

Care & Repair (Wyre and Fylde)

Annual Report

1 April 2017 to 31 March 2018

Core Service

During the year 1 April 2017 to 31 March 2018, Care & Repair (Wyre and Fylde) dealt with 3355 enquiries for advice and support.

The service met its target times for:

Average number of weeks between enquiry and first visit – 0.5 against a target of 3

Average number of weeks between first visit and practical completion for jobs costing less than £1000 – 16 against a target of 20

Average number of weeks between first visit and practical completion (jobs costing £1000 or more) – 33 against a target of 40

We have little control over timescales where there is a need to source charity funding, 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 release of funding.

The Handyperson service has also met the target time for carrying out works – average number of weeks between initial enquiry and completion being 0.5 against a target of 2. Where the target timescale was exceeded for a job, this was generally due to, or at the request of, the service user.

Private/Charity Funded Works

The Service has facilitated the following works for clients:

Cases completed	42
Cases in progress	11

In addition, during the year, at various stages during the process, 30 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 refused to disclose financial circumstances (for grant or charity funding application)
- No charity funding available
- Client changed their mind about having the work done
- Referred to DFG team

Care & Repair supplied and fitted grab rails and banister rails for 137 clients, on request through the Handyperson service, for those people who did not wish to wait for an assessment by Social Services. This paid for 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 want to wait for an assessment for a rail from Social Services, and are happy to pay, can 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 Healthcare pharmacy who are retail providers of minor aids under the Lancashire County Council retail prescription 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.

19 clients have been supported to access in excess of £40,000 charity and/or grant funding to carry out essential work to their property.

Caseworkers carried out 515 visits to people in their homes, undertaking an assessment of their needs and providing appropriate support, including referrals to other services and bespoke assistance with benefits claims for Attendance Allowance, Personal Independence Payments and Carer's Allowance.

Benefits Claims

During the year, Caseworkers have completed applications to support clients with claims for disability-related benefits, resulting in **184 successful claims**, providing additional Attendance Allowance income of **£616,538.00 per annum**, at least £2979.60 per person and, for some couples, as much as £8902.40.

Successful claims for other disability-related benefits have brought in additional annual income for clients of **£138,187.40**, giving an overall total of **£754,725.40 extra annual income** for older and disabled residents in Wyre and Fylde.

We rely on clients letting us know whether or not their claims have been successful, as there is no other way we can get this information. We are still awaiting the outcome of claims for 127 clients (which could amount to a further £378,000 or more). Claims for Personal Independence Payments (PIP) have been very slow in being assessed and we have received very little information from clients as to whether or not their claims have been successful, with many still not having received a decision.

Marketing/Promotion

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

- The Tuesday Group, Verona Hall, Thornton Cleveleys
- Clifton Hospital Dementia Awareness event
- Westview Health Village
- Lifelong Learning Group, Thornton Little Theatre
- Emmanuel Church Fleetwood – memory service coffee morning
- Clifton Hospital August Dementia Hub
- NHS/CCG AGM marketplace event
- Carers Event at Barton Grange
- Clifton Hospital November Dementia Hub
- Stroke Association talk – St Annes YMCA
- Fylde Heat and Eat Event – St Annes
- Healthier Fleetwood Afternoon Tea and Talk event

- Poulton Methodist Church Dementia Hub
- Stroke Association talk – Fleetwood
- Clifton Hospital March Dementia Hub

Supplies of leaflets have been distributed across Wyre and Fylde, to a wide range of venues and organisations, including Lancashire Wellbeing Service, 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 have also been 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:

- Advice Network (Blackpool, Fylde and Wyre) - Chair
- Lancashire Agencies Forum
- Foundations HIA Managers' Meeting
- DWP Lancashire Customer Representatives Group
- Fylde and Wyre Disability Partnership
- Garstang ICC meetings
- Healthier Fleetwood Strategy Group
- Energy Officers Group
- Wyre and Fylde Community Network – Chair
- Whyndyke Housing Panel
- PPE Group
- Dementia Steering Group
- Fylde Community Funds Panel
- Guinness World Record Steering Group

The Manager attended the following events during the year:

- Dying Matters event
- Friends Against Scams event
- Dementia Awareness Event – Clifton Hospital
- Dementia Awareness Event – Preesall Fire Station
- Forget-me-not Dementia Café, Lytham
- Just Good Friends, St Annes
- JSNA Showcase event
- Mental Health Forum
- Active Ageing Alliance event
- Home Comforts Dementia Event
- Citizens Advice AGM
- CCG Chairs Reception
- Dementia Friends Champions Forum
- MCP Workshop
- International Women's Day event

Working with Partners

Funding has been in place for Sanctuary Scheme work to continue in both Fylde and Wyre, to support victims of domestic violence, anti-social behaviour and repeat burglary. During the year, Care & Repair dealt with 9 referrals to the Sanctuary Scheme in Fylde and 19 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 for smoke alarms and Home Fire safety checks for vulnerable clients.

Funding for Affordable Warmth initiatives was again provided by Lancashire County Council Public Health, with Care & Repair the lead Agency for this work in Wyre, acting as first point of contact and assessing referrals for eligibility and appropriate support. Care & Repair also raised a further £34,670.35 from charities and Government ECO funding towards the cost of heating repairs. Affordable warmth work will continue to be provided through the summer to support clients in Wyre who are eligible.

Fylde has delivered its own Affordable Warmth initiative and Care & Repair has referred Fylde residents to that scheme.

Quality Assurance and Monitoring

Surveys were sent out to clients who had core service work completed during the year. Everyone who completed a survey rated the service as Excellent or Good.

Staff

A number of staff changes have taken place during the year across the team, including in the roles of Technical Officer, Caseworker and Handyperson.

Handyperson Service

During the year, the Handyperson Service carried out 1611 jobs.

A breakdown of work carried out is provided with this report (Appendix 1).

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 and grab rails brought in £4605.00 contribution towards running costs and 18 clients made voluntary donations, amounting to £149.00, an average donation of £8.28.

Care & Repair has continued to deliver and install grab rails and other minor adaptations equipment for Millercare and HMI Pharmacy, both of these being retailers operating the scheme for County. These arrangement work well for both parties and clients benefit from gaining direct access to Care & Repair services via the Handyperson visit. Health and Social Care professionals and clients are able to send prescriptions direct to Care & Repair for items of equipment.

The Handyperson Service carried out valuable work on the Affordable Warmth project, delivering heaters and other measures and installing draught-proofing. The Handyperson Service is key in the effective delivery, by Care & Repair, of affordable warmth initiatives.

Minor Adaptations works

The collaboration agreement currently in place with Lancashire County Council requires Care & Repair to deliver the minor adaptations works.

Care & Repair delivered 798 minor adaptations in 2017-18, including external handrails, steps, banister rails and other bespoke minor adaptations. Care & Repair has worked closely with local health professionals, contractors and the Lancashire County Council Fylde and Wyre administration team to deliver this work.

The Agency also dealt with 694 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.

Lancashire County Council has extended the Integrated Home Improvement Service (Care & Repair Wyre and Fylde) contract, to March 2019. This is year four of a collaboration agreement which commenced in 2015, for a duration of three years with an optional extension of up to two years.

The additional funding provided by Wyre and Fylde Districts enables a broader client base to receive the service.

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. The service 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, with the service adapting to meet specific needs and priorities, as demonstrated through the Affordable Warmth partnership project.

Michele Scott
Manager
June 2018