



care & repair scotland

2010/2011 annual review

enabling older
and disabled
people to stay in
their own homes



Chairman's Foreword 2011

For the last 2 decades Care and Repair teams across Scotland have been working to help older and disabled people to remain in their own homes for as long as it is safe and practical to do so. In 2010-11 the 37 Care and Repair teams across Scotland provided help and advice, on a not for profit basis, to 62,000 home-owners, resulting in a total spend of £5.73M on repairs and £15.4M on adaptations.

During the year the Scottish Government and COSLA committed themselves to the Reshaping Care for Older People programme, whose central objective is to enable older people to stay in their own homes for longer, rather than in care homes and hospital. Of course this chimes very closely with the ongoing work of Care and Repair. The Scottish Government has acknowledged the importance of the role of preventative services such as Care and Repair in terms of the quality of life of older and disabled people, and also in terms of the savings in public expenditure which can be achieved if hospital and care home admissions can be reduced. The Scottish Government supported the Reshaping Care programme with a Change Fund of £70M in 2010-11, allocated to Health Boards on a population basis. Guidance required the distribution of local allocations to be agreed with the local authority and the third sector. We welcomed this as a potentially valuable initiative to redirect funding into preventative services such as those provided by Care and Repair.

In practice third sector organisations had only a very brief window to participate in local discussions, and Care and Repair teams have had only a very limited opportunity to take forward innovative projects based on their distinctive skills. Overall, the results of the first round of the Change Fund were disappointing from our perspective, both in recognising the importance of the housing dimension if the central objective is to be achieved, and in recognising and promoting the potential role of the third sector. We hope that the second round of allocations will address these concerns.

Meanwhile many Care and Repair teams are facing significant cuts in their funding from councils as a result of pressures on local authority budgets. In some cases these have been quite disproportionate – a cut of 50% in one case. A number of teams are faced with redundancies and the withdrawal or truncation of services. The inevitable result will be a reduction in the service which teams can provide, and a reduction in the number of people who can be helped – at a time when the number of people needing help is rising inexorably as a result of demographic changes.

Unfortunately, the analysis and broad principles which underpin the Reshaping Care for Older People agenda at national level have, too often, not been reflected in funding decisions at local level which would help local Care and Repair team to maintain their current services yet alone develop and expand them.

Against this background the role of Care and Repair Scotland, as the national co-ordinating body, funded by the Scottish Government, is to ensure that the work of Care and Repair teams is well understood by funders and opinion formers, and to help teams to maximise their effectiveness. As this annual report explains, vigorous action has been taken to deliver the Scottish Government's 2009 review of Care and Repair, and we are on course to implement the last major elements of the review – the introduction of a performance monitoring system and an accreditation system for teams – in 2012-13.

Clearly significant challenges lie ahead for Care and Repair in Scotland. The future is more than usually uncertain. The potential contribution of Care and Repair to the welfare of older and disabled people is great, our commitment and desire to do so enormous, but our capacity to deliver is limited and shrinking. Nevertheless the skills, flexibility and innovativeness of Care and Repair teams are great strengths, as is the support and encouragement of those who use and value our services. With the support of our stakeholders and champions at national and local levels, we aim to ensure that Care and Repair continues to deliver for older and disabled people across Scotland.

Summary of a successful year

April 2010

The Chair presented his vision for the future direction of Care and Repair in Scotland and outlined how the Board would take forward the findings of the Scottish Government review at our annual conference in Dunblane. Newly nominated representatives from COSLA, NHS and Scottish Disabilities Equalities Forum attended their first Board meeting.

May

We commenced our recruitment process, in consultation with Employers in Voluntary Housing, for the new posts of Policy and Practice Officer and Marketing Officer.

June

The first regional meetings of Care and Repair Managers were held and each group elected a representative to the Care and Repair Scotland Board.

July

Jim Grant was appointed as Policy and Practice Officer and Hazel McFarlane as Marketing Officer.

We commenced the consultation process for developing a National Policy Statement by meeting with private sector officers from the Scottish Housing Best Value Network.

August

We broadened out the consultation on the National Policy Statement by writing to every Head of Housing and Social Work in Scotland. The National Director outlined our progress on the Scottish Government Review recommendations at a joint CIH/SFHA housing conference in Stirling.

September

The first draft chapters of our new Good Practice Guide were circulated for discussion at the regional meetings. The Board met to discuss and approve changes to the legal framework of the Care and Repair Forum Scotland Ltd.

October

The Board held its first strategy day in Edinburgh to discuss the future direction of Care and Repair in Scotland. The discussion was facilitated by speakers from the Welsh Assembly Government, the Scottish Government and Edinburgh Care and Repair.

November

The National Director was invited to join the Scottish Government Care of Older People working Group that will oversee the development of a ten year national strategy for older people's housing in Scotland.

December

We interviewed consultants to assist us with developing a national performance framework that would focus on outcomes for the clients. Contact Consulting based in Oxford were awarded the contract.

January 2011

We launched our new website which will provide news updates and enable policy document downloads. We uploaded a summary of stakeholders' responses to our consultation on a National Policy Statement.

February

The National Director was invited to join two Scottish Government working groups on low level interventions and on disabled adaptations. The groups will meet until 2012 to discuss how low level interventions can be promoted and developed and consider how the adaptations process can be delivered equitably across all housing tenures.

March

We launched our National Policy Statement at the annual conference in Dunblane Doubletree Hotel. We outlined a draft programme for finalising and introducing a new national performance framework.

Supporting People to **Live at Home**

“ Excellent service. I have never been completely on my own before. It makes me feel confident and independent. ”

Care and Repair services play an important role in supporting older and disabled people to improve, repair or adapt their homes. Staff visit people at home and assist them through the entire process of deciding what work is to be done, arranging finance and organising the building work. Each case involves a different approach and our staff work closely with housing, health and social work to provide a solution that suits the client. Satisfaction levels amongst clients are consistently very high each year. The following case studies provide a flavour of the significant contribution that Care and Repair teams make to enable people to live well at home.

Happy at Home

Mr J was referred to Care and Repair by a neighbour for assistance with minor repairs to his house. When the caseworker visited the house for the first time, she noted a hole in the back door and after some discussion with Mr J she discovered that rats had been entering the kitchen. He had been embarrassed to explain the problem to his neighbour and felt that he was increasingly unable to cope with living in the house. The caseworker contacted the council's pest control unit and arranged for a new back door to be fitted by the Care and Repair small repairs service.

After further discussion it became clear that Mr J was struggling with managing household rubbish because he could not access the steps at the back door to take the rubbish bags to the collection point. Small repairs fitted grab rails at the steps and checked the alignment of the garden slabs.

The only source of heating in the property was a coal fire. The caseworker contacted the Scottish Government Central Heating Programme and confirmed that he would qualify for a new heating system. However when the surveyor visited he advised that the system could not be installed until the cold water tank was replaced and the client would have to pay the cost. Further discussion with Mr J also revealed that he found it impossible to use the bath.

The Care and Repair caseworker contacted the Occupational Therapist who agreed to support a grant application for the installation of a level access shower. She also contacted charities in order to raise additional funding. Scottish Power Energy Trust agreed to pay the cost of installing a new cold water tank and RSABI funded the purchase of a new washing machine.

Hospital to Home

The client was hospitalised after a stroke. The discharge team learned that he was living on his own and that his house had a number of repairs issues which led them to the conclusion that it would be in the client's best interest if he was discharged from hospital to a sheltered housing complex. His family were very unhappy with this decision and approached Care and Repair to see if his own property could be upgraded to a standard that would be acceptable to the discharge team.

When the Care and Repair manager visited the property he could see the reasons for the discharge team's concern. There was extensive water damage to the walls and floor in the kitchen and bathroom. The manager is a qualified surveyor and he identified the sources of the problem as missing roof tiles and a long term leak from a cold water feed pipe. Care and Repair organised for local approved contractors to replace the missing tiles and install a new cold water pipe.

Care and Repair then arranged for a new bathroom and kitchen ceiling, replacement floorboards and new kitchen units. The family agreed to fund the re-decoration and the client also agreed to have his existing solid fuel fire replaced with a gas central heating system that was provided by the Scottish Government Central Heating Programme.

When the work was completed, the hospital discharge team revised their initial assessment of the property and agreed that the house was very suitable for client to live in. It interesting to note that throughout the process NHS did not offer to provide any funding to assist with the process of enabling their patient to return to his own home.

Supporting People to Live at Home *cont'd*

Safe at Home

Care and Repair was initially asked to assist with an adaptation to the property. The owner's daughter has a disability that required a ramp to allow access to the property. The work qualified for a 100% grant and the installation was completed within 3 months of the first visit. During the various visits, the client revealed that there had been a fire in her previous home and expressed concerns about security and fire safety issues. The police carried out a crime prevention check and made recommendations which were carried out by the small repairs team.

Fire and Rescue arranged for the installation of a sprinkler system and the small repairs team fitted intumescent strips to the doors. The client now feels safe and an unexpected outcome was various development meetings between Care and Repair that has resulted in a joint initiative of fire risk assessments for past and future clients.

Warm at Home

A 70 year old woman lives in a property that was built 60 years ago. The house had metal framed windows that were not wind or watertight. The client had medical problems that were exacerbated by the cold environment. Care and Repair arranged for three approved contractors to visit and provide estimates to replace all the windows. The client could not afford to pay the estimated costs and had no savings that she could use. The Council does not provide repair grants through its Scheme of Assistance to homeowners.

Care and Repair applied to five charitable trusts who were interested in assisting people who matched the client's profile. After considerable negotiation, one charity agreed to offer a lump sum to help towards the window replacement cost and in addition arranged to provide the client with an annual pension. The local Credit Union then agreed to provide a loan that met the remainder of the cost, which will be paid back at terms affordable to the client.

Advice at Home

Care and Repair were asked by telephone if they could provide advice to a 69 year old man about how he could increase his water pressure. The house was located in a remote rural area but a team member had a visit scheduled nearby and made an appointment to visit the house and provide some advice. On meeting the owners, she learned that they had been unable to use the washing machine for over a year as there was not enough pressure for it to operate properly. The owners had resorted to washing clothes by hand or by visiting their son's flat and using his washing machine.

Care and Repair arranged for Scottish Water to visit the property and it was soon discovered that the mains supply was a small bore lead pipe. The house was located about 0.25 miles from the Scottish Water mains supply. Further discussion revealed that the clients did not know who owned the adjacent land. Care and Repair then contacted the Registers of Scotland and explained the situation. The owners were identified and they gave written permission to access their land. Local approved contractors provided estimates and these were submitted with a grant application to the Council. The application was successful as the Council is seeking to upgrade all lead pipes in its area.

Care and Repair staff have built up a relationship with the clients and as a result identified mobility issues in the bathroom. The water pressure was not the main reason for one of the clients not accessing the bath. An Occupational Therapist has now visited and agrees with Care and Repair that one of the clients will require a level access shower and this work is now in progress.

“ It has made a big difference to the quality of life in the house. I was struggling to manage and this has taken a lot of pressure from me. ”



Board of Trustees

Our Board of Trustees comprises of an independently appointed Chair and Vice Chair together with nominated representatives from the Convention of Scottish Local Authorities, NHS, Age Scotland and the Scottish Disabilities Equalities Forum. Care and Repair offices are represented by managers who are nominated from four regional groups that meet every two months to discuss operational issues.

The Board of Trustees has responsibility for managing the business of Care and Repair Scotland including:

- Setting policy direction
- Implementing Scottish Government Review Findings
- Monitoring Performance
- Financial Control
- Legal Responsibilities.

Members who served during the financial year 1 April 2010 to 31 March 2011 are listed in the next column.

Board Members

Chair	David Belfall
Vice Chair	Richard Grant
NHS.....	Mike Martin
COSLA	Councillor Karen Clark
COSLA	Councillor Ronnie McColl
Age Scotland.....	Kay Hutcheson
SDEF	Hanna McCulloch
Region 1	Stewart Wilson
Region 2	Judith Leslie
Region 3	Bev Jones
Region 4	Les Robertson

The Board wishes to record its thanks to Valerie Sneddon and Simon Roberts of Scottish Government who attended the Board meetings and had general responsibility for Care and Repair during the reporting period.

Care and Repair Scotland Staff

National Director.....	Robert Thomson
Policy and Practice Office.....	Jim Grant
Marketing Officer	Hazel McFarlane

Financial Summary

Statement of Financial Activities for Care and Repair Scotland year ended 31 March 2011.

	Total Funds 2011 (£)	Total Funds 2010 (£)
Incoming Resources		
Incoming resources from generating funds:		
Voluntary income	230,086	130,086
Investment income	1	1
Total Incoming Resources	230,087	130,087
Resources Expended		
Charitable activities	212,744	119,044
Total Resources Expended	212,744	119,044
NET Incoming Resources for the Year	17,343	11,043
Reconciliation of funds		
Total funds brought forward	65,108	54,065
Total funds carried forward	82,451	65,108

The financial statement relates to continuing activities. The statement has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006 and within the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. Copies of the full Financial Statement can be obtained on request from Care and Repair Scotland registered office.

Auditors: The A9 Partnership, Abercorn School, Newton, Broxburn, EH52 6PZ

Solicitors: HBJ Gateley Wareing, Exchange Tower, 19 Canning Street, Edinburgh, EH3 8EH

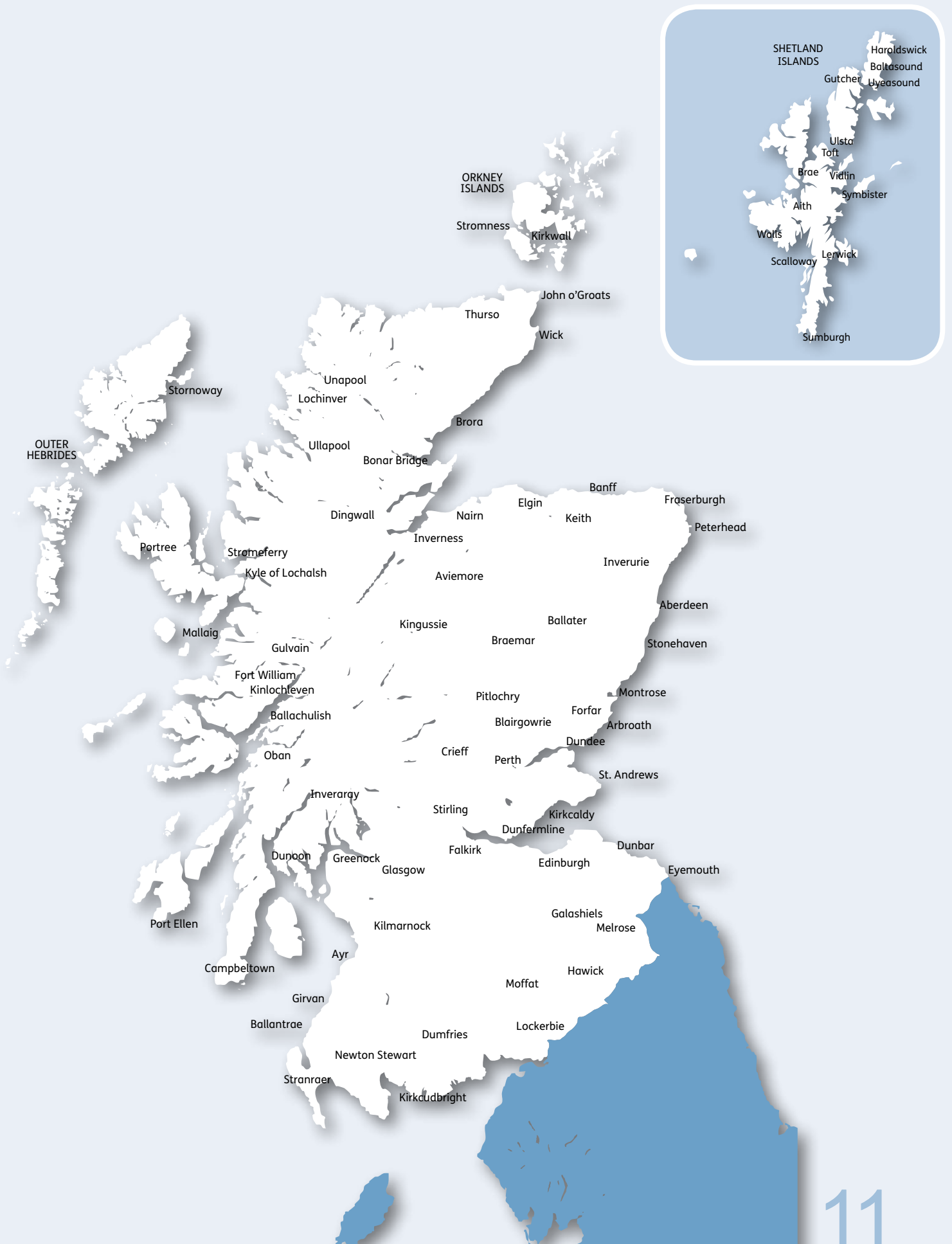
Bank: The Royal Bank of Scotland, 119 - 129 Bath Street, Glasgow, G2 2SZ

Care and Repair Offices in Scotland

Aberdeen.....	T: 01224 251133	Moray.....	T: 01343 548660
Aberdeenshire.....	T: 01358 721672	North Ayrshire.....	T: 0800 0681464 (freephone)
Angus.....	T: 01307 463232	North Lanarkshire.....	T: 0800 048 2882 (freephone)
Argyll & Bute.....	T: 01631 567780	Orkney.....	T: 01856 873369
Arran.....	T: 01770 302888	Perthshire.....	T: 01738 474810
Caithness.....	T: 01847 892507	Renfrewshire.....	T: 0141 812 4111
Clackmannanshire.....	T: 01259 724667	Ross-shire	
Dumfries & Galloway		Alness.....	T: 01349 884565
Dumfries.....	T: 01387 243540	Scottish Borders.....	T: 01750 724895
Stranraer.....	T: 01776 233112	Shetland Isles.....	T: 01595 741368
Dundee.....	T: 01382 436895	South Ayrshire.....	T: 01292 521126
East Ayrshire.....	T: 01290 428011	South Lanarkshire.....	T: 01555 666200
East Dunbartonshire.....	T: 0141 578 0156	Stirling.....	T: 01786 443971
East Lothian.....	T: 01620 828437	Strathearn & Kinross.....	T: 01764 655915
Edinburgh.....	T: 0131 220 7630	Sutherland.....	T: 01549 402679
Falkirk.....	T: 01324 590797	West Lothian.....	T: 01506 424148
Fife.....	T: 01592 632592	Western Isles	
Glasgow.....	T: 0141 422 2346	Isle of Lewis.....	T: 01851 706121
Inverclyde.....	T: 01475 787975	Isle of Barra.....	T: 01871 810431
Inverness, Nairn, Badenoch & Strathspey.....	T: 01463 229150	Benbecula.....	T: 01870 603177
Lochaber.....	T: 01397 706444	South Uist.....	T: 01878 710200
Lochalsh & Skye.....	T: 01478 612035		
Lomond & Clyde.....	T: 01389 734188		

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