

DECISION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEVELOPMENT SERVICES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	15 JUNE 2021	6

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 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 Core Service, (designed to facilitate repairs and adaptations to enable someone to stay in their home), and Handyperson Service, (designed to keep people in their own homes and to prevent the risk of trips and falls), were delivered by Care and Repair Fylde and Wyre.

On the 15th November 2019, Fylde Council considered a request from Care and Repair Fylde and Wyre to continue with the £30,000 commitment under the current funding agreement, plus an additional £40,000 for a grant period to be agreed, a total funding commitment of £70,000. Committee resolved to continue 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 Handyperson service in Fylde. The level of funding was insufficient to enable Care and Repair Fylde and Wyre to continue to deliver the service in Fylde and it ceased on the 31 March 2020. Since that time there has been no operation of either the Core or Handyperson services in Fylde.

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.

The purpose of this report is to:

- Update Committee on negotiations with Care and Repair Preston to deliver a 'Handyperson and Sanctuary Scheme Pilot service' in Fylde for 12 months, in order to gauge the level of demand for the service and to inform a formal procurement of the service in 2022.
- Preston Care and Repair were awarded the contract for Minor Aids and Adaptations within Fylde in 2020 by LCC. This is a statutory function provided by LCC, Adult Social Care. The Handy Person and Sanctuary Scheme pilot will run alongside the minor aids and adaptations service.
- The Sanctuary Scheme, for clients experiencing domestic abuse, will comply with new duties placed on Local Authorities under the Domestic Abuse Bill 2021.

RECOMMENDATIONS

Committee are requested 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 month pilot.
3. Note that an evaluation of the Pilot will be presented to this Committee after 12 months.

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.

fylde.cmis.uk.com/fylde/MeetingsCalendar/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/905/Committee/19/SelectedTab/Documents/Default.aspx [Environment, Health and Housing Committee 21/02/2017 – Information Item Care and Repair Update 2015/16](#)

HYPERLINK

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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 Core Service, designed to facilitate repairs and adaptations to enable someone to stay in their home, and Handyperson Service, designed to keep people in their own homes and to prevent the risk of trips and falls, were delivered by Care and Repair

Fylde and Wyre.

2. On the 15th November 2019, Fylde Council considered a request from Care and Repair Fylde and Wyre to continue with the £30,000 commitment under the current funding agreement, plus an additional £40,000 for a grant period to be agreed, a total funding commitment of £70,000. Committee resolved to continue 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 Handyperson service in Fylde. The level of funding was insufficient to enable Care and Repair Fylde and Wyre to continue to deliver the service in Fylde and it ceased on the 31 March 2020.
3. Data was provided annually by Care and Repair Fylde and Wyre on demand and jobs undertaken, however, bar the Handyperson service, data was across Fylde and Wyre. The evaluation undertaken in 2019 to support the request for additional funding to continue the service within Fylde, concluded difficulties in quantifying demand specifically for Fylde residents for the Handy Person, as separate to the Minor Aids and Adaptations Service provided by LCC Adult Social Care.
4. Preston Care and Repair were awarded the contract for Minor Aids and Adaptations within Fylde in 2020. Previously this was provided by Care and Repair Fylde and Wyre. This is a statutory function provided by LCC, Adult Social Care. 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.

PROPOSALS FOR A HANDYPERSON AND SANCTUARY SERVICE PILOT

5. Fylde Council are to pilot a Handyperson and Sanctuary Scheme within Fylde for a period of 12 months to inform a formal procurement of the service in 2022, in partnership with Preston Care and Repair.
6. A pilot is required to gauge demand for both services.
7. Preston Care and Repair were awarded the contract for Minor Aids and Adaptations within Fylde in 2020 by LCC. Therefore, to pilot the Hand Person service alongside this service makes operational sense.
8. Fylde Council do not currently fund a Sanctuary Scheme for Domestic Violence victims. Preston Care and Repair operate this service as part of the Handyperson Service in Preston, South Ribble, West Lancashire and Chorley. Therefore, to include the service as part of the pilot would be a sensible approach.

HANDYPERSON SERVICE

9. Preston Care and Repair is an independent home improvement agency with charitable status (Registered Society 27847R). It was established in 1993 to support older, disabled and vulnerable people in the Preston area. Over the past 20 years, it has grown to cover Preston, South Ribble, West Lancashire and Chorley. It provides practical help and support with all aspects of being safe, secure, warm, and independent including home repairs, adaptations and improvements as well as independent advice and information.
10. 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. Appendix 1 provides an independent evaluation of 'Integration in Action – small but significant' detailing the impacts and cost benefits to the NHS and Social Care of the Preston Care and Repair handyperson service.
11. 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).
12. 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.
13. The previous arrangement with Care and Repair Fylde and Wyre, Fylde Council received quarterly and annual updates on the progress with the service in Fylde.
14. During the Pilot, Preston Care and Repair are to provide updates on a quarterly basis on number of referrals made, number of Healthy Home Assessments completed, and types of jobs completed following the referral.

15. Fylde Council Housing Service are to receive all referrals to be 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.
16. Clients referring into the service will be means tested and this will be 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.
17. Preston Care and Repair will complete a full Healthy Homes Assessment which is included in Appendix 2 of this report. The Assessment would be triggered either through a conversation with the customer when the enquiry comes in or from the Handyperson Service referring back in if they felt it was necessary.
18. The purpose of this assessment is to consider 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.
19. Preston Care and Repair as part of the pilot will also undertake training with staff in services likely to refer in for support, namely Housing and Environmental Health Services.
20. It has been agreed as a starting point that the basic cost of piloting the service is based on an estimate of 100 referrals, which would generate a 100 plus handyperson jobs. The costs includes 20 Healthy Homes Assessments. Table 1 details the proposed costings for the Handyperson service. If referrals increase above 100, costs will increase for Labour, Healthy Homes Assessments, Administration and Overheads.
21. The costings include an element for marketing of the service and attending events with Charities and Church Groups, for example Age UK, Dementia Action, Church Group coffee mornings, Job centres, Citizens Advice Bureau and Carers Associations undertaken by Preston Care and Repair.
22. Fylde Council will 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 once staff within the housing service have been trained the Officer responsible for handling referrals will also be available to attend local community events.
23. The Housing Service have an allocated budget for £30,000 Care and Repair, that was previously used to fund Care and Repair Fylde and Wyre.

Table 1: Fylde Proposed 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

SANCTUARY SCHEME

24. The 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.
25. Fylde have previously contributed to such a scheme via the Community Safety Partnership with funding providing to Fylde Coast Women's Aid. This funding is no longer available and there is limited data available on demand.
26. 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.
27. Fylde Council Housing Service are working with LCC and local authorities across Lancashire, reporting to the new Domestic Abuse Partnership Board through the Lancashire Community Safety Partnership Board in line with Part 4 (Local Authority Support) of the DA Bill, to develop Strategies to meet the new duties.
28. 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.

29. Local Authorities have been provided with New Burden funding under the Domestic Abuse Act to develop domestic violence services within their locality. A future report will be presented to this Committee on recommended approaches to meet identified need within Fylde, and it is likely an element of this funding will be used to fund the Sanctuary Scheme going forward.
30. Preston Care and Repair operate the Sanctuary Scheme in Preston, South Ribble and Chorley as part of the Handyperson service.
31. Table 2 details schedule of works and costings for elements included in the Sanctuary Scheme. Clients are not expected to contribute to these costs. Fylde Council will be invoiced per customer/property visit, as opposed to having an amount of monies upfront. Where works required are not listed, a quotation for the works will be obtained. All the prices listed on the sanctuary schedule are excluding VAT
32. Fylde Council Housing Service are to receive all referrals to be passed onto Preston Care and Repair. Referrals will be made through agencies providing support such as Fylde Housing Service, Fylde Coast Womens Aid, Citizens Advice Bureau and the Police.

Table 2: 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

FYLDE COUNCIL CONTRACT PROCEDURE RULES

33. The council's contract procedure rules require that contracts worth over £10,000 be let using a competitive procedure or be called off from a framework which has itself been subject to competition. However, in certain circumstances, a contract may be exempt from that requirement. The rules set out the circumstances where a contract may be exempt. None of those circumstances apply to the pilot Handyperson and Sanctuary Scheme.
34. Even outside those circumstances, the relevant committee can resolve to not apply the rules to a particular contract. The committee is asked to not apply the normal requirements to the Handyperson and Sanctuary scheme pilot and instead award the work directly to Preston Care and Repair, for the following reasons:
- a. The pilot is to gauge demand in both the Handyperson and Sanctuary Services.
 - b. Preston Care and Repair were awarded the contract for Minor Aids and Adaptations within Fylde in 2020 by LCC. Therefore, to pilot the Handyperson service alongside this service makes operational sense.
35. Fylde Council do not currently fund a Sanctuary Scheme for Domestic Violence victims. Preston Care and Repair operate this service as part of the Handyperson Service in Preston, South Ribble, West Lancashire and Chorley. Therefore, to include the service as part of the pilot makes operational sense.

CONCLUSION

36. Committee are requested to 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.
37. Committee are requested to disapply the rules to comply with the contract procedure rules 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 month pilot.
38. Note that an evaluation of the Pilot will be presented to this Committee after 12 months to inform a competitive procurement process.

IMPLICATIONS	
Finance	The report proposes a pilot scheme with an estimated cost of £17,702 which will be funded from the existing recurring revenue budget for Care and Repair of £30,000.
Legal	Contract procedure rules are not to be applied.
Community Safety	None
Human Rights and Equalities	None
Sustainability and Environmental Impact	None
Health & Safety and Risk Management	None

LEAD AUTHOR	CONTACT DETAILS	DATE
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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	s://www.gov.uk/government/publications/domestic-abuse-bill-2020-factsheets/local-authority-support-for-victims-of-domestic-abuse-and-their-children-within-safe-accommodation-factsheet" Local authority support for victims of domestic abuse and their children within safe accommodation factsheet - GOV.UK (www.gov.uk)

Attached Documents:-

Appendix 1 – Small but significant brochure

Appendix 2 – Preston Care & Repair Healthy Homes Assessment Form