



INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	17 MARCH 2020	8
UPDATE ON CARE AND REPAIR SERVICES IN FYLDE			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

The purpose of this information item is to update Committee on the situation with Care and Repair services in Fylde.

A decision by Lancashire County Council to end Integrated Home Improvement Services across the county on 31 March 2020 was reported to the Environment, Health and Housing Committee on 5 November 2019. The report explained the impact of these changes on Care and Repair services currently delivered in Fylde. The request to Fylde Council from Wyre Council was to continue with the £30,000 commitment under the current funding agreement for Fylde Care and Repair services, plus as additional £40,000, for a grant period to be agreed. A total annual funding commitment of £70,000.

This committee resolved to continue to fund Care and Repair (Fylde and Wyre) at the current level of £30,000 for 2020/21, but this was dependent of funding being received from the CCG and quarterly data for Fylde being received on the number of residents accessing the service within Fylde. This would allow the Council time to consider the most appropriate arrangements for providing the Core and Handyperson service in Fylde. It was agreed:

1. Wyre Council be invited to come to the next meeting of this Committee to provide information on the delivery of the service in Fylde and costs to deliver that service
2. Fylde Council to explore potential sources of funding to develop the service within Fylde.

On 7 February 2020 Wyre Council informed Fylde of their decision to run a Wyre only Care and Repair service from 1st April 2020. Wyre Council have stated that they will make sure that any Fylde cases are completed as far as possible in the lead up to 1st April and if there is a need for any handovers of incomplete cases, this will be arranged nearer the time. As a result, they will not be attending a future meeting of Environment, Health and Housing.

SOURCE OF INFORMATION.

[Care and Repair Service Fylde and Wyre \(2015/16 to 2018/19\)](#)

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

This report aims to inform the Committee of the current position, with regard to the delivery of the Care and Repair services in Fylde.

FURTHER INFORMATION

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Introduction

1. The report to Committee on the Care and Repair Service on 5 November 2019 explained how the removal of financial support by Lancashire County Council for Integrated Care Services made it impossible to continue the Care and Repair Service as it is currently delivered across Fylde and Wyre from 1 April 2020. A request was made by Wyre Council to increase the level of funding by an additional £40,000.
2. Committee decision was to:
 - 2.1 Approve Fylde Council continuing to fund the service at the current level of £30,000 for 2020/21, to allow the Council time to consider the most appropriate arrangements for providing the Core and Handyman service in Fylde. This will be dependent on funding being confirmed by the CCG and data provided on a quarterly basis for residents accessing the service within Fylde; and
 - 2.2 Wyre Council be invited to come to the next meeting of this Committee to provide information on the delivery of the service in Fylde and costs to deliver that service
 - 2.3 Fylde Council to explore potential sources of funding to develop the service within Fylde.

Recent developments

3. On 7 February 2020 Wyre Council informed Fylde of their decision to run a Wyre only Care and Repair service from 1st April 2020. Wyre Council have stated that they will make sure that any Fylde cases are completed as far as possible in the lead up to 1st April and if there is a need for any handovers of incomplete cases, this will be arranged nearer the time.
4. Discussions are taking place to establish the number and type of cases to be handed over so that they can be managed within Housing Services at Fylde. This is likely to include cases accessing the Core Service and the Handyperson service.
5. In the light of the above developments, Wyre Council have concluded that there is nothing to be gained from attending a future meeting of the Environment, Health and Housing Committee. This seems acceptable, given the current decision.

Looking ahead to 2020-21 and beyond

6. Given the recent developments outlined above, the Core and Handyperson Services will cease in Fylde on 31 March 2020 and for the financial year 2020/21 Housing Services will focus on delivering the third part of the Committee decision on 5 November 2019 which is to explore potential sources of funding to develop the service within Fylde.
7. It is envisaged that the sum of £30,000 which had been committed to support the Wyre based Care and Repair Service in 2020/21 can be utilised to investigate the development of services that best meet the needs of customers in Fylde beginning in 2021.

Customer feedback

8. The Committee Report of 5 November 2019 reported data around the delivery of the Core and Handyperson Services. Unfortunately, data around the core service could not be broken down to provide figures for Fylde alone. Data for the Handyman service was available for Fylde. However, the results of a customer satisfaction survey, also reported to Committee of 5 November 2019, indicated the take up of Handyperson Services to be significantly higher than for the other core services. See Table 1 below.
9. The most used service in Fylde, as indicated by customer questionnaires is the provision of Minor Aids and Adaptations and this service remains the responsibility of Lancashire County Council who are tendering for this work across Fylde.

Table 1 Fylde respondents to the survey	
Q1. What service were you requiring from Care and Repair?	
Small Adaptions (ie. Handrails, ramps etc)	157
<i>Handy Person Service</i>	89
<i>Assistance with application for benefits</i>	45
<i>Advice on reputable trades companies in the area</i>	32
<i>Other</i>	17
<i>Assistance with energy efficiency measures</i>	5

Key:

Services *in italics* are regarded as core services

Conclusion

10. The delivery of Minor Aids and Adaptations will continue to be available to Fylde under the arrangements being established by Lancashire County Council.
11. During 2020/21 officers at Fylde Council will investigate the delivery of core services across Fylde, focussing on the development of a Handyperson Service. It is not anticipated that the full range of Core Services can be offered in-house, but it should be possible to signpost residents to other partners/services who can offer a similar service from 1 April 2021 onwards.