems and society.

Case study 1 and 2 are two profiles of these exemplary services to show the art of what is possible.

Case study 1

Case Study 1 is an independent charity in the North-West of England. It is funded through the city council but provides some services that span across local authority boundaries into neighbouring boroughs.

The locality is largely made up of urban spaces. 19.2% of homes are non-decent, this is higher than the national average of 16.7%.

Funding

Core funding: £600,000 of Disabled Facilities Grant funding

Additional funding: £500,000 from other local authority funding, £400,000 from Health Service funding and small short term funding from other opportunities that arise.

Staff

The service has a staffing budget of £750,000 per annum and employ the equivalent of 30 full time staff.

The breakdown of staff roles is:

- 7 managers
- 23 delivery staff
- 5.3 handypersons
- 5.8 administrative staff

Table 1

Service provided	No. of people the service helped in 2022/23
Hospital discharge and reablement services	11,956
Handyperson service	6,702
Healthy Homes Assessment / Homes Safety Check	1,919
Welfare and benefits service	1335
Information and advice on how to fund home repairs	1044
Help to find trusted contractors	862
Grants to make home improvements (in additions to Disabled Facilities Grant)	414
Energy efficiency service	254
Delivery of Disabled Facilities Grant	164
Loans to low-income home owners	23
Small grants for dementia care	19

Impact

‘[The service provides] people you can turn to really. I think it’s when you don’t have control, when you don’t know what to do. It helps having that extra somebody to rely on.’

(Service user, 2024)

Case study 2

Case study 2 is a home improvement service in the North-East of England. It is part of a local authority and sits within the Adult Social Care directorate. The locality is a unitary authority and a predominantly urban area. 15.3% of dwellings are considered 'non-decent' as of 2019 which is below the national average of 16.7%.

Funding

Core funding: £2.2 million of DFG funding

Additional funding: £400,000 from other local authority funding and £200,000 of their own funds from their pay-for-improvements and adaptations service for households who are not eligible for means-tested grant funding.

Staff

The service has a staffing budget of £500,000 per annum and employ the equivalent of 22 full time staff. The breakdown of staff roles is:

- 4 managers
- 9 delivery staff
- 7 handy-persons
- 6 administrative staff

Table 2. Service Provision

Service provided	No. of people the service helped in 2022/23
Handy person and home repair service	2,400
Delivery of Disabled Facilities Grants	262
Energy efficiency service	241
Hospital discharge and reablement service	183
Information and advice on how to fund home repairs	146
Support to find trusted contractors	30

Impact

'[They] helped me get my life back. I was ashamed to have anyone in the property.'

(Service user, 2024)

'Like I say I didn't realise [all the services] were combined like this and it certainly does make a difference once you're assessed and everything, it goes on from there. Everyone knows what each other is doing basically. As I say it's really, really good. I wouldn't hesitate if I needed anything to just ring them.'

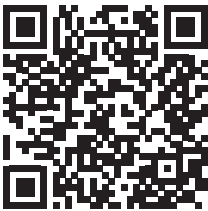
(Service user, 2024)



At the Centre for Ageing Better we're working to make Good Home Hubs a reality for all. Find out more about Good Home Hubs:

If you are interested in discussing the Good Home Hub model, or joining our Good Home Network please email us at goodhomenetwork@ageing-better.org.uk

You can also find out more about our work at ageing-better.org.uk/improving-homes-good-home-hubs



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

The Centre for Ageing Better is pioneering ways to make ageing better a reality for everyone, including challenging ageism and building an Age-friendly movement, creating Age-friendly Employment and Age-friendly Homes. It is a charitable foundation funded by the National Lottery Community Fund and part of the Government's What Works Network.

