

ANGUS COUNCIL

Housing Committee - 18 November 2004
Social Work and Health Committee – 18 January 2005

ANGUS CARE & REPAIR - REVIEW OF PERFORMANCE IN 2003/2004
AND BUSINESS PLAN PRIORITIES FOR 2005/2006

JOINT REPORT by DIRECTOR OF HOUSING and
DIRECTOR OF SOCIAL WORK AND HEALTH

ABSTRACT

This report provides further detail on Angus Care & Repair's performance in 2003/2004 and gives details of the organisation's priorities for 2005/2006.

1. RECOMMENDATION

It is recommended that the Housing Committee and the Social Work and Health Committee:

- (i) note the significant contribution made by Angus Care & Repair to enable older people and people with disabilities in Angus to remain at home in comfort and safety in 2003/2004;
- (ii) note the organisation's priorities for 2005/2006 and the consequent funding requirements.

2. BACKGROUND

Angus Care & Repair began in 1994 and celebrated its 10th Anniversary this year.

Angus Care & Repair objectives are:

- (i) To relieve the needs of the residents of Angus, in particular the older and disabled, by encouraging, supporting and/or assisting such individuals to have their homes adapted, repaired and/or upgraded, to meet their needs, all with a view to enhancing their quality of life.
- (ii) To advance education and in particular to raise awareness among the general public of issues relating to the welfare of older and disabled people.
- (iii) To promote, establish, operate and/or support other schemes of a charitable nature for the benefit of the residents of Angus.

Angus Care & Repair provides a range of services:

- (a) **Care & Repair Service** - This covers the assessing of the extent of work required to properties, organising appropriate drawings, obtaining estimates from appropriate contractors, making planning/building warrant applications, applying for grant/other funding, co-ordinating contractors, monitoring works and progress,

finalising accounts and payments. Advice is also given about alternative housing or benefits and the company refers onto other agencies when appropriate and agreed by the service user. The type of cases carried out are mostly roof repairs or disabled adaptations. However, there is also a significant amount of rot/damp works and insulation/heating installations.

- (b) **Small Repairs Service** - This covers carrying out small items of repair, such as replacing broken panes of glass or changing tap washers, cleaning of gutters. Labour is provided free of charge and the client only has to pay the cost of any materials required to do the work.
- (c) **Safe as Houses** - This service is a partnership with Angus Care & Repair, Tayside Police, Tayside Fire Brigade and Angus Council and is open to all older, disabled, low income or vulnerable people in Angus. On referral to this service the Police carry out a crime prevention survey of the home and make recommendations to improve the client's security. If any of the recommendations include the following items, Angus Care & Repair will fit them free of charge:
- Door chain,
 - Five-lever mortice lock,
 - Door viewer,
 - Smoke detector,
 - First Aid Kit,
 - Timer switch,
 - Low energy light bulb,
 - Crime Prevention Pack,
 - Message in a Bottle,
 - Door numbers.
- (d) **Social Work and Health Adaptations** - Angus Care & Repair, working in partnership with Angus Council's Social Work Department provide minor adaptations to clients' properties as referred by the Occupational Therapist. Recent figures show that 90% of the adaptations are fitted within four weeks, 30% being fitted within one week.
- (e) **Hospital Discharge Initiative** - Although helping people to get home from hospital as quickly as possible has always been a priority, it was achieved by close working relationships with other professions, rather than effective systems. Angus Care & Repair were keen to set a standard and have procedures developed with all agencies to enable an early assessment of requirements (including the feasibility of an adaptation from a building standpoint) to streamline the early supported discharge and avoid bed-blocking. Angus Council Social Work and Health provided funding to enable Angus Care & Repair to appoint a full-time Care & Repair Officer to do this.
- (f) **Carbon Monoxide Detectors** - Social Work has provided Care & Repair with funding to purchase and instal 600 carbon monoxide detectors to owner-occupiers who are 65 years of age or older. The small repairs workers carry this initiative as part of their existing services.
- (g) **External Lighting Initiative** - Angus Council Housing Department have provided funding for Care & Repair Client Group to have external lights supplied and fitted when they are unable to do so themselves. This is particularly beneficial for better security and safety.

- (h) **Information Brochures** - Angus Care & Repair publishes brochures on low maintenance gardens and minor repairs.

3. REVIEW OF PERFORMANCE 2003/2004

Report 958/04 gave details of a range of performance indicators on how Angus Care & Repair performed in 2003/2004.

However, Angus Care & Repair have now provided, as part of their review of activities in 2003/2004, further information on the work carried out in the last financial year.

Some 2,140 people receive a service from Angus Care & Repair comprising

- 112 advice cases,
- 136 work cases,
- 723 small repairs cases,
- 475 Safe as Houses cases,
- 446 Social Work minor adaptation cases,
- 198 carbon monoxide detectors were installed,
- 27 external lighting installations.

From these statistics it can be seen and appreciated the wide range of clients assisted and that Angus Care & Repair continues to meet its objectives.

4. FINANCIAL STATEMENTS FOR YEAR ENDED 31 MARCH 2004

Angus Care & Repair has, as required by the Standard Service Agreement, submitted detailed financial statements for 2003/2004. The statements show the overall satisfactory financial management of the company. The financial statements have been audited by Reeves & Neylan who have stated "In our opinion the financial statements give a true and fair view of the state of the company's affairs as at 31 March 2004 and of the incoming resources and application of resources, including its income and expenditure for the year then ended and have been properly prepared in accordance with the Companies Act 1985."

5. ANGUS CARE & REPAIR'S BUSINESS PLAN

Angus Care & Repair has now submitted its Business Plan for the next three financial years.

In regard to 2005/2006 the projected work targets are:

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| • Disabled adaptations | - | 400 |
| • Safe as Houses | - | 400 |
| • Small repairs cases | - | 600 |
| • Number of completed cases | - | 150 |
| • Number of completed cases (including advice) | - | 230 |

The company's priorities for 2005/2006 are:

- to obtain funding to start a Home Safety Check Initiative,
- to obtain core funding for Safe as Houses,
- to further develop the Hospital Discharge Initiative,

- to identify funding for the Safe as Houses Pack items in 2006/2007,
- to monitor the increased client case work and identify funding for additional Care & Repair Officer in 2006/2007, if required.

In regard to the core Care & Repair service, which now encompasses small repairs and Safe as Houses, the estimated cost in 2005/2006 is £247,274. £11,330 of this will be funded via a Capital grant from Communities Scotland to meet the cost of the Safe as Houses packs. Funding in 2004/2005 for the core service (including small repairs and Safe as Houses), comprises £86,818 from Communities Scotland and £145,000 from Angus Council.

Discussions are ongoing with Communities Scotland at the present time in regard to the funding that will come from Communities Scotland in 2005/2006 but if there is no growth in Communities Scotland's contribution and the Council's contribution is less than the balance required, Angus Care & Repair will need to give considerations to how any funding shortfall could be met.

Within the Business Plan, Angus Care and Repair has included a proposal to establish a Home Safety Check Initiative. The Home Safety check would cover as many rooms in the house that the client wanted, however they would be encouraged to have the whole house checked. Items checked would cover the safety of floor coverings, electrical appliances and safety glass; assess the adequacy of lighting, heating, CO detector and smoke detectors; and advise on safe practices. The estimated cost of the Home Safety Initiative in 2005/06 is £52,098. Although this Initiative would be very beneficial, budget constraints are such that funding could not be made available via the Other Housing Budget and Care and Repair will need to seek other funding sources.

6. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

7. HUMAN RIGHTS IMPLICATIONS

There are no human rights implications arising from the recommendation contained in this report.

8. CONSULTATION

In preparing this report there has been consultation with the Chief Executive, Director of Finance, Director of Law & Administration and the Director of Planning & Transport.

9. CONCLUSION

Angus Care & Repair has become one of the largest Care & Repair organisations in Scotland and offers a wide range of initiatives to support people to remain at home. Through the activities carried out in 2003/2004 the quality of life for a significant number of people in Angus has been improved through the work undertaken by Angus Care & Repair.

Ron Ashton
Director of Housing

Robert Peat
Director of Social Work & Health

Note:- The following background papers, as defined by Section 50d of the Local Government (Scotland) Act 1973, (other than any containing confidential or exempt information), were relied upon to a material extent in preparing this report.

Angus Care & Repair Limited - Director's Report and Financial Statements for year ended 31 March 2004

Angus Care & Repair Limited - Business Plan 2005/2006 - 2007/2008