

INFORMATION ITEM



REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	21 FEBRUARY 2017	8
CARE AND REPAIR UPDATE REPORT (FYLDE AND WYRE) 1ST APRIL 2015 TO 31 MARCH 2016			

PUBLIC ITEM

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

SUMMARY OF INFORMATION

This report is the ninth annual report to Members on the operation of the Wyre and Fylde Care and Repair service. This report covers the period 1st April 2015 to 31st March 2016.

The Care and Repair Service is administered from Wyre Council on behalf of the two authorities. The service is a 'not for profit' home improvement agency. It is available to older people and adults with disabilities in Wyre and Fylde and has two distinct elements. The first is the 'core' service which is designed to facilitate repairs and adaptations to enable people to stay in their home. Case workers visit eligible persons in their homes to provide advice on suitable repairs and adaptations and explore whether any grant or charitable funding may be available to help pay for required works. The second element is the 'handyperson' scheme designed to keep people safe in their homes to prevent the risk of trips and falls.

SOURCE OF INFORMATION

Annual report provided by Care and Repair (Fylde and Wyre) completed by David McArthur, Private Sector Housing and Housing Options Manager

LINK TO INFORMATION

Information note attached to report.

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

This report is the ninth annual report to Members on the operation of the Wyre and Fylde Care and Repair service. The eight annual report was reported to Environment, Health and Housing Committee on the 5th January 2015.

A review of the Care and Repair service/commissioning strategy undertaken by Lancashire County Council (LCC) in 2014 and this required a 'partnering arrangement' between Fylde and Wyre councils to agree, with LCC, to deliver the joint service, with Wyre Council as the lead authority. Additional services were included and the annual contribution of £30,000 provided by Wyre and Fylde Councils be fixed and committed for 3 to 5 years. This was presented to the Community Focus Committee on the 4th December 2014.

FURTHER INFORMATION

Contact Kirstine Riding, Housing Services Manager – 01253 658569

Care & Repair (Wyre and Fylde)

Annual Report

1 April 2015 to 31 March 2016

Core Service

The Service has facilitated the following works for clients:

Private/Charity Funded Works

Cases completed 74

Cases in progress 16

In addition, during the year, at various stages during the process, 35 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)
- Client changed their mind about having the work done

Care & Repair supplied and fitted 208 grab rails at low cost, on request, 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 Cairns Chemist 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.

12 clients have been supported to access in approximately £15,000 charity funding to carry out essential work to their property, with another 35 clients having heating-related work carried out with Affordable Warmth funding, totalling £19,626.97.

Caseworkers carried out 539 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

Benefits Claims

During the year, Caseworkers have completed applications to support clients with claims for Attendance Allowance, resulting in 121 successful claims, providing additional income of £451,354.80 per annum. This has resulted in additional annual income for individuals of at least £2865.20 and, for some couples, as much as £8559.20. In addition, successful claims for other disability-related benefits have brought in additional annual income of £32,089.20, giving an overall total of £483,444 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 for 230 claims (which could amount to a further £630,344 or more). Claims for Disability Living Allowance (DLA) and 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:

- Dementia Group – Cleveleys Methodist Church Hall
- NHS Event – Clifton Hospital
- Fleetwood Food Bank – Fleetwood Methodist Church
- Volunteer Bus – Market Square, Poulton-le-Fylde
- Luncheon Club Talk – Methodist Church, Great Eccleston
- Millercare Open Day – St Monica's Church, Blackpool
- Flu Clinic – Queensway Medical Centre, Poulton-le-Fylde
- Health Mela – St Annes High School
- Open Day – Clifton Hospital
- CHiL Event – Winter Gardens, Blackpool
- Stroke Association Talk – YMCA, Thornton Cleveleys
- Community Awareness Event – Homestart, Fylde
- Talk – Verona Hall, Thornton
- Ladies Pleasant – Knott End-on-Sea
- Poulton Forum Meeting – Methodist Church, Poulton-le-Fylde
- CCG Event – Ribby Hall, Wrea Green
- Dementia Awareness Event – Clifton Hospital
- Dementia Awareness Event – Holland House Surgery, Lytham

Supplies of leaflets have been distributed across Wyre and Fylde, to a wide range of venues and organisations, including Help Direct, 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 a number of groups and attended a number of events, however the specific details are not available at this time and will be reported shortly.

Working with Partners

Funding was in place from Fylde Community Safety Partnership for the whole of 2015-16 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 6 referrals to the Sanctuary Scheme in Fylde

Wyre also funded the Sanctuary Scheme and during the year, Care & Repair dealt with 14 referrals in Wyre for the Sanctuary and Haven Schemes.

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

Funding for Affordable Warmth initiatives was provided by Lancashire County Council Public Health, with Care & Repair the lead Agency for this work in Wyre and Fylde, acting as first point of contact and assessing referrals for eligibility and appropriate support. In addition to the funding provided for the project, Care & Repair received funds from the Electrical Safety Council to fund the cost of minor electrical safety works. Care & Repair also raised a further £26,607.19 from charities towards the cost of heating repairs. Affordable warmth work will continue to be provided through the summer to support clients who are eligible

Quality Assurance and Monitoring

Surveys were sent out quarterly to all clients who had core service work completed during the year. A summary of the core service work and Handyperson satisfaction surveys is not available at this time and will be provided in due course.

Staff

There have been no staff changed during the year

Handyperson Service

During the year, the Handyperson Service carried out 2239 jobs

A breakdown of work carried out is not available at this time but will be provided in due course.

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 £3,360.00 contribution towards running costs and 37 clients made voluntary donations, amounting to £296.07, an average donation of £8.00.

Care & Repair has continued to supply and fit keysafes, to order, from Lancashire County Council. The arrangement to deliver and install grab rails and other minor adaptations equipment for Millercare and Cairns Chemist, retailers operating the scheme for County, has also continued. These arrangement work well for both parties and clients benefit from gaining direct access to Care & Repair services via the Handyperson visit

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

The Agency also dealt with 1001 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 Adult and Community Services and Supporting People have extended the Care & Repair contracts, which run to March 2015. Funding is also in place from Lancashire County Council Public Health, until March 2015

Lancashire County Council has undertaken a review of Home Improvement Agency provision across the County, with a view to funding only specific Home Improvement Services for a limited client group, in place of the current full Home Improvement Agency provision which is currently available in Wyre and Fylde for any resident aged 60 and over or adults with a disability. Representatives from both Fylde and Wyre Districts have been involved in the consultation process. The commissioned service for Fylde and Wyre will continue to be delivered by Wyre Council, on behalf of Wyre and Fylde under the revised commissioning arrangement and a collaboration agreement is being drawn up to finalise the arrangement. The new services will include minor adaptations work and the initial collaboration agreement will be for 3 years, with the option to extend for a further two years.

The funding provided by Wyre and Fylde Districts will enable a broader client base to receive the service that is the case under the County contract

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

David McArthur

Private Sector Housing and Housing Options Manager

January 2017