

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	14 JUNE 2022	6
UPDATE FYLDE COUNCIL 'HANDY PERSON AND SANCTUARY SCHEME PILOT SERVICE'			

PUBLIC ITEM

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

SUMMARY

In June 2021 Fylde Council began a pilot of the Handyperson and Sanctuary scheme with Preston Care and Repair to gauge demand for the service in Fylde.

The purpose of this report is to update Committee on the pilot to the end of May 2022 and request approval to go through a competitive procurement exercise to appoint an external Contractor to deliver the service on behalf of Fylde Council for a period of three years, with the option to be extended for a further two years, to enable consistency in approach to the delivery of this service. The costs will be contained within the existing annual rolling revenue budget of £30,000.

A Handyperson service is targeted at lower income households, particularly older and disabled people and predominately (but not exclusively) for those living in the owner-occupied sector. The service straddles both health, housing and social care aims and objectives to enable clients to remain in their own homes. Being able to afford and organise repair, maintenance and adaptation of the homes is especially difficult for those living on a low pension and potentially facing declining capacity e.g. reducing mobility, sight loss or frailty.

A Sanctuary scheme is designed to enable victims of domestic abuse to remain in their own homes where it is safe for them to do so and where it is their choice. The service also ensures that when clients move into their new home security measures can be installed.

RECOMMENDATIONS

Committee are requested to:

1. Approval of the Fylde Handyperson and Sanctuary scheme going through a competitive procurement exercise to appoint an external Contractor to deliver the service on behalf of Fylde Council for a period of three years, with the option to be extended for a further two years, to enable consistency in approach to the delivery of this service.
2. Note the costs will be contained within the existing annual rolling budget of £30,000 for Care and Repair Services in Fylde.

SUMMARY OF PREVIOUS DECISIONS

Community Focus Committee, 04/12/2014 – Resolved to recommend to Cabinet the partnering arrangement for Care and Repair in the report.

Cabinet 04/01/2015 – Care and Repair Update 2014/15

Cabinet 11/02/2015 – Recommend partnering proposals contained in the report.

[Environment, Health and Housing Committee 21/02/2017 – Information Item Care and Repair Update 2015/16](#)

[Environment, Health and Housing Committee 13/03/2018 – Information Item Care and Repair Update 2016/17](#)

[Environment, Health and Housing Committee 08/01/2019 – Information Item Care and Repair Update 2017/18](#)

[Environment, Health and Housing Committee 05/11/2019](#)

Care and Repair Service (Fylde and Wyre)

It was RESOLVED to

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 would be dependent on funding being confirmed by the CCG and data provided on a quarterly basis for residents accessing the service within Fylde;
2. Wyre Council be invited to come to a future meeting of the Committee to provide information on the delivery of the service in Fylde and costs to deliver that service; and
3. Fylde Council to explore potential sources of funding to develop the service within Fylde.

[Environment, Health and Housing Committee 15/06/2021](#)

Fylde Council, Handyperson and Sanctuary Scheme Pilot

It was RESOLVED to;

1. Note the contents of the report and approve the Handy Person and Sanctuary Scheme pilot scheme proposed, in partnership with Preston Care and Repair, using existing revenue resources;
2. Committee are requested to disapply the rules to comply with the contract procedure on the basis that:
 - a. The pilot is required to gauge demand for both the Handyperson and Sanctuary service;
 - b. Preston Care and Repair are already running the minor aids and adaptations programme in Fylde;
 - c. The purpose of the pilot is to inform a competitive procurement of the Handyperson and Sanctuary Scheme in 2022 on completion of the 12 months pilot; and
3. Note that an evaluation of the Pilot will be presented to this Committee after 12 months.

CORPORATE PRIORITIES

Economy – To create a vibrant and healthy economy	
Environment – To deliver services customers expect	√
Efficiency – By spending money in the most efficient way	√
Tourism – To create a great place to live and visit	

REPORT

BACKGROUND

1. In 2019 Lancashire County Council (LCC) Full Council Meeting approved the proposal for the cessation of Integrated home improvement services across Fylde. At that time Fylde Council Minor Aids and Adaptations and Handy Man Services were delivered by Care and Repair Fylde and Wyre. Fylde Council agreed to continue funding the Handyperson service at the current level. Unfortunately, the level of funding was not sufficient to continue the Handyperson service and it ceased from 31st March 2020. The Minor Aids and Adaptations service continued as normal. This is a statutory function provided by LCC, Adult Social Care.
2. Preston Care and Repair were awarded the contract for Minor Aids and Adaptations within Fylde in 2020. An assessment is completed by Occupational Therapists and minor aids and adaptations, for example hand and grab rails up to the value of £1,000, are placed through this service. Larger adaptations are referred to the Disabled Facilities grant Programme administered by Fylde Council.
3. Fylde Council have undertaken a pilot to provide a Handyperson and Sanctuary Scheme within Fylde for a period of 12 months from the 1st July 2021 to inform a formal competitive procurement of the service in 2022. The purpose of the pilot was to gauge demand for both services within Fylde.
4. **The provision of a Handyperson service** straddles both health, housing and social care aims and objectives. Being able to afford and organise repair, maintenance and adaptation of the homes is especially difficult for those living on a low pension and potentially facing declining capacity e.g. reducing mobility, sight loss or frailty.
5. The service covers the direct provision of affordable help with small jobs around the home, these works can include: small repairs to the fabric of the dwelling (e.g. to doors and windows), minor adaptations (e.g. grab rails), 'odd jobs' (e.g. putting up curtain rails and shelves), home safety checks with remedial actions e.g. installing a second handrail on stairs, securing loose carpets), security measures (e.g. lock replacement, anti-intruder lighting).
6. The service is targeted at lower income households, particularly older and disabled people and predominately (but not exclusively) for those living in the owner-occupied sector.
7. **The provision of a Sanctuary scheme** is designed to enable victims of domestic abuse to remain in their own homes where it is safe for them to do so and where it is their choice.
8. The Domestic Abuse Bill 2021 places new duties on Local Authorities to provide support for victims of domestic abuse and their children within safe accommodation. Local authorities are to develop and publish a strategy for the provision of support that covers their locality that assesses the need for accommodation-based services.
9. This pilot will help to inform demand for a sanctuary scheme in Fylde that can be used to assist victims to remain within their own homes or to ensure new homes can have additional security measures to provide a safe place.

HANDYPERSON SERVICE

10. Table 1 provides monitoring data for the Handyperson service and details the number of households supported, where quarter 1 runs from 01/07/2021. Quarter 4 will run to the 30/06/2022. The data provided in Table 1, quarter 4 is up till the end of May 2022.
11. During the Handyperson pilot a total of 94 households have enquired about support available, which has resulted in 91 successful referrals leading to 204 Handyperson jobs to the end of May 2022.
12. Preston Care and Repair conduct an initial assessment which can pick up several jobs that are required in addition to the initial enquiry, hence the difference between enquiries and jobs completed.
13. Additional jobs required to the initial referral are identified under a Healthy Homes Assessment (HHA). These assessments can be triggered either from the initial assessment or from the conversation with the customer when the enquiry comes in. During the pilot to date a total of 28 HHA have been completed.

14. The HHA considers in greater detail the health and wellbeing of the client, financial information, details of the property, security, smoke alarms, heating and general safety inside the home. The assessment looks at a range of issues which could be in addition to the presenting issue and make referrals to the appropriate agencies, e.g. Fire Service and LCC Adult Social Care for minor aids and adaptations.

Table 1 – Monitoring data for Handyperson service from 1st July 2021 to 31st May 2022

MONITORING DATA	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTALS
Number of Enquiries	16	29	35	14	94
Number of HHA carried out	2	1	12	13	28
Number of Handyperson jobs completed	31	56	68	21	176
Total Handyperson & HHA Jobs Completed	33	57	80	34	204
Handyperson - Types of jobs:					
Accident Prevention /Trip Hazards	11	20	31	11	73
Security	2	16	3	3	24
Joinery/small repairs	14	16	32	7	69
Energy Efficiency - Affordable Warmth	4	4	2	0	10
Number of Handyperson/HHA Failed to engage/Decided not to proceed/Referred on	3	0	0	0	3

15. The service has seen a steady increase in referrals throughout the 11 months of the pilot, as word of mouth and promotion of the service has been undertaken using leaflets in relevant locations such as Libraries and Doctors surgeries. Details of the scheme are also available on Fylde Council Website and social media platforms. A copy of the leaflet and presentation on the service can be found by following the link below.

[Fylde Council Handyperson and Sanctuary Scheme](#)

16. Preston Care and Repair undertake marketing of the service and will attend events with Charities and Church Groups, for example Age UK, Dementia Action, Church Group coffee mornings, Job centres, Citizens Advice Bureau and Carers Associations.
17. The service is also promoted through the Disabled Facilities Grant programme.
18. Fylde Council Housing Service receive all referrals into the service that are then passed onto Preston Care and Repair. The purpose is to enable the service to have a handle on demand, presenting issues and required jobs, following the referral.
19. Clients referring into the service are means tested and this is undertaken by Fylde Council. If clients are in receipt of any benefit; (Universal Credit (UC), Personal Independence Payment (PiP), Employment Support Allowance (ESA), Pension Credit or Council Tax Credit they will receive the labour at no cost but would be expected to pay for the materials at cost.
20. Fylde Council also promote the scheme with information on the website and social media platforms such as Facebook and Twitter. Staff will promote the service at partnership meetings and Preston Care and Repair have undertaken Training to staff within the Housing and Environmental Health Teams at Fylde Council.
21. The Housing Service have an existing annual rolling budget for £30,000 Care and Repair, that was previously used to fund Care and Repair Fylde and Wyre. The cost to deliver the pilot service in 2021/2022 was £13,277.

22. Table 2 below details the proposed costings for the Handyperson service detailed in the report that was presented to this Committee in June 2021. The Pilot is likely to exceed the original budget of £17,702 due to the number of HHA being above those expected and this is resulting in a higher number of Handyperson jobs completed. The cost to deliver the Handyperson pilot with Preston Care and Repair at the end of the pilot will be lower than the annual contribution Fylde Council made to Fylde and Wyre Care and Repair service up till 31st March 2020.

Table 2 – Proposed 12-month costings for the Handyperson service

Costings for Handyperson Service	
Technician Labour for 100 Referrals inc travel time allowance	£8,250
Caseworker Enhanced Healthy Homes Assessments x 20	£1,320
Marketing 10 events/year	£1,260
Administration/Monitoring & Reporting & Database contribution	£3,412
Leaflets - Template and printing of 5,000 leaflets	£510
Overheads charge 12%	£2,950
Cost to deliver service	£17,702

23. In conclusion the Handyperson pilot has

seen a steady increase in referrals and demand has grown for the service. Since the first quarter there have been no referrals that have not gone ahead and resulted in jobs being undertaken. This is likely due to the fact the Housing Service are handling and assessing referrals before they are made to the Handyperson service.

24. The number of HHA assessments was expected to be 20. This now stands at 28 at the end of May 2022 and the service is picking up additional jobs that will improve the independence of households living on a low pension and potentially facing declining capacity. The service undertakes small jobs that are designed to prevent accidents or trips, security measures, small repairs and joinery work and energy efficiency measures. A total of 204 Handyperson jobs have been undertaken from 91 enquiries that have gone ahead.

25. Preston Care and Repair provides data on a quarterly basis and meetings are held with the Housing Service to discuss any issues with the Pilot. To date there have been no significant issues as to how the service is operating.

26. The Handyperson represents value for money and the costs to deliver the service is below the annual rolling budget of £30,000.

SANCTUARY SCHEME

27. The Sanctuary scheme pilot has operated alongside the Handyperson pilot and has been an offer Fylde Council have been able to make to victims of domestic violence to enable them to remain in their own homes if it is safe to do so or have a security assessment of their new homes undertaken and measures installed.

28. Fylde Council Housing Service receive all referrals under the Sanctuary Scheme to be passed onto Preston Care and Repair. Referrals are made through a number of agencies: Fylde Housing Service, Fylde Coast Women's Aid, Citizens Advice Bureau, Housing Associations and the Police.

29. Local Authorities have been provided with New Burden funding under the Domestic Abuse Act to develop domestic violence services within their locality. In 2021/22 Fylde Council received £33,196. This funding is being used to employ a Domestic Violence Housing Outreach Worker jointly with Wyre Council with Fylde Coast Women's Aid (FCWA) and a fund for intervention measures required which can include legal costs, household essential items and security measures required under the Sanctuary Scheme.

30. During the pilot FCWA accessed funding from the Household Support Fund directly from Lancashire County Council and this was used to provide security measures outside of the pilot scheme in Fylde.

31. Table 3 provides monitoring data for the Sanctuary scheme pilot. A total of 6 enquiries were placed through to the Sanctuary scheme that have resulted in 16 security measures being installed. This can include

window, door locks and security lighting.

Table 3 – Monitoring data for Handyperson service from 1st July 2021 to 31st May 2022

MONITORING DATA	Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL
Number of Sanctuary Enquiries	1	3	1	1	6
Number of Surveys Completed	1	3	1	1	6
Number of security measure installed	0	13	1	2	16
Number of Sanctuary Scheme Failed to engage/Decided not to Proceed	1	0	0	0	1

32. Table 4

details schedule of works and costings for elements included in the Sanctuary Scheme that was presented to this Committee in June 2021. Clients are not expected to contribute to these costs. The costs of intervention measures in 2021/22 was £1,432.50.

Table 4 – Schedule of works and pricing schedule for security measures

Sanctuary Scheme schedule of works and pricing schedule	
Emergency Lock change – 1 door	£62
Emergency Lock Change – each additional door	£22
Security Survey	£55
Survey + includes supply and fit two security measures on site	£117
Basic security package	£147
Solar external lights	£58

33. In conclusion the provision of a Sanctuary Scheme as part of the pilot has been an important service to be able to offer victims of domestic violence. Preston Care and Repair operate the Sanctuary Scheme in West Lancs, Preston, South Ribble and Chorley as part of the Handyperson service they run for the local authorities.

CONCLUSION

34. The purpose of the Handyperson and Sanctuary scheme pilot in Fylde was to gauge demand for both services and to inform a competitive procurement of the Handyperson and Sanctuary Scheme.
35. An essential element was to ensure regular reporting on intervention measures undertaken, specific to Fylde, and this is now in place for both services.
36. The Handyperson element of the pilot has demonstrated demand for this service in Fylde. Throughout the pilot the demand for the service has increased with a total of 94 referrals made into the service, resulting in 28 detailed Healthy Homes Assessments to pick up additional works required to improve the independence of households living on a low pension and potentially facing declining capacity. This has resulted in 204 jobs completed at the end of May 2022. The cost of the service is below the annual rolling budget of £30,000 for this provision.
37. Preston Care and Repair continue to run the minor aids and adaptations programme in Fylde on behalf of Lancashire County Council, that compliments the provision of the Handyperson service.
38. The Sanctuary Scheme is run alongside the Handyperson scheme operated by Preston Care and Repair in neighbouring authorities and has become an important 'offer' to victims of domestic violence within Fylde to ensure they remain safe within their own homes. Demand appears to be low, however FCWA have had available funding through the Household Support Fund, to arrange security measures outside of the pilot. Moving forward this funding is not guaranteed and there is expected to be a stronger demand for the Sanctuary scheme.
39. The purpose of this report is to request approval for the Fylde Handyperson and Sanctuary scheme to be undergo a competitive procurement exercise to appoint an external Contractor to

deliver the service on behalf of Fylde Council for a period of three years, with the option to be extended for a further two years. This will enable a consistency in approach to the delivery of this service.

IMPLICATIONS	
Finance	No further financial implications arising from this report as the service costs will be contained within the existing annual revenue budget of £30,000 for Care and Repair Services in Fylde.
Legal	Competitive procurement exercise to be undertaken.
Community Safety	Security measures for victims of Domestic Abuse.
Human Rights and Equalities	None
Sustainability and Environmental Impact	None
Health & Safety and Risk Management	None

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BACKGROUND PAPERS		
Name of document	Date	Where available for inspection
Local Authority support for victims of domestic abuse and their children within safe accommodation factsheet	18/05/2021	Local authority support for victims of domestic abuse and their children within safe accommodation factsheet - GOV.UK (www.gov.uk)