

# **Care & Repair (Wyre and Fylde)**

## **Annual Report**

### **1 April 2016 to 31 March 2017**

#### **Core Service**

During the year 1 April 2016 to 31 March 2017, Care & Repair (Wyre and Fylde) dealt with 3899 enquiries for advice and support

Timescales for delivery of the service were as follows:

Average number of weeks between enquiry and first visit – 0.45 weeks

Average number of weeks between first visit and practical completion for jobs costing less than £1000 – 10.2 weeks

Average number of weeks between first visit and practical completion (jobs costing £1000 or more) – 12.5 weeks

We have little control over timescales where there is involvement with charities, as finding this funding can be very time-consuming and is often delayed whilst waiting for trustees to meet to consider requests, make their decisions and authorise funding

The Handyperson service has delivered to the following timescale for carrying out works – average number of weeks between initial enquiry and completion being 0.45 weeks

On the rare occasion that there was an extended delay for a job, this was due to, or at the request of, the service user

The Service has facilitated the following works for clients:

#### **Private/Charity Funded Works**

Cases completed	52
Cases in progress	23

In addition, during the year, at various stages during the process, 18 jobs did not progress for a number of reasons, including:

- Client not eligible for charity funding but not willing to pay for the work
- Client changed their mind about having the work done
- Client decided that the quotations were too high

Care & Repair supplied and fitted grab rails for 100 clients at low cost, for those people who did not wish to wait for an assessment by Social Services. This service keeps waiting times down for Occupational Therapist assessment for those people who require only a grab rail

and ensures that people who do not qualify for a rail from Social Services can still have grab rails fitted safely and professionally.

Care & Repair has continued to deliver and install minor aids (grab rails, shower seats, newel rails, etc) for Millercare and HMI Pharmacy, who are retail providers of minor aids under the Lancashire County Council retail prescription scheme, including keysafes, which are now also included within the scheme. The arrangement has continued to be beneficial to all, especially the clients, who have their equipment delivered and fitted quickly and safely, as well as getting the opportunity to access other services provided by Care & Repair.

Caseworkers carried out 551 visits to people in their homes, assessing their needs and providing support, including assisting with benefits claims for Attendance Allowance, Disability Living Allowance and Personal Independence Payments and making referrals to other support services.

### **Benefits Claims**

During the year, Caseworkers have completed applications to support 421 clients with claims for Attendance Allowance. Our high success rate has resulted in additional annual income for individuals of at least £2865.20 and, for some couples, as much as £8559.20. For the 144 clients who we have been able to follow up, this has provided additional annual income of £576,659.20. In addition, successful claims for other disability-related benefits have also brought in additional annual income of at least £82,459.00 for disabled residents in Wyre and Fylde.

### **Marketing/Promotion**

Throughout the year, Caseworkers and the Manager attended a range of events/venues to promote the services provided by Care and Repair:

- Holland House Surgery
- Clifton Hospital
- St Annes Palace
- Tram Sunday, Fleetwood
- Fylde and Wyre Falls service
- Clifton Medical Centre
- Cleveleys Methodist Church
- Queensway Medical Centre (flu jab clinic)
- St Annes YMCA
- Memory Assessment Clinic, Lytham Hospital
- Stroke Association meeting
- Victim Support
- Thornton Medical Centre
- St Annes Rotary

- North Fylde Inner Wheel

Supplies of leaflets have been distributed across Wyre and Fylde, to a wide range of venues and organisations, including Lancashire Wellbeing, Blackpool Victoria Hospital, Lytham Primary Care Centre, Age UK Lancashire, St Annes Fire Station, LCC Adult & Community Services offices, Bispham Rehabilitation, Regenda, as well as shops, churches, libraries, GP surgeries and businesses who are in contact with people who would be eligible for our service. Leaflets are delivered door to door in areas which we know are populated predominantly by our target client group.

The Manager has played an active part in the following groups:

- Wyre and Fylde Community Network
- Advice Network Steering Group
- Patient Participation and Engagement Group
- Everybody's Business Implementation team
- Fylde and Wyre Dementia Action Alliance Steering Group
- Garstang Integrated Care Community
- Healthier Fleetwood
- Energy Officers
- Children and Young People's Forum
- Disability Partnership
- Lancashire Agencies Forum
- Fylde and Wyre CCG Engagement event
- CCG Roadshow
- Fylde 50+ Forum

The Manager attended the following events during the year:

- CHiL Review event
- HIA Conference
- Fylde and Wyre CCG event
- Community Switch event
- Dementia Conference
- Mental Health multi-agency workshop
- Fylde Foodbank AGM
- Community Open day – St Annes Palace
- Regenda 10 Year Vision consultation
- Integrated Home Improvement Service Review
- Lancashire DAA Leads meeting

## **Working with Partners**

Funding was in place from Fylde Community Safety Partnership for the whole of 2016-17 to continue with Sanctuary Scheme work in Fylde to support victims of domestic violence, anti-social behaviour and repeat burglary. During the year, Care & Repair dealt with 7 referrals to the Sanctuary Scheme in Fylde

Wyre also funded the Sanctuary Scheme and during the year, Care & Repair dealt with 17 referrals in Wyre for the Sanctuary and Haven Schemes.

Care & Repair has continued to work in partnership with Lancashire Fire and Rescue Service, making referrals to the Fire Service for smoke alarms and Home Fire Safety Checks.

Funding for Affordable Warmth initiatives was provided by Lancashire County Council Public Health, with Care & Repair the lead Agency for this work in Wyre, acting as first point of contact, assessing referrals for eligibility and providing appropriate support. Referrals were made to Fylde Council, as the fund holder for Fylde, for support with affordable warmth for residents in Fylde. In addition to the funding provided for the project, Care & Repair received additional Gas Safety funding. Care & Repair also raised a further £29,917.15 from charities and other sources towards the cost of heating repairs. Affordable warmth work will continue to be provided through the summer to support clients who are eligible.

## **Staff**

A new Technical Officer was recruited in July 2016 to replace the previous post-holder who moved to a different role in Wyre Council

## **Handyperson Service**

During the year, the Handyperson Service carried out 1727 jobs

- Aids & Adaptations      403
- Prevention                      589
- Security                        163
- Trip hazard                    14
- Small repairs                 536
- Other                            22

The small repairs handyperson service has continued to provide help for clients with works which would not be viable for a contractor but which clients are not able to carry out themselves. Charges for the Handyperson small repairs service brought in £4565.00 contribution towards running costs and 38 clients made voluntary donations, amounting to £373.00, an average donation of £9.81.

Care & Repair responded to 1034 enquiries during the year for reputable trades-people to carry out works which are not appropriate for the Handyperson Service for clients who are able to arrange works themselves, without support from the Care & Repair core service.

### **Finance and Funding**

Care & Repair has operated within budget and retains a contingency fund of 3 months operating costs

The current Lancashire County Council Integrated Home Improvement Service (IHIS) collaboration agreement runs to March 2018, with the option for Lancashire County Council to extend the contract for up to a further 2 years.

The commissioned service for Fylde and Wyre continues to be delivered by Wyre Council, on behalf of Wyre and Fylde under the collaboration agreement, with additional funding contributions of £30,000 per District from Wyre Council and Fylde Council.

The service now includes delivery of minor adaptations, with Care & Repair delivering 563 minor adaptations during 2016-17. This provides items such as internal banister rails, step adaptations and external handrails for residents following assessment by Lancashire County Council.

Care & Repair continues to work as a key partner, delivering services which meet priorities and targets for Lancashire County Council Adult and Community Services and Public Health, Wyre and Fylde District Councils, Lancashire Health and Wellbeing Board and the Clinical Commissioning Groups covering Wyre and Fylde. It plays a key role in supporting residents to remain living independently in their homes for as long as they wish, preventing hospital admissions and reducing the need for social care interventions.

Michele Scott  
Manager  
February 2018