



REPORT TO SOCIAL WORK AND HOUSING COMMITTEE – 12 JANUARY 2017

ABERDEENSHIRE COUNCIL CARE AND REPAIR SERVICE INTERIM UPDATE 2016/2017

1 Recommendations

The committee is recommended to:

1.1 Note and comment on the Aberdeenshire Care and Repair interim update report for 2016/17.

1.2 Ask Officers to provide an update to Communities Committee and the Integration Joint Board on the outcomes of the Occupational Therapist pilot in relation to major adaptations.

2 Background / Discussion

2.1 The Public Bodies (Joint Working) (Scotland) Act 2014 established the legal framework for integrating health and social care in Scotland. Aberdeenshire Council's Health and Social Care Partnership was established on 1st April 2016 with the housing adaptations function delegated from the partnership to the Housing Service. This function is delivered through Aberdeenshire Council's Care and Repair service.

2.2 Care & Repair offers owner-occupiers and tenants of private landlords who live within Aberdeenshire, advice and assistance with repairs, improvements and adaptations. Clients must be over 60 and/or have a disability. The Care and Repair service links into the national Care and Repair Scotland Group, a charitable organisation supported by the Scottish Government to help promote continued independent living within people's communities.

2.3 The Scottish Government's Housing Strategy for Older People '*Age, Home and Community*' 2012-2021 recognises the importance of making the best use of existing housing for older people and how the use of adaptations to people's homes can promote independent living and reduce the need for more intensive and expensive social care services.

2.4 The Council's Care and Repair service was previously delivered by an external provider. On 26 February 2015 Social Work and Housing Committee agreed to in-source the service following an unsuccessful tendering process and full options appraisal on service delivery. The service was brought in-house from 01 July 2015, followed by a review of service, which concluded in November 2015.

2.5 Appendix 1 details measures completed through Care & Repair from 01 April 2016 to 30 September 2016. The figures show that the level of service provided has remained consistent with previous years.

- 2.6 Following on from the Scottish Borders model where a tenure neutral approach to adaptations with an occupational therapist working solely on major adaptations has been highlighted by the Scottish Government as an area of good practise, a pilot has been ongoing in South Aberdeenshire since April 2016. The outcomes of which are to be monitored and evaluated with consideration being given to its roll out across Aberdeenshire.
- 2.7 The Head of Finance and the Monitoring Officer within Business Services have been consulted on the contents of this report and any comments have been incorporated.

3 Equalities, Staffing and Financial Implications

- 3.1 An Equality Impact Assessment is not required for this report as there is no change to policy or procedure.
- 3.2 There are no staffing implications arising from this report.
- 3.3 There are no direct financial implications from the proposals within this report. Further invest to save proposals are being considered to utilise savings made in in-sourcing the Care and Repair service in order to create further savings in more expensive and intensive social care services provided through the Integrated Health and Social Care Partnership.

Stephen Archer
Director of Infrastructure Services

Report prepared by Melanie Booth, Private Sector Housing Team Leader and Billy Wishart, Senior Private Sector Housing Officer.
12 December 2016

Appendix 1

Aberdeenshire
COUNCIL



Care and Repair Interim Update Report

2016-2017

Contents

- 1. Introduction**
- 2. Disabled Adaptation Grants**
- 3. Small Repair Service**
- 4. Charitable Fundraising**
- 5. Income Maximisation**
- 6. Scheme of Assistance**
- 7. Client Outcomes and Satisfaction**
- 8. Service Improvements**
- 9. Monitoring & Evaluation Framework**

1. Introduction

- 1.1 Aberdeenshire Care & Repair was established in June 1997. Care & Repair is funded by Aberdeenshire Council and was managed by Castlehill Housing Association until 30 June 2015. From 01 July 2015 and as a result of Social Work & Housing Committee agreeing to Officer's recommendation to deliver the service in-house, the Care & Repair service is now delivered and managed by Aberdeenshire Council, delivering a more streamlined service for the client with significant savings in terms of revenue costs to the council.
- 1.2 Care & Repair continues to provide the following services to homeowners and private tenants who are over the age of 60 and/or disabled:
- Disabled adaptation grants
 - Small repairs service
 - Charitable fundraising
 - Income maximisation checks
 - Information, advice and practical assistance through the council's Scheme of Assistance.
- 1.3 As can be seen from the detail in the main body of the report, the transfer of the service from Castlehill Housing Association to Aberdeenshire Council has not negatively impacted on service delivery despite the fact that the service continued to be provided with less than the full complement of staff. Demand for the service remains strong and is now well positioned for the integration of health and social care with actions relating to the service being highlighted in the Aberdeenshire Health and Social Care Partnership Strategic Plan 2016 – 2019.

2. Disabled Adaptation Grants

- 2.1 All local authorities must provide a minimum percentage grant of 80% for structural adaptations that are essential to meet the assessed needs of a disabled person. Grant funding is not provided to extend the original structure of the house to create additional living accommodation but the original structure may be extended to provide a standard amenity (fixed bath or shower, wash hand basin or toilet). Grant funding is means tested between 81% - 100%. Grant is awarded at 100% if the client is in receipt of certain benefits.
- 2.2 Examples of work that can be funded through a grant are:
- Level access shower
 - Ramp
 - Stair-lift
 - Through floor lift
 - Widening doors to allow wheelchair access.
- 2.3 In the first six months of financial year 2016/2017, the Care and Repair Team have assisted 353 clients with major adaptations. There were 108 grants completed within this time which included 117 different elements of the property being adapted. These numbers are consistent with the number of completions in previous years.

Year	Completions	Grant Spend (£)
2016/2017	117	436,249
2015/2016	194	874,907
2014/2015	200	905,418
2013/2014	174	858,935
2012/2013	230	1,111,033
2011/2012	210	955,971
2010/2011	135	729,998

2.4 Adaptations can be broken down by area as detailed in the table below.

Area	Major Adaptations (No's)	Major Adaptations (£)
B&B	26	102,910
Buchan	16	58,353
Formartine	23	76,639
Garioch	12	38,564
K & M	22	86,896
Marr	18	72,887
Total	117	436,249

2.5 The majority of disabled adaptations are bathroom works which includes level access showers and wet rooms followed by ramps and access. The table below shows the different types of adaptations installed from 01 April 2016 to 30 September 2016.

Area	Bathroom Works	Stair lift	Ramp & Access	Bathroom Extension	Other Work	Total
B&B	12	7	6	1	0	26
B	12	1	2	0	1	16
Form	19	1	2	0	1	23
G	6	0	5	0	1	12
K&M	19	2	1	0	0	22
M	11	1	5	0	1	18
Total	79	12	21	1	4	117

3. Small Repairs Service

3.1 The small repairs service covers small internal and external repairs. The work is done by tradesmen approved and contracted by Care & Repair. The repairs must be high priority for safety, prevention of long term deterioration of a property or for making energy efficiencies. Examples of small repairs are:

- cleaning out or repairing guttering
- roof repairs if there are internal leaks
- leaking doors and windows
- repairs to central heating and hot water
- security of doors and windows

3.2 Changes to the way the small repairs are processed and paid for means that contractors payments are processed immediately upon receipt of invoice and

are paid via BACS. Previously contractors' payments were processed once a month and paid via cheque which can be more expensive and inconvenient than payment via bank transfer. Feedback from contractors relating to the change in the way the service is now delivered is extremely positive.

- 3.3 The number of small repair completions up to 30 September 2016 is 205 which is consistent with the number of completions on previous years.

Year	Completions	Project Spend (£)
2016/2017	205	21,086
2015/2016	469	50,880
2014/2015	593	68,558
2013/2014	554	65,095
2012/2013	305	34,883
2011/2012	158	14,994
2010/2011	172	15,275

4. Charitable Fundraising

- 4.1 Social Work & Housing Committee approved the criteria for Charitable Fundraising in June 2015. The criteria is similar to other charities such as Macmillan Cancer Support. The criteria is:

- The client must be willing to provide reasonable proof of their financial circumstances including provision of bank statements, credit card statements, pay-slips and anything else that may reasonably be required to verify income and expenditure levels. This verification is required by charities that Care & Repair contact when seeking donations on behalf of clients in order for them to assess eligibility for allocating funds.
- Fundraising will be considered for any single person with savings/capital below £5,000 or £10,000 for a couple with any excess to these sums expected to be applied to the client's contribution to the cost of the adaptations.
- Fundraising will only be undertaken for those on a low income. The majority of charities Care & Repair approach on behalf of client will only provide financial assistance to those on low incomes and in receipt of certain benefits. Therefore income thresholds for fundraising will be limited to £170 per week for a single person and £289 per week for a couple with additional allocations of £85 per week per child and £119 per week for adults (over 16s still in education) being given.
- These income figures are after Rent/Mortgage, Council Tax and any associated care costs are paid. They also disregard any income received through Disability Living Allowance/Personal Independence Payment and Attendance Allowance. These income thresholds are in line with current levels used by Macmillan Cancer Support charity.

- 4.2 If clients meet the charitable fundraising criteria then fundraising will only be considered for works that cost less than £5,000. This is because the majority of charities generally provide grants of around £400. There is a limit to the amount

of appropriate charities that can be applied to which will therefore limit the total amount of funding likely to be obtained.

- 4.3 The criteria ensures that fundraising targets are realistic and achievable and that the resources within the team for fundraising are used effectively. Fundraising may still be completed at the discretion of the service if clients fall out with any of the set criteria, if the circumstances are shown to be exceptional and that there is confirmed risk to the person's health and wellbeing.
- 4.4 In the first six months of the 2016 financial year, Care and Repair assisted 44 clients via the Funding Assistant. A total of 18 clients either did not meet our criteria or chose to not continue with fundraising. 5 of these were helped through the small repairs service. Care & Repair were successful in raising funds for 5 clients totalling £4,460.00 with work still ongoing with the remaining 16 clients.
- 4.5 Further, Care & Repair were successful in obtaining an award of £10,000 of charitable funding for gas safety works. This is currently being spent across Aberdeenshire with those clients who are in receipt of the qualifying benefits being approached first.
- 4.6 Due to staff changes within the team, the Funding Assistant post is currently vacant however the knowledge remains within the team and the role continues to be carried out. Officers are considering how best to deliver this service, with consideration being given to including the work within a proposed HomeSafe service.

5. Income Maximisation

- 5.1 All 117 clients who received a disabled adaptation grant were offered income maximisation checks along with Scheme of Assistance clients to ensure they are receiving the full amount of benefits they are entitled to.
- 5.2 In the first 6 months of the 2016 financial year, 66 income maximisation were completed which generated an additional income identified of £529 per week, calculated at £27,529 per year. Included within this were 6 clients who were helped with resolving benefit issues and 1 client who is now entitled to free central heating following identification of a qualifying benefit.
- 5.3 The processes in relation to income maximisation have been reviewed to ensure all Care & Repair clients can access an income maximisation check. Opinions of staff within the team indicate that clients have already had an income maximisation check carried out by agencies who are in contact with the client before Care & Repair get involved. Work is ongoing with internal and external providers to ensure there is no duplication of the service.

6. Scheme of Assistance

- 6.1 Care & Repair provides information, advice and practical assistance to help clients carry out repairs and maintenance to their homes. In the first six months of the 2016 financial year, Care and Repair assisted 104 households with issues surrounding repairs and maintenance.

Area	Scheme of Assistance (Practical)	Scheme of Assistance (Info & Advice)
Banff & Buchan	2	8
Buchan	5	20
Formartine	4	11
Garioch	2	19
K & M	2	9
Marr	3	11
Address not provided	0	8
Total	18	86

7. Client Outcomes & Satisfaction

7.1 Care & Repair continues to assess the impact of adaptations through questionnaires. Once works are completed, clients are asked to complete a short questionnaire covering a range of questions. A large percentage of these surveys do not get returned and of those that do, not all questions are answered therefore the way these are administered has been reviewed with the outcome questionnaire being completed on final inspection with the client. Details of outcomes for the first 6 months of the 2016 financial year:

- **I feel more confident that I can continue to live independently in my home:**
 - Agree: 41%
 - Strongly agree: 55%
 - Disagree: 4%

- **It is easier for me to use the facilities (kitchen, toilet, bathroom) in my home:**
 - Agree: 23%
 - Strongly agree: 74%
 - Disagree: 3%

- **My home is warmer at the same or reduced cost to me:**
 - Agree: 67%
 - Disagree: 33%

- **I feel more confident about my safety and security in my house:**
 - Agree: 38%
 - Strongly agree: 58%
 - Disagree: 4%

- **I feel I am less likely to have a fall at home because of the work that has been carried out:**

Agree: 40%
Strongly agree: 55%
Disagree: 5%

- **I am more likely to get out and about, or receive visitors at home, as a result of the work that has been carried out:**

Agree: 56%
Strongly agree: 36%
Disagree: 8%

7.2 Care & Repair also continues to monitor all aspects of the service to assess client satisfaction with the service. Client satisfaction remains high.

7.3 Small Repairs - Standard of Work

- Very Satisfied: 71%
- Satisfied: 26%
- Neither satisfied nor dissatisfied: 3%

7.4 Small Repairs - Overall Satisfaction with Aberdeenshire Care & Repair

- Very Satisfied: 80%
- Satisfied: 19%
- Neither satisfied nor dissatisfied: 1%

7.5 Disabled Adaptation Grants – Standard of Work

- Very Satisfied: 80%
- Satisfied: 20%

7.6 Disabled Adaptation Grants – Overall Satisfaction with Aberdeenshire Care & Repair

- Very Satisfied: 74%
- Satisfied: 26%

8. Service Improvements

8.1 Work is ongoing with the Service Improvement Officer (Housing) to make improvements to processes and procedures with the intention of streamlining the process for the client whilst creating efficiencies within the team.

8.2 Standardised and streamlined work processes will ultimately improve services to customers by:

- Identifying the current capability and appropriateness of processes.
- Identifying and eliminating waste from processes to ensure they are fully functional and streamlined.
- Clarifying roles and responsibilities throughout each process flow.

8.3 A pilot of is currently underway in relation to a dedicated occupational therapist for major adaptations in South Aberdeenshire. The pilot is to be fully monitored

and evaluated but benefits of the dedicated occupational therapist dealing specifically with major adaptations have already been identified by staff within Care & Repair. The main benefit being that the specialist knowledge of detailed procedures by the occupational therapist means that client's expectations are well managed and not raised. The detailed evaluation should be available in early 2017.

8.4 The Care & Repair service will be continually monitored and developed to ensure the best outcomes for clients across Aberdeenshire.

9. Monitoring & Evaluation Framework (M&E)

9.1 A monitoring and evaluation framework has been developed to improve performance and achieve results. Its goal is to assess the performance and identify ways the service can be improved. It will allow the service to learn from experiences to improve practices and activities in the future whilst having accountability of all the resources. Processes to be monitored include:

- OT service approval period for major adaptation
- Care & Repair specification period for major adaptation
- Contractor instruction to installation period for major adaptation
- Payment of grant period for major adaptation

9.2 The M&E framework will provide a sound evidence base allowing for the taking of informed decisions on the future direction of the service and provide confidence to service users that the process is monitored to ensure no unnecessary delays in the process of major adaptations from recommendation to payment of work.

Melanie Booth, Team Leader (Private Sector)
Billy Wishart, Senior Private Sector Housing Officer
12 December 2016

