

Consultation on National Policy Statement – Responses from External Organisations

Consultation Process

A total of 23 responses were received from a variety of organisations. Responses received were generally positive, and welcomed the idea of a National Policy Statement.

Four regional meetings were held in Edinburgh, Glasgow, Inverness and Forfar to allow Care and Repair Managers to comment on the consultation paper and these responses are summarised in a separate paper. Western Isles Care and Repair were unable to attend the regional meeting and have made a written submission instead.

David Belfall, Robert Thomson and Jim Grant also attended a consultation meeting with representatives from local authorities through the Scottish Housing Best Value Network.

Responses Received

The summary comments of each organisation are listed against each question that was asked in the consultation paper. The respondents own wording and punctuation is preserved but the paper is intended as a summary and some repetitive ideas have been omitted. Some respondents only commented on those questions that are relevant to their organisation's involvement with Care and Repair. Some comments amount to a simple 'Yes' or 'Agree'. The comments are listed in an entirely random order and no priority is intended to the views of one organisation over another. The SFHA and Shire HA complained that the consultation period was too short. Lochaber HA requested that any future consultations be made available in Survey Monkey format, or similar on-line questionnaires.

Responses were received from:

QUESTION 1: Is it now reasonable to describe the primary aim of Care and Repair now as helping its clients to live independently in the community?	Responses
The core function of Care and Repair must always remain focussed, to the greatest extent, around activities which enable older people to stay in their own home for as long as possible.	Age Scotland
Yes.	Highland Council
Improving housing conditions is an important part of independent living. It is difficult to separate them. The primary aim of Care & Repair should be to improve the quality of life of vulnerable individuals.	Equal Opportunities Programme
We believe it is right to describe the primary aim of Care and Repair around helping its customers to live independently in the community.	Shire Housing Association
It is felt that helping clients to live independently in the community is the primary aim of C&R – this consequently also improves Housing Stock. Where projects have the capacity to deal with all age groups then a general aim would be to improve housing stock.	Trust Housing Association
The primary aim of the service should be to assist elderly and disabled clients remain living within their own homes amongst friends and family. It is predicated on a home visit and should be linked to the quality and improvement of the fabric of the property. The link to housing has a strong historical element and should be continued.	East Lothian Housing Association
Given the demographics forecast for the medium term and the current financial situation, it is probably right to continue to focus attention on those aged over 60. Although the SFHA believes that age is not of itself an indicator of “need”, our general view is that ‘older persons’ should remain defined as aged over 60 but assistance should be offered and made available to disabled clients over 50. We believe that any prioritisation should be rooted in the overall local housing needs and demand assessment, and believe it would be helpful to have clear local eligibility criteria.	SFHA
Agree that this should be the primary aim of Care and Repair.	South Lanark Council
We fully support the primary aim of Care and Repair being to help clients live independently in the community. By adopting this objective Care and Repair is making it clear that the focus should not just be making physical adaptations, but rather on maximising the impact their work can have on every aspect of an individual’s life. We are keen that Care and Repair highlight the fact that independent living is also hugely relevant to people with learning difficulties and mental health problems. It is essential that Care and Repair should ensure their service is equally accessible to this group. It is also important that it is made clear that Care and Repair will be able to intervene where there is a <i>threat</i> to a person’s ability to live independently – even where that threat might seem quite distant. Changing one light bulb, for instance, might not transform an individual’s life or allow them to live independently but over time an inability to change light bulbs could severely restrict the ability move around the home safely. Early interventions of this kind can prevent falls and prevent the need for further intervention at a later stage.	SDEF
Yes. This reflects the changes the service has gone through over the years, the change in society/community expectations and the changing needs of the client groups	Comhairle nan Eilan Siar
Yes. This needs to be recognised at a national and local level within the NHS.	Western Isles C&R

Yes. This would seem to be the key aim and service they can provide.	West Lothian Council
No. Its primary aim, in terms of Fife Council's strategy at least, is to secure the continued improvement of private housing conditions. Its secondary aim is to enable people to live independently.	Fife Council
Yes. We would agree with this re-focus of the primary aim of Care and Repair	Inverclyde Council
Lintel Trust is still of the view that the primary aim of Care and Repair is to assist older and disabled people to remain at home for as long as they are able.	Lintel Trust
Yes. We believe the primary aim should be to support clients to live independently	Inclusion Scotland
CIH agrees that there should be recognition of the changing needs of clients accessing the service, with many now requiring quite low levels of support to help them to remain at home. However, the fact that they are requiring and receiving assistance from a third party would suggest that they are not being helped to live independently as such; instead they are being helped to be independent of institutional (and therefore more expensive) support. Equally, the support provided by Care and Repair, whilst valuable to a particular client, may only reduce the dependency, not eliminate it all together. A more achievable alternative primary aim could be to 'help clients to limit their need for formal or institutional support and to live as independently as is possible'.	CIH Scotland
Yes.	Glasgow Council
No. This definition is too narrow and does not go far enough. It is more than living independently; Care and Repair also helps clients to live safely, comfortably, and help remedy unsatisfactory housing conditions.	Falkirk Council
This is a primary objective of the Council who work towards delivery of this aim in conjunction with other bodies and agencies which may include Care & Repair. It would be appropriate for C&R to provide services which enhance, but don't duplicate existing service provision or provide additional services where there is no current external provision.	North Lanarkshire Council

QUESTION 2: Should improving the housing conditions of customers still remain an aim in its own right so that Care and Repair services should be made available even when there is no threat or potential threat to independent living ?	Responses
Improving the housing conditions of customers should remain an aim of Care and Repair as long as these functions do not detract from the priority of assisting older people in the greatest need.	Age Scotland
While the primary focus is independent living, there is little economic sense in adapting properties which are in a degraded state of repair as we will in essence be adapting properties that are not fit for purpose.	Highland Council
Culturally owner occupation is desired by BME older people but due to low income and lack of knowledge of the system, they are unable to maintain tolerable housing standards.	Equal Opportunities Programme
We believe improving housing conditions must remain an aim in its own right. We are a bit concerned about reference to threat or potential threat to independent living – terminology perhaps alarming and off-putting for customers and also difficult to specify.	Shire Housing Association
I agree with this statement as long as it is linked to specific client group. The difficulty is ensuring that there is no duplication.	South Lanarkshire Council
With regard to improving the conditions on the home, this could reasonably be a secondary aim of Care and Repair. Where,	SDEF

for instance, a person with limited mobility needs a wall painted or their grass cut this could reasonably provided by Care and Repair. While an inability to perform these tasks may not constitute a threat to a person's ability to live independently, it may well threaten their standard of living, sense of dignity and their ability to lead a 'normal' life.	
Yes. This should remain as an aim as BTS stock remains a serious issue for some areas, so the role Care & Repair plays in improving the overall housing stock is still very important.	Comhairle nan Eilan Siar
Yes. The service plays a key role in contributing to the Local housing Strategy, in particular, by reducing high levels of BTS housing and in combating fuel poverty. If the service was not provided it would be missed. It is an essential, not a luxury.	Western Isles C&R
This is still a valid aim. Independent living can be heavily influenced by poor house conditions.	West Lothian Council
Yes. The funds that are used to support C&R in Fife are provided by the Council for the purpose of improving housing. No funding is provided to C&R for home care, community care or health reasons. Of course, these latter issues are delivered on even though we don't have any outcomes specified for these national policy activities.	Fife Council
Yes. Services which tackle poor housing conditions have a vital part to play in contribution to the successful outcomes of the Local Housing Strategy.	Inverclyde Council
The Scottish Housing Quality Standard legislation does infer that the maintenance and upkeep of properties across the board is of major concern to the Scottish Government. As such, of key importance is Care and Repair's work in helping to ensure that properties owned by older people in Scotland is kept to as high a standard as possible.	Lintel Trust
Yes.	Inclusion Scotland
Yes. Having said this, though, poor housing conditions can have such a profound impact on an individual's physical and mental health that it is difficult to imagine a situation that would be purely focused on the housing conditions, i.e. which would not ultimately lead to a threat to living independently. Health and housing are intrinsically linked. However, it may not always be immediately apparent that there is a causal link or indeed any obvious health or care issues. In these cases it is important that poor housing conditions in their own right will be enough to trigger availability of Care and Repair services.	CIH Scotland
Yes, while the primary aim should be to help people live independently, house condition should also be an aim; addressing house condition problems early may prevent a threat to independent living at a later date.	Glasgow Council
Yes. Small repairs can easily escalate into larger/more serious repairs issues. To effectively integrate C&R into the Scheme of Assistance this element is essential.	Falkirk Council
With the role out of the Scheme of Assistance this aim is primarily delivered by the Council. Again however services could be provided by C&R to complement those provided by the local authority and where not available through other organisations. Furthermore, housing in good condition is particularly important for more vulnerable client groups, such as older people or people with disabilities as these groups may encounter greater difficulty in making arrangements to improve the quality of their housing and services that are specifically tailored to help improve this for particular needs groups are valuable in maintaining people at home independently. It is important that at a time of severe budget pressures there is not duplication of the services provided through the Council's Scheme of Assistance but instead that services which are delivered through C&R are effectively targeted and build on an existing range of support available to older people or people with disabilities.	North Lanarkshire Council

QUESTION 3: Given the need to define “older persons” is it right to focus attention on those aged over 60 or should it be reduced to facilitate preventative action to say 55 or 60 or increased to 65 or 70 to help prioritise services on those most in need?	Responses
Care and Repair should focus attention towards those with priority need. Establishing an effective model of intervention through preventative actions would be the best means of prioritising services and ensuring an individual’s need did not escalate to a point where higher level care was required. Age Scotland	Age Scotland
Attention should be focussed on households aged 65 to help prioritise services. Highland Council	Highland Council
Preventative work has a long term benefit. If the age group is reduced to 55 and individuals are able to receive help from Care and Repairs services, it will result in these individuals living independently from an early stage and they will benefit from improved health and life style in later age. The service should be for those most in need. Equal Opportunities Programme	
It is great for home owners to have somewhere to turn to for help and the help should be available to them if they qualify. Agree the age should be over 60. North Lanark Disability Access Panel	North Lanarkshire Disability Access Panel
Given the demographics forecast medium term and the current financial situation, it is probably right to continue to focus attention on those aged over 60. Shire HA	Shire Housing Association
The terminology “Clients” is preferred. It is felt that C&R should potentially be able to assist all vulnerable home owners. Trust HA	Trust Housing Association
‘Older persons’ should remain as defined as over 60. Assistance should be offered to disabled clients over 50. There will always be the opportunity for local areas to provide additional services or prioritise within these groups. East Lothian HA	East Lothian Housing Association
We would agree to expand the client group and specifically the age. South Lanarkshire Council	South Lanarkshire Council
It is very difficult to define the group of ‘older people’ most in need of care and repair’s services with a set age limit. If the objective of Care and Repair is to help its clients live independently in the community then it is this that should be the main consideration in deciding on eligibility. It is not reaching a certain age that limits an individual’s ability to live independently – but rather the ‘symptoms’ of old age (such as frailty and ill-health). It is this, rather than the age itself, which needs to be assessed. We would rather there was no age limit but that services were available in any situation where independent living is threatened by frailty or ill-health or independent living is threatened by virtue of a physical or mental disability. SDEF	SDEF
If there has to be a definition then ‘aged over 60’ would be appropriate, although age is not always the crucial factor when dealing with vulnerable clients. Cases involving physical disability or mental health issues should have no age limitation as these clients often require the highest priority of service from Care & Repair regardless of age.	Comhairle nan Eilan Siar
Aged 60 is probably about the correct age limit, given that expected lifespans are increasing. Western Isles C&R	Western Isles Care and Repair
The link between the health of an individual and age does not seem to be appropriate. There is likely to be a requirement to prioritise the service due to rationing of funding. Someone of 55 may have a more acute need of the service than someone of 85.	West Lothian Council

Resources are tight and are also reducing. Demands continue to increase. In addition the Government now seems to be actively pursuing an incremental increase in the retirement age. 70 might therefore be a more realistic age for access to the service, as well as widening access on the disability front to recognise that in reality adaptation services are being managed by C&R for a range of clients from children to the oldest people.	Fife Council
Whilst it is recognised that many older persons benefit from the assistance that a Care and Repair service provides it is not the case that every older person requires the services of C&R, nor is it the case that people under the age of 60 do not require the services of C&R. It is our opinion that C&R services should be made available irrespective of age.	Inverclyde Council
As with everything, a lot of what is able to be done by Care and Repair will come down to available finance. It is likely that unless more support for Care and Repair is forthcoming, that their current client group will remain, or perhaps to increase in tranches of age to help those more senior members of society with smaller incomes.	Lintel Trust
We believe it should be related to the current retirement age for women (it then has to be made available to men of the same age due to equalities legislation).	Inclusion Scotland
The demographic changes Scotland is facing need to shape the way services are delivered in the future. CIH believes that this means to some extent disregarding age and instead focusing on individual need. It is recognised that many older people in the future will be in better health, although there will be some who are very frail and with profound needs. Equally, there are rising numbers of older people who live in their own property and who are used to maintaining it. This means that it is very difficult to narrow down that group of people who will be most effectively supported by Care and Repair simply on the basis of age.	CIH Scotland
The focus should be on vulnerability and capability rather than restricted by age.	Glasgow Council
It is important to have a national standard however it is also important given the current financial climate to have flexibility. We would be opposed to increasing the age limit to say 70.	Falkirk Council
Demographic predictions indicate there will be a growing aging population in the coming years. This, along with budget pressures in the public sector, should be considered when amending the eligibility criteria of the client group as these changes could lead to an increase in demand if no changes are made. It would therefore be appropriate to increase the age group for eligibility. Furthermore, some areas will face increasing levels of long term limiting illness which could potentially create additional demands on the service, and on this basis it would be reasonable to assume that full consideration has to be given to prioritising the service to those in greatest need. However, defining clear age criterion can at times be restrictive in identifying those in greatest need. For example, a person aged 55 yrs may be in greater need for the service than a person aged 70 yrs, dependent on their access to other practical, family and community supports.	North Lanarkshire Council

QUESTION 4: Should there be a national commitment to seek to provide services to disabled persons of any age and, if so, how should this group be defined?	Responses
We would argue for services to be prioritised by service user in light of their relative need and subsequently the imminence of their higher level care requirement.	Age Scotland
Not sure – we need to recognise that some households with disabilities have the capacity to organise work for themselves.	Highland Council

Perhaps there is scope for a chargeable service for those on a higher income?	
Care and Repair has to consider good use of its resources if it expands services to all ages with disability. It would be seen as good practice to work with all age disabled people provided the resources are sufficient and well planned. Widening the age group and not having sufficient resources to deal with their requests could result in gap in the services for all.	Equal Opportunities Programme
We believe there should be commitment to seek to provide services to disabled people of any age – we recognise difficulty in definition and wonder whether a formal link to specific benefit might be practical.	Shire Housing Association
Disabled persons could be assessed with criteria used for the disability living allowance.	East Lothian Housing Association
We believe there should be commitment to seek to provide services to disabled people of any age. We recognise the difficulty in definition and would suggest that perhaps a formal link to specific benefits might be practical: if so, we would suggest that disabled persons could be assessed with criteria used for the Disability Living Allowance.	DPHS Fife
Agree.	South Lanarkshire Council
We are keen to ensure that any definition does not follow the medical model of disability. The Disability Discrimination Act 2005 defines disability as ‘a physical or mental impairment that has a long-term, substantial adverse effect on the ability to perform day to day activities.’ However, it seems that what is important where Care and Repair is concerned is not the extent to which the disability itself limits the ability to perform day to day tasks, but rather the extent to which a person’s home limits their ability to live independently. This fits in with the social model of disability, which focuses on the extent to which external factors (such as the home environment) disable the individual rather than on the particular illness or condition they are experiencing.	SDEF
Yes. As previously mentioned the definition ‘vulnerable owners of any age with physical or mental disabilities, or with special needs’ would seem to be appropriate.	Comhairle nan Eilan Siar
The service should be available to all registered disabled persons under 60 or those people that require assistance ie with learning difficulties, addiction dependence etc	Western Isles Care and Repair
It should be based on need. While there is a general move away from means testing this may have to be reintroduced to ensure that the limited funding available is targeted to those in most need.	West Lothian Council
Yes. Defined by physical disability in terms of responsibilities under the 2006 Act	Fife Council
We believe that the definition of a disabled person is already noted and there is no need to define this group.	Inverclyde Council
A national commitment would be welcome but without added financial support for the aim it would be mere lip service.	Lintel Trust
Yes we believe it should be available to disabled persons of any age. The easiest way to define is anyone in receipt of DLA (care or mobility components).	Inclusion Scotland
Using the suggested primary aim above to ‘help clients to limit their need of formal or institutional support and to live as independently as is possible’ would enable those people who would benefit most from the service, whether they are older people or younger people with physical disabilities, to be identified by their need as opposed to their age.	CIH Scotland
Yes, should be linked to a Community Care Assessment.	Glasgow Council
Yes. Definition could be via a pre-determined judgement of disability – DLA, Attendance Allowance, Blue Badge Scheme	Falkirk Council
Appropriate services should be available to all disabled persons but only where required and where the service cannot or is not being delivered elsewhere. Any definition should not solely be based on benefit eligibility as non-claimants may be	North Lanarkshire Council

unjustly excluded however it will have to ensure that provision is directly aimed at assisting only the disabled person and not there to provide a service to other members of the household.	
QUESTION 5: Should owner-occupiers continue to be the key customer group together with crofters in the relevant parts of Scotland or should services be extended to private or even public sector tenants? The obvious case against extending eligibility in this way is that it is the landlords who, for most repairs and improvements, have responsibility for work to be undertaken and, indeed, who would need to give their consent before Care and Repair could be involved.	Responses
Ultimately, private landlords should be expected to meet the needs of their tenant's and fund adaptations themselves. There will, of course, be a limit to the extent to which private landlords could be expected to voluntarily undertake adaptations work on their properties. With that in mind, there are some solutions we could approach.	Age Scotland
It would be useful if Care and Repair could help to resolve some of the issues in private rented sector without allowing landlords to abdicate responsibility. Perhaps this is a potential income stream that could be explored further? We would be uncomfortable with a move for Care and Repair to undertake landlord repairs as a chargeable service.	Highland Council
It would be beneficial to include private and public sector tenants. In some instances bureaucracy, conditions of tenancy and lengthy processes can take a long time for small tasks to be carried out in private and public housing. Care and repair involvement with consent can help make a difference to someone's life.	Equal Opportunities Programme
We would further support broadening the Forum's client base to include private rented sector tenants. Properties in the private rented sector are more likely to have a poor energy efficiency rating than properties in other sectors. An extension of Care and Repair services to this group is way to help tackle this issue.	Consumer Focus Scotland
Owner occupiers should continue to be the key customer group. It's important and really helpful to extend eligibility to the private rented sector. We suggest that the responsibility for the work involved there, might depend on the nature of the task. We wonder whether there might be potential for a charge to private landlords or for a link to accreditation landlords which might provide some sort of incentive for private landlords to pursue accreditation.	Shire Housing Association
In the past it was strongly believed that landlords should keep the house wind and watertight and it is felt that as most landlords rent houses to make a profit and as a business that they should not be part of our client group. Trust HA	Trust Housing Association
Owner occupiers should continue to be the key customer group and private tenants should be included for those services which do not duplicate the landlord's responsibilities.	East Lothian Housing Association
Owner occupiers should continue to be the key customer group and private tenants should be included for those services which do not duplicate the landlord's responsibilities. We would suggest that there may be potential for a charge to be made to private landlords or for a link to accredited landlords which might provide some sort of incentive for private landlords to pursue accreditation.	SFHA
Agree that services should be extended to tenants in the private sector where they have repairing responsibilities. Disagree about the need to extend it to private sector tenants, who have no repairing responsibilities.	South Lanarkshire Council
We appreciate the reasoning behind only offering the service to owner occupiers. However, rights vary between tenants in the private and social rented sector and there are several circumstances in which it would make sense to expand eligibility, depending on what the landlord is legally obliged to do on behalf of the tenant. Tenants of local authorities and registered social landlords can ask their landlords to install auxiliary aids and perform larger scale adaptations which involve altering	SDEF

the property. Private sector tenants on the other hand can only ask their landlord to make reasonable adjustments such as fitting auxiliary aids. Where the adaptation will result in altering the property the landlord is under no duty to give permission or to carry out the work. Thus tenants in the private sector are essentially in the same position as owner occupiers. In such a situation it makes sense that Care and Repair could negotiate with the landlord and help with large scale adaptations where permission is given.	
Owner occupiers should continue to be the key customer group. Public sector/social housing clients should be addressed from within their landlords' own resources/Business Plans/Capital Programmes/HAG. There is however, a stronger argument for including tenants of Private Landlords, given concerns about the standard of many private lets.	Comhairle nan Eilan Siar
Yes. There is however a growth argument for Care and Repair to supply similar services to social housing tenants, provided respective landlords pay for the service. We currently provide a disabled adaptations service to tenants of private landlords.	Western Isles Care & Repair
Owner occupiers should continue to be the key customer group. Care and Repair could assist landlords in meeting the needs of disabled tenants. It may be the case that they could charge landlords for services.	West Lothian Council
Owner occupier/crofters. Private tenants in respect of the right or responsibility in terms of their lease for repairs or improvements.	Fife Council
Owner occupiers make up the largest tenure group in local authority areas. We do not agree that private tenants (out with the right to adaptations) or social renting tenants should be catered for through Care and Repair.	Inverclyde Council
Owner occupiers remain the group in most need of the services of Care and Repair.	Lintel Trust
There is a case for Care and Repair to be extended to those in public and private tenancies where minor but urgent 'care' type work, such as replacing a light bulb is not normally carried out or there is a waiting time of several months.	Inclusion Scotland
The argument for extending the service to both private and public sector tenants is a strong one in terms of low level repairs that may not be the responsibility of the landlord. However, this would require careful consideration as it is critical that the Care and Repair service is not used as a replacement for enforcement action against the landlord, particularly in relation to the private rented sector, or to enable the avoidance of a statutory responsibility in terms of the social rented sector. It would therefore seem likely that Care and Repair provision in the rented sector will be the exception rather than the norm, in which case the concerns above, whilst relevant, will be limited.	CIH Scotland
While owners should remain the key customer group this should be extended to include private sector tenants; for work that they are responsible for under the terms of their lease.	Glasgow Council
Core elements of the service could be restricted to owner occupiers and private sector tenants. Handypersons could be extended to all categories.	Falkirk Council
Any service required by a public sector tenants should currently be provided by their public landlord however would support the inclusion of private renters where the service assists with disability (but not repair.) At a time of severe budget pressures to be considering expanding services to the public sector seems unrealistic and unnecessary.	North Lanarkshire Council

QUESTION 6: If the primary aim of Care and Repair is to enable customers to continue to live independently in their own homes, should any assessment of priorities at the local level be clearly tied into this aim? Does this imply that the determination of priorities should be more closely linked to community care assessments than may be the case at present?	Responses
Nationally agreed minimum service standards would provide a greater guarantee of a consistent service provision across Scotland. It is worth bearing in mind that currently, many Local Authority priorities are often not preventative in nature – and where they are, are often subject to cuts.	Age Scotland
Yes and Yes – in Highland there is scope to explore how this could link with Personal Plan arrangements.	Highland Council
Working in partnership is always good practice but it is important that Care and Repair maintains its independence while establishing a good working relationship with Community Care Assessment teams to deliver good service to its customers. Care and Repair’s independence will encourage BME customers with a language barrier, lack of knowledge and confidence to make contact with the organisation.	Equal Opportunities Programme
Care and Repair should be linked to an assessment as some people are not aware of the service and be disadvantaged. Agree that some people’s request may be based on the idea of their ‘wants’ instead of their ‘needs’.	North Lanark Disability Access Panel
Assessment of priorities should be rooted in the local housing needs and demand assessment, the local housing strategy and community planning. There may be merit in a closer link to community care assessments but given some difficulty in securing wider involvement at steering group level, this might prove more costly.	Shire HA
It is important that any prioritisation should be clear and not conflict with the need to reflect equality of access. Care and Repair services are predicated on a home visit and a personal assessment of need and support; a remote prioritisation system may remove access to help for those most in need of it. The priorities will also vary from local authority as resources available will vary and it is preferable for this to be decided on a local rather than national level.	East Lothian HA
Assessment of priorities should be rooted in the local housing needs and demand assessment, the local housing strategy and community planning. There should be national guidelines about assessing priority need which should include factors of age, vulnerability, disabilities and the availability of other family support. There may be merit in a closer link to community care assessments but given the difficulty in securing wider involvement at steering group level, this might prove more costly. It is important that any prioritisation should be clear and not conflict with the need to reflect equality of access. Care and Repair services are predicated on a home visit and a personal assessment of need and support; a remote prioritisation system may remove access to help for those most in need of it. The priorities will also vary from local authority as resources available will vary and it is preferable for this to be decided on a local rather than national level.	SFHA
There should be a full review of how local services assess priorities. There needs to be a national assessment, to enable consistency across areas and a link to community care assessments would be good.	South Lanarkshire Council
We accept that certain assessments of need will have to take place where demand for Care and Repair services outstrips capacity to supply. It makes sense that priority for services should be linked to the extent to which a person’s ability to live independently in their own home is threatened. Community Care Assessments will be a valuable means of assessing this,	SDEF

but they should not be the sole means of qualifying or being prioritised for Care and Repair's services. For instance, where the threat to a person's safety and security is urgent there need to be ways of identifying this and taking action without having to wait for a community care assessment to be carried out. Similarly where small jobs (such as changing light bulbs) need done it may not make sense to prioritise using community care assessments where the job will take less than half an hour. Again, need should not be solely determined in relation to mobility but should include the needs of people with mental health problems and learning difficulties.	
Yes. Linking to Community Care Assessments & Occupational Therapist Assessments would help identify need. In addition, information gained from local Housing Need and Demand Analysis, which councils are carrying out as part of Local Housing Strategies, may be useful sources of information.	Comhairle nan Eilan Siar
Yes. Occupational Therapist Assessments assist in prioritisation of need, although this can be improved and a stronger emphasis is required on value for money within a reducing financial climate. Stronger links are required to Community Care Assessments and liaison with Social Work.	Western Isles Care and Repair
Care and Repair priorities should be linked to Community Care Assessments. This would give a more consistent approach.	West Lothian Council
Don't agree that this is the primary aim but if it was then support could be targeted to those who are subject to a single shared assessment or its local equivalent.	Fife Council
We believe the assessment of need should be tied to independent living.	Inverclyde Care and Repair
Lintel understands the financial constraints that Care and Repair continues to face but also believes that its strength lies in assessing each case on its own merit. To be too closely linked to other priorities may dilute its own.	Lintel Trust
We do not believe that care assessments should be the determining factor. Often these are more closely tied to budgetary constraints than to the disabled person's actual needs.	Inclusion Scotland
Where an individual has presented (or is referred) to a social work department with an apparent community care need, housing-related needs should be considered within the assessment, in the spirit of the single shared assessment process. However, it would not be appropriate for community care assessments to be the main means by which priority for Care and Repair services is assessed. Some people with a serious housing problem which threatens their wellbeing and their health may, at the time, have no obvious need for care or housing support services. The benefits and strengths of Care and Repair come from its ability to respond as appropriate and in a timely manner to those with a range of needs, focusing on prevention as well as reacting to acute need.	CIH Scotland
While there should be a link to the Community Care Assessment for disabled related works, this should not be exclusive as this would not address house condition issues.	Glasgow Council
It is appropriate that C&R only deals with disabled adaptation cases which have already received a Community Care Assessment via SWS. For other core services it is not considered appropriate that the community care assessment is required.	Falkirk Council
We would suggest provision of service to this group would not be appropriate.	North Lanarkshire Council

QUESTION 7: If the basis for deciding priorities is left implicit, particularly if the availability of services is not widely promoted, then there is a danger that services will be channelled to those households who request help (who may not be those most in need). Is there a case for each Care and Repair team to have an explicit set of criteria for deciding priorities?	Responses
Yes, this additional function will be necessary given the likely increase in demand for the service. A more cohesive approach would be enabled by utilising a multi-agency approach.	Age Scotland
Yes. Social Work Services rate assessed tasks and self referrals are graded on the same system.	Highland Council
There is always a danger that only a few who are aware of the service and are able to access it will end up receiving it. Care and Repair should develop an ongoing marketing and information strategy to reach out to people who are most in need and who can be helped by overcoming barriers they may face. Priorities should be determined from the demand of services and ongoing consultations/involvement of the clients.	Equal Opportunities Programme
We believe that local services should be appropriate to local needs and decisions about such services should be set in the wider strategic community planning context rather than addressed to “local teams”. There should however be an acknowledgement of the additional services that present Care and Repair projects provide, e.g. Home Safety checks, hospital discharge response, home fitness checks and maintenance programmes. Local areas will then be encouraged to provide the minimum core service but have the opportunity to develop their services in line with local needs, resources and geographical/population distribution.	SFHA
Yes – as above, we would go beyond this and set a national assessment.	South Lanarkshire Council
There is a need for a fair balance to be struck between criteria for assessing priority and allowing staff discretion to make decisions based on the particular circumstances in each case. We realise that geographical location, the availability of alternative services nearby and historical factors will impact on each Care and Repair’s willingness and ability to prioritise. However, there are strong reasons for some kind of priority framework to be laid down. Clients and potential clients are entitled to know about and understand the criteria that are being used to decide upon their eligibility and priority. This allows them to understand and, if necessary, challenge decision. This is necessary in the interests of both fairness and certainty. A clear framework and system of classification allows Care and Repair to clearly record and demonstrate the extent and precise nature of demand for their service, as well as the nature and volume of unmet need. A framework may be extremely useful when staff have difficult decisions to make. Making these decisions clearly has the potential to be very stressful and it could be helpful to have guidance to assist.	SDEF
It is important to have regard for local circumstances & local housing priorities in determining C&R priorities for their own area of operation to reflect predetermined need of clients.	Comhairle nan Eilan Siar
There are varied priorities locally across Scotland. Care and Repair needs to meet local need in conjunction with local service partners e.g. Local Authorities, Health Board etc.	Western Isles C&R
There may be a need to charge for those who are not in acute need.	West Lothian Council
These should reflect the local strategy and priorities as set out in the LHS and its supporting private sector strategy.	Fife Council

It is our opinion that Care and Repair should jointly define priorities with Occupational Therapists. There should be flexibility to accommodate unique circumstances.	Inverclyde Council
A core set of principles would be useful with each Care and Repair having an element of discretion in each case.	Lintel Trust
We doubt that there is any way to avoid allocation of resources via actual requests for help. While this may not always result in the resources going to those in most need it's difficult to see how else the allocation of resources might be determined.	Inclusion Scotland
An explicit set of criteria would be helpful for those both delivering and receiving services. However CIH would suggest that any concerns about promotion and targeting of Care and Repair services should be addressed as an inherent part of the process of introducing the Policy Statement. This means that all those providing information and advice to the target client group should be given enough information to advise accurately on the service and client group.	CIH Scotland
There is a clear case for each team to develop their own criteria, which should be based on the funding Authority objectives and be linked to the scheme of assistance. Guidance should be given by the Forum to each team on developing their individual criteria.	Glasgow Council
The National Standard Eligibility Criteria and waiting times for Personal and Nursing Care for Older People should already prioritise disabled adaptations across Scotland. Information and Advice should not be prioritised nor have an eligibility criteria attached. The Care element of the service is centred round an individual's capacity to cope with issues, which may simply require information and advice. Repairs attracting financial assistance would already be prioritised. Repairs which do not attract financial assistance could be prioritised at a local level.	Falkirk Council
Local Authorities are charged with responsibility for enabling people to live independently in their own homes. Due to limited resources, it has to prioritise need and therefore direct provision to those in the higher categories is met. C&R should, where appropriate, provide assistance to those assessed as needing their support linked to a community care assessment. However it should be recognised that some older people could have a high need for assistance to improve the condition of their home that while linked to their health & well-being may not be related to having any particular support need and therefore community care assessment.	North Lanarkshire Council

QUESTION 8: If each local team decides priorities locally, there is an obvious danger of a post code lottery. Is this a potential problem and, if so, should the Policy Statement give broad guidance on how priorities should be determined?	Responses
This perceived threat would be negated on a collective basis across the relevant Local Authority, and indeed across the country as a whole, if nationally agreed minimum standards were established as the starting point for service delivery – again with reference to local sensitivities.	Age Scotland
Yes – in addition, there is a need for priorities to recognise regional/local authority priorities.	Highland Council
Agree that there is a need for a national strategy with guidance. Locally set priorities cause confusion when discussed with communities at different locations giving rise to a postcode lottery system.	Equal Opportunities Programme
We would suggest you adopt a more cautious tone in directly addressing Care & Repair “teams” and consider the actual arrangements in place across the country. For example, here locally, we have a local authority lead, partnership based	Shire Housing Association

steering group to ensure a broader promotion of the service and the potential for a range of services to influence priorities. Thus we don't believe that generally it is "local Care & Repair teams" which set priorities locally.	
It is appropriate and would be helpful if availability of services was widely promoted and perhaps there is potential for some sort of national initiative. We would suggest you adopt a more cautious tone in directly addressing Care & Repair "teams" and consider the actual arrangements in place across the country. For example, some areas have a local authority-led, partnership-based steering group to ensure a broader promotion of the service and the potential for a range of services to influence priorities, so it isn't always "local Care & Repair teams" which set priorities locally.	SFHA
This is an issue.	South Lanarkshire Council
National guidelines are necessary in order to avoid a postcode lottery in relation to care and repair services. It is fair that expectations of what care and repair does and how it operates should not vary too much from one part of the country to the next. This is necessary in the interests of fairness. It will also be easier to distribute information about Care and Repair services nationally if there is a greater degree of uniformity about what clients can expect from the service. Setting priorities nationally also allows for a wider discussion about what is fair and acceptable and what is not. Hard to reach individuals and minority groups may have a better chance to contribute to the discussions if it is held nationally.	SDEF
A local Policy Statement would be beneficial and perhaps link in with a Councils Section 72 Statement. (However, as there are 32 different Section 72 Statements it could be argued that a Post Code lottery already exists in this respect).	Comhairle nan Eilan Siar
Care and Repair could produce a local statement based on local authorities Scheme of Assistance.	Western Isles C&R
We already have a postcode lottery arising from the specific nature of each C&R service and the differences in the Schemes of Assistance. We want flexibility built in for Care and Repair particularly at a time when grants are no longer available.	Fife Council
National Guidance would be a benefit to local Care and Repair organisations.	Inverclyde Council
If more applications come from one area than another, then this may be simply because there is more need. Whilst some may view this as a problem, it may just be a mechanism to highlight increasing underlying need in an area.	Lintel Trust
Broad guidance would be helpful.	Inclusion Scotland
The counter to the argument of a post code lottery is that, as in a post Concordat Scotland generally, local priority setting allows for the delivery of more locally appropriate services. Whilst there may be flaws in this in practice, clear guidance on how those priorities are identified and addressed will help reduce confusion and ensure a degree of consistency in service delivery across Scotland.	CIH Scotland
The current funding regime and the individuality of each Council's Scheme of Assistance already inflict a postcode lottery.	Glasgow Council
Yes.	Falkirk Council
It would benefit the local C&R teams, to have an explicit set of criteria to deliver the service to those most in need. The need for a set of priority criteria will be dependent upon what services are available in each area, the demand for these services and whether these can be met. North Lanarkshire's Care & Repair have developed a priority scoring system based on both client and property factors.	North Lanarkshire Council

QUESTION 9: If the Statement is to include broad guidance of this nature, what should this include?	Responses
Priority should reflect the need of the service user in line with our response to Question 4. The focus should be on the combined factors of the age of service users alongside the imminence of their high-level care requirement.	Age Scotland
Priority should be given to households who have the least physical/mental ability to help themselves. We need to target assistance towards the greatest need – and having established the need, we then target resources to the lower income clients.	Highland Council
Agree that both stated options are priorities and it will be difficult to make a decision. In these cases reliability has to be on common sense and availability of good guidelines for staff to help them make appropriate decisions. As in many BME cases, to the outsider the family appears to be united, when in reality hidden neglect is often the case. Therefore decisions should be made based on the individual’s needs rather than setting priorities, which make it difficult to address issues.	Equal Opportunities Programme
Account should be taken to financial resources and family support. This service should be restricted to those who really need it.	South Lanarkshire Council
Guidelines should be based around the extent to which there is a threat posed to an individual’s ability to live independently. Support available from wider family can be taken into account where the individual is happy for this to be considered. If the objective of Care and Repair is to facilitate independent living then people should not be forced to rely on their family and social network if they are not happy or comfortable with this.	SDEF
Any statement should make reference to the need and/or vulnerability of the client as age should not be the sole determining factor. The financial resources of the client (and possibly wider family) are likely to be tested within a council’s Scheme of Assistance & Section 72 Statement.	Comhairle nan Eilan Siar
The statement should make reference to the need and/or vulnerability of the client.	Western Isles C&R
Suggest it should address the nonsense of providing grant support to someone with substantial liquid capital resources. While it would be desirable to expect families to support elderly relatives, it would be a nightmare to achieve any degree of consistency in practice.	Fife Council
The availability of support and financial resources from the wider family unit should be a key consideration. It is recognised that it would be difficult to assess this. Given the minimum 80% grant which does not take into account available financial resources, it is likely that any assessment of resources would have a minimal impact and may be open to legal challenge.	Inverclyde Council
Any guidance should take a person-centred and a property-centred approach. As suggested, the more frail elderly and those with severe disabilities should be prioritised, along with the condition of the property. Means testing will be difficult, as will trying to elicit levels of family support.	Lintel Trust
In terms of the detail within broad guidance available, rather than focus on the condition of the individual it may be more appropriate for the focus to be on the impact the service will have on the individual. It is very likely that the same people will be captured in terms of priority in most cases, but it will shift the emphasis towards outcomes. There is also a powerful argument that those who are able to contribute financially should do so, although this requires more thought as it is recognised that it would be difficult to assess and time doing so may reduce the effectiveness of the service. However, how	CIH Scotland

an assessment can be made of the support available from wider family (beyond simply asking the individual if help is a possibility) is even more problematic than the financial one. In most cases where this help was available it is unlikely that Care and Repair would become involved at all and so assessing it would not appear appropriate and may produce unnecessary delays.	
While the owner's financial situation could be considered where possible, especially for subsidised works, it should not prohibit practical assistance being provided to all. Elderly owners may be more vulnerable to 'cowboy builders' because of their wealth.	Glasgow Council
It would be appropriate for guidance to concentrate around the content of the Section 72 statement and that priority is determined by the National Standard Eligibility Criteria.	Falkirk Council
Factors that might be considered include:- mobility, capability, seclusion, safety, security, extent of disrepair, existing service provision.. Given budget pressures services need to be targeted at those most in need.	North Lanarkshire Council

QUESTION 10: Does this list of Core Services still remain appropriate or should other services be included?	Responses
Care and Repair should undertake whatever services it can as long as these services are commercially viable within the structure and funding model of the organisation going forward.	Age Scotland
Suggest we should tie in with the authority's scheme of assistance.	Highland Council
The list should be flexible and should have a facility to include other services as appropriate and desired.	Equal Opportunities Programme
DPHS agree that local teams should be able to develop new services which are appropriate for their area where needs are not being met by another service and if funding can be sought to support extra work.	DPHS Fife
Broadly the specified list remains appropriate but might include wider care services and perhaps clearer specification of handy person services – moving beds etc. We believe that Care & Repair can facilitate hospital discharge and this should be an explicit aim of the service.	Shire Housing Association
The core service provision should remain as those defined in the present National Standards: advice and information, major repairs and adaptations, small repairs and handypersons services. There should however be an acknowledgement of the additional services that present Care and Repairs provide for example, Home Safety checks, hospital discharge response. Home fitness checks and maintenance programmes. Local areas will then be encouraged to provide the minimum core service but have the opportunity to develop their services in line with local needs, resources and geographical/population distribution. Core services should not be set that present services will be unable to achieve.	East Lothian Housing Association
Broadly speaking, it is clear to us that the current specified list (which includes: advice and information, major repairs and adaptations, small repairs and handypersons services) remains appropriate, but we must also balance this with the strongly held belief of some of our members that there might very well be some potential to include wider care services and perhaps clearer specification of handy person services, e.g. moving beds etc. There is evidence that Care and Repair <i>can</i> facilitate hospital discharge and we note that there is some potential for this to become an explicit aim of the service.	SFHA
Do you have resources to include other services?	South Lanarkshire Council
This list should be indicative of the services that are provided by the vast majority of care and repair offices. It may,	SDEF

however, be useful to list non-core services provided by some care and repair services (such as hospital discharge) as 'non-core' or 'secondary' services at some point in the guidance. It should be made clear that they are additional and not part of core care and repair work	
Yes it remains appropriate. However an emerging need for appropriate financial advice has been identified.	Comhairle nan Eilan Siar
Yes, however scope is required for Care and Repair to develop new service initiatives to meet need. Discretion is needed to source other funding streams as the service adapts.	Western Isles C&R
There should be defined core services but there may be the ability for some teams to focus their expertise on key issue areas. There should be a clear understanding of services that other organisations provide and the ability to signpost clients where appropriate.	West Lothian Council
The list remains OK.	Fife Care and Repair
Yes. We believe that this list reflects the core services of Care and Repair.	Inverclyde Council
Yes, with perhaps the addition of painting and decorating and the possibility of gardening maintenance, where this is not covered by a local authority scheme.	Lintel Trust
Yes.	Inclusion Scotland
There is an implicit expectation that the existing Core Services will support the over arching 'Shifting the Balance of Care' objectives already.	CIH Scotland
The link does still remain appropriate but there is scope for a greater link to hospital discharge.	Glasgow Council
The 2004 National Standards and Guidance document is a solid starting point.	Falkirk Council
This list should be reviewed to reflect the introduction of each local authority's Scheme of Assistance to ensure no duplication of service is provided between the organisations. In addition other external organisations may now provide services previously only available through the C&R service ,for example, a Handyperson Service in North Lanarkshire is being delivered by another organisation.	North Lanarkshire Council

QUESTION 11: Specifically should "hospital discharge services" i.e. undertaking work in the house to facilitate hospital discharges and to help prevent the need for readmission, be added to the list? Would NHS and or/ Social Work be willing to provide financial support for these services?	Responses
As per our introductory comments, adapting to the challenging economic climate could necessitate the greater integration of services. It is vital that in meeting their duty of care around hospital discharge, the statutory agencies should pay to enable hospital discharge in line with the eligibility of service users.	Age Scotland
Is this a priority rather than an additional service? It would be useful to look at additional sources for financing such work, including charging.	Highland Council
It would be of great benefit to include hospital discharge services with Care and Repair. There have been examples of many individuals from BME communities being discharged from hospitals, who would have benefitted from Care and Repair Services to improve their housing conditions with a safety assessment.	Equal Opportunities Programme
Agree.	South Lanarkshire Council

We would note that in terms of the responses we have had, and the discussions we have had with other members, opinion is divided on this question of whether “hospital discharge services” be added to the list of included services. SFHA	SFHA
Cases involving hospital discharge are common place, however to date the costs have been funded through PSHG budgets with little or no Health Board input. Given the increasing financial pressure on Health Boards and Social Work Depts. it would seem unlikely that this position would change in the foreseeable future.	Comhairle nan Eilan Siar
Our service already makes a substantial contribution to hospital discharge services and prevention of bed-blocking but the Health Board accept the contribution but make no revenue financial contribution to the service. This needs to be pursued at a national level.	Western Isles C&R
In some areas there may be scope for cross-boundary working.	West Lothian Council
These are already part of C&R in Fife. However no additional resources come into the system via NHS or SWS.	Fife Council
Currently hospital discharge is covered in our adaptations category. The current financial support from NHS is below the value for money they receive for the contribution made.	Inverclyde Council
Only if agreement can be obtained from NHS – this may be a long and difficult road to take.	Lintel Trust
This would enable independent living.	Inclusion Scotland
However, if facilitating hospital discharge was made more explicit within the Core Services then this is bound to bring this aspect of the Care and Repair service into sharper focus. In these circumstances it is reasonable to expect that health and care would contribute towards the services.	CIH Scotland
There is scope to include hospital discharge but this should be supported by funding from Social Work and the NHS.	Glasgow Council
Hospital Discharge may be an area for possible extension although interest and support may vary from area to area. Realistically NHS and SWS would need to apportion funding to support the development of such a service.	Falkirk Council
In some local authority areas these services are already being delivered satisfactorily under joint working practices between the local authority and NHS. It is unlikely that such arrangements will change to accommodate provision by a third party.	North Lanarkshire Council

QUESTION 12: Should all local teams be encouraged to provide core services or should there be variations to avoid duplication where they are already available from other sources?	Responses
Collaboration and team work should deliver the best results. As noted above, where other service providers are available within Local Authorities, these may offer cost-effective alternatives.	Age Scotland
These are indicative core services. Suggest it should be linked to scheme of assistance.	Highland Council
The Care and Repair team should be aware of other core services and inform them when delivering services to shared clients.	Equal Opportunities Programme
We believe that local services should be appropriate to local needs and decisions about such services should be set in the wider strategic community planning context rather than addressed to “local teams”.	Shire HA
There should be agreed core services, with the ability to opt out if they can refer to other services.	South Lanarkshire Council
All Care and Repairs should be encouraged to provide core services where there is demand for them. However, there is clearly no need to provide services where adequate and suitable alternative services exist. It is vital, however, that these	SDEF

alternative services can be accessed via Care and Repair. Local Care and Repair offices should ensure they have a strong relationship with that service provider and can provide information, advice and referrals to care and repair clients.	
Duplication of effort should be avoided if possible, especially with long developed & successful services.	Comhairle nan Eilan Siar
Core services but with the capacity to extend service provision, locally if required, and agreed by partners.	Western Isles C&R
There should be defined core services but some teams may focus their expertise on key areas	West Lothian Council
Perhaps we are entering a phase where advice and information is becoming more of a reality than the historic delivery of types of repair services. It is up to those responsible for the Scheme of Assistance to ensure best local fit.	Fife Council
Yes. We would support an approach that defined core services but allowed local flexibility.	Inverclyde Council
There should be scope for local teams to develop/reduce services where there are gaps and overprovision.	Lintel Trust
Duplication should be avoided but there may be more work than overlapping services can provide and C&R should be provided as long as there is unmet need.	Inclusion Scotland
Core Services are helpful and provide a steer on how and where the service should be delivered, but there also needs to be flexibility for it to be locally responsive and to avoid duplication. It would seem reasonable to still encourage the provision of Core Services but to add the caveat 'unless this provision is being met via other local services', with an expectation that this is evidenced and reviewed to make sure those services continue to exist.	CIH Scotland
The provision of core services should be encouraged but recognition must be taken and allowances made for similar services that are available elsewhere.	Glasgow Council
Variations should be permitted to avoid duplication of services. Consideration should be given to bringing agencies that deliver similar services under the Care and Repair umbrella perhaps through affiliation or branding. This would allow C&R the C&R Forum to maintain control whilst allowing diversity.	Falkirk Council
It would be unlikely that core services would be of benefit where there is already satisfactory provision locally from other sources.	North Lanarkshire Council

QUESTION 13: Care and Repair has grown and developed through local innovation. Should there be clear recognition in the Policy Statement that local teams may wish to develop new services even though these would not be part of any national list of core services.	Responses
The structure of the system (i.e. one which does not succumb to the problems associated with 'post-code' lotteries) should not prohibit the ability of Care and Repair to explore new ways of working, provided this does not have a detrimental impact on the quality of core services	Age Scotland
Yes.	Highland Council
Flexibility is essential for innovation. Developing new services from local initiatives could lead it to being advertised widely as an example of good practice. This in turn has the potential to become a national practice.	Equal Opportunities Programme
No comment.	South Lanarkshire Council
Yes. It is important to keep this local flexibility to address local needs/issues.	Comhairle nan Eilan Siar
Yes. Local flexibility is essential in order to address local needs.	Western Isles C&R

New services could be piloted and developed but this will be resource dependent and is more likely to apply to C&R services that are self-governing who can generate additional income.	West Lothian Council
Yes.	Fife Council
Yes.	Inverclyde Council
Yes – any successes can be fed back to Care and Repair Scotland for sharing with other offices	Lintel Trust
Yes – we believe that such innovation should be encouraged and not stifled by over-centralisation.	Inclusion Scotland
Care and Repair has been successful partly because it has been locally adaptable and local teams should be encouraged to continue to operate this way.	CIH Scotland
Each service must retain the flexibility to react to local and emerging issues	Glasgow Council
Yes. Allow flexibility to address local needs.	Falkirk Council
Yes it would be appropriate that local teams develop to provide a service to enhance those provided by the local authority. A national body could assist to review best practise to allow experiences and innovation to be shared.	North Lanarkshire Council

QUESTION 14: Do you agree that there should be a minimum level of service?	Responses
Yes, this would be all part of good practice of becoming a bigger player and providing a consistent service for all Care and Repair customers within a national framework.	Age Scotland
Yes.	Highland Council
There should definitely be a core and minimum level of services in the policy statement which is translated in a clear and easy to understand language.	Equal Opportunities Programme
The term “standard” rather than “minimum” might be helpful. It’s not clear what’s meant by the consultation on core customer groups and core services but perhaps a 5 yearly review period might be appropriate?	Shire Housing Association
Minimum level of service would be great but this needs to be agreed with all Local Authorities who at the end of the day hold the funding purse strings and decide on services for each project.	Trust Housing Association
A minimum level of service should be set that all local Care and Repairs should aim to provide. It is essential that this is linked to any branding and accreditation scheme and will assist local authorities when they are considering their allocation of resources. This will give a clear message to our clients and stakeholders. It will also address the issues of equality of access.	East Lothian Housing Association
We would agree that a minimum level of service which all local Care and Repairs should aim to provide is highly desirable. However, in practice this would need to be agreed with all Local Authorities who, at the end of the day, hold the funding purse strings and decide on services for each project. We feel it would be essential that having a minimum level of service be properly linked to any branding and accreditation scheme, as this will assist local authorities when they are considering their allocation of resources. It would also give a clear message to Care and Repair clients and stakeholders and address the issues of equality of access.	SFHA
Agree.	South Lanarkshire Council
SDEF believes it would be useful to have a minimum level of service provided by all Care and Repair offices. There may be	

local peculiarities and elements of this minimum service may be provided by other organisations. Again, where this is the case there should be a clear route of accessing these services via care and repair. There would be greater certainty amongst potential clients about exactly what care and repair does. Organisations giving advice to older people and people with disabilities would then be able to get to grips with the service and refer clients. Having a clear idea of what Care and Repair is and does is particularly important for vulnerable people who may not be able to do research about what care and repair is by themselves. A minimum level of service might also allow for nationally shared publicity raising materials. This might allow for development of a stronger brand. SDEF	
Yes. It is important to keep this local flexibility to address local needs/issues.	Comhairle nan Eilan Siar
Yes.	Western Isles C&R
Yes.	West Lothian Council
Yes – advice/info/assistance/practical support allied to the Scheme of Assistance. These forms of service are now more appropriate than the historic forms of service.	Fife Council
Yes – we agree that a minimum level of service would improve the marketing of Care and Repair in the wider community.	Inverclyde Council
Yes – a minimum level of core services applicable to all Care and Repair projects would be useful	Lintel Trust
Yes.	Inclusion Scotland
A minimum level of service would seem desirable, though this is, as the question suggests, dependent on whether there is widespread agreement on core customer groups. At the very least, there should be a minimum level of service in relation to those older home owners targeted by the service. Care should be taken not to confuse (a) a minimum level of service being the type of service one can expect a project to offer with (b) the ongoing importance of tailoring the service to an individual’s needs and not imposing on them services they do not want.	CIH Scotland
Agree but exceptions must be made where these services are available elsewhere.	Glasgow Council
Yes but any level of service would need to be carefully defined.	Falkirk Council
It would be prudent to offer guidance in preference to a minimum level of service, which may be seen as being overly prescriptive.	North Lanarkshire Council

QUESTION 15: Should this level of service be determined by the outcome of the consultation on core customer groups and core services and, subsequently, kept under review?	Responses
It is always sensible to keep such arrangements under review.	Age Scotland
Yes.	Highland Council
Agree that there should be an ongoing process of consultation and involvement to review services to meet the ever changing needs of older people.	Equal Opportunities Programme
We are not entirely clear what is meant by “the consultation on core customer groups and core services”, but would suggest that in the current environment keeping this under a 5 yearly review period might be appropriate?	SFHA
May be more appropriate to base this on local needs/ circumstances.	Comhairle nan Eilan Siar
This should be based on local needs and issues.	Western Isles C&R

There should be a requirement for a minimum level of service and should be determined by the outcome of consultation on core customer groups and kept under review.	West Lothian Council
Yes. The input from customer groups will be essential in developing a basic service level, as will ongoing evaluation.	Inverclyde
Yes. Where successful innovation has taken place, this could be added to the core list in time, if appropriate.	Lintel Trust
Yes.	Inclusion Scotland
A regular review of the minimum levels of service would seem sensible.	CIH Scotland
Yes.	Glasgow Council
Yes it should be kept under review if implemented	Falkirk Council
Levels and types of guidance should be subject to regular consultation and review to ensure guidance remains in line with local services ensuring provision remains up to date with service user's needs and requirements.	North Lanarkshire Council

QUESTION 16: Would it be helpful or the National Policy Statement to contain a clear encouragement to local authorities in Scotland to ensure a comprehensive geographical coverage?	Responses
Yes – as above regarding the national framework.	Age Concern
Yes.	Highland Council
Any services for people in Scotland should be delivered by overcoming barriers such as location, people's ability to understand the information, language and other formats.	Equal Opportunities Programme
We should perhaps be clear that Care & Repair doesn't <u>seek</u> to reach out to many female householders. It's possibly an inevitability of the nature of the customer group but that's a specific issue on which we've been doing some work locally. We believe there should be a comprehensive geographic coverage and that can be encouraged nationally. In terms of equalities issues generally, its important that all equalities grouping are specifically covered, that services are clearly rooted in community planning arrangements and work can be done to support monitoring, and to exchange best practice.	Shire Housing Association
Comprehensive geographical coverage should be the ideal goal and so encouragement to local authorities to deliver that would be very helpful. Happy to Translate initiative could be used by all C&R projects and advertising in dialects of local residents would be another way.	Trust Housing Association
The National Policy Statement should reaffirm Care and Repair's commitment to equal access to all regardless of race or gender or disability. Websites and literature should be promoted where possible to encourage participation and any accommodation of language translation services and aids for those visually impaired.	East Lothian Housing Association
We believe there should be comprehensive geographic coverage nationally and so encouragement to local authorities to deliver this would be very helpful. In terms of equalities issues generally, it's important that all equalities groups are specifically catered for, that services are clearly rooted in community planning arrangements and that work be done to support monitoring, and to exchange best practice. The National Policy Statement should reaffirm Care and Repair's commitment to equal access to all, regardless of race or gender or disability. Websites and literature should be promoted where possible to encourage participation and any accommodation of community language translation services and aids for those visually impaired.	SFHA

We would agree that there is a need for clear encouragement to be given to local authorities in Scotland to ensure comprehensive geographical coverage. In many cases this is not just an issue of good practice for local authorities but rather one of statutory obligation.	SDEF
Yes, if appropriate.	Comhairle nan Eilan Siar
Yes.	Western Isles C&R
At a time of budgetary constraints, it will be difficult to encourage local authorities to expand Care and Repair services. What may be more effective is to ensure that Las can identify the range of similar services that are available and promote them effectively.	West Lothian Council
Yes.	Fife Council
Yes.	Inverclyde
Yes, without question.	Lintel Trust
Yes, such coverage is desirable.	Inclusion Scotland
A regular review of the minimum levels of service would seem sensible.	CIH Scotland
Yes.	Glasgow Council
Yes.	Falkirk Council
This may be an unachievable aim. Local authorities have a duty to decide on local priorities which are closely matched to available funding and resources. It may be unpractical for any national body to encourage local authorities to have a local service within their area if it is not feasible to provide the service.	North Lanarkshire Council

QUESTION 17: Can the National Policy Statement help to encourage local teams to promote their services to ethnic minorities and, if so, how?	Responses
Yes – proactive engagement with BME groups such as Equality Scotland or Positive Action in Housing will be key to this.	Age Scotland
Yes – build on partnership working and existing good practice. Promote access to mainstream rather than develop offshoot services.	Highland Council
The Care and Repair service should not only be encouraged to promote services to all communities but should be incorporated as a requirement under the new Equality Bill and the Race Relations Amendment Act 2000. It would also be of advantage to put monitoring systems in place to assess service delivery and uptake of services to BME communities	Equal Opportunities Programme
DPHS support equality for all are surprised that any publically funded service is not already addressing issues of equality related to BME customers. A campaign of awareness raising and working in partnership with other providers is suggested. Fife	Fife DPHS
The most needy must come first and race should not be considered as important, or even thought about, the most needy are the ones that need the most help quickly.	North Lanarkshire Disability Access Panel
In terms of encouraging local teams to promote their services to ethnic minorities, we would suggest that the “Happy to Translate” initiative could be used by all Care and Repair projects. Advertising in dialects of local residents would be another method.	SFHA

We believe it would also be good practice for Care and Repair to conduct an equalities impact assessment along with the new National Policy Statement. We would also like to see Care and Repair Forum Scotland produce a single equalities scheme.	SDEF
Equalities issues should be addressed.	Comhairle nan Eilan Siar
Yes. Ethic monitoring should take place initially, with monitoring and a review undertaken of the results to examine best practice to ensure equality of access.	Western Isles C&R
The statement should encourage such promotion. Translated leaflets in an NHS setting might assist.	West Lothian Council
There should be equality impact assessments of all current/new developing services allied to SoA	Fife Council
Engagement and consultation can be done through existing arrangements with local authorities.	Inverclyde Council
Linking up with local BME organisations could help, as there would be many implications for offering such a service ie cultural, language. We would be pleased to help.	Lintel Trust
Access for ethnic minorities should be a key objective and there are opportunities for community joint working.	Inclusion Scotland
Where there is evidence that this is not the case, e.g. with older members of ethnic minority groups, a clear strategy is required to remedy this and a statement to this effect should appear in the National Policy Statement.	CIH Scotland
Yes, through voluntary sector, community Councils and recognised minority groups.	Glasgow Council
It should be sufficient to reiterate within the Statement the need for equality of access.	Falkirk Council
Equality Impact Assessments require to be undertaken when providing services. A national statement could ensure that local C&R services demonstrates full accessibility of services at local level.	North Lanarkshire Council

QUESTION 18: Given this clear recommendation about the optimum governance arrangements, we would welcome the views of relevant stakeholders, in particular, about the scope for giving a clear commitment to moving in this direction.	Responses
This proposed model risks leading to extreme fragmentation and significant variation from one Local Authority to another, and possibly even from one RSL to another. A national structure with <i>defined</i> goals and agreed objectives is the only way to deliver a guaranteed level playing field for Scotland's older people.	Age Scotland
Not sure.	Highland Council
Although it would be good practice for Care and Repair teams to have their independent structures and stand alone organisations, there will still be a need for a coordinated approach to follow national guidelines, a platform to share good practice and most importantly to have a common aim at a national level.	Equal Opportunities Programme
We believe the recommendation is not particularly clear and that a national policy objective might help clarify the optimum governance arrangements for Care & Repair. We are also very mindful of the stake-holding of local authorities as principal funders.	Shire Housing Association
It is not agreed that all projects should be self governing. There are advantages but also many disadvantages and it is not believed that it is always the best model. Arran C&R exists because of the continued support of Trust Housing Association who facilitates the service.	Trust Housing Association
It is important that the management models for Care and Repairs are reviewed but any changes towards subsidiary or self	East Lothian Housing Association

governing status will be expensive. There is the potential for the costs to outweigh the benefits and this should be taken into consideration.	
There are different models of Care and Repair Governance at present and the Scottish Government has indicated strongly that there should be a move towards self governing arrangements. It is important that the management models for Care and Repair are reviewed, but any changes towards subsidiary or self governing status will be expensive. There is the potential for the costs to outweigh the benefits and this should be taken into consideration. It is not agreed that all projects should be self governing. There are advantages but also many disadvantages and it is not believed that it is always the best model.	SFHA
If it can be shown that there is definite overall practical benefit then taking steps towards independent governance is a sound recommendation. Certainly it would be useful to recommend independence where 'non-independence' is preventing care and repair from providing core services, limiting geographical coverage or giving preference to certain groups. It is also worth noting that locating care and repairs within the structures of RSLs can create confusion amongst the general public about what they do and who their services are available to. SDEF	SDEF
Governance should reflect local circumstances.	Comhairle nan Eilan Siar
We give this our full endorsement and are willing to assist others/learn from others.	Western Isles C&R
Content with this as long as it includes the current arrangement of managing by an RSL as partner. We see no reason to fix what ain't broke because other C&R services across the country might not be appropriately managed.	Fife Council
The Council recognises the clear benefits of becoming a self-governed organisation; however in the current financial climate we feel it inappropriate to become financially unstable due to having an independent status.	Inverclyde Council
We believe that independence is the best way forward but with Care and Repair continuing to have strong links with housing organisations/local authorities.	Lintel Trust
We would support a clear commitment to moving in the direction of self-governance. However we are not sure that being a subsidiary of an RSL would be in line with this. Such a relationship implies continuing oversight by a larger governing body which is far from 'self' governing.	Inclusion Scotland
CIH substantively supports this recommendation made in the Review report. A key outcome should be to enable any project which wants and can sustain independence to gain it. A degree of flexibility and common sense should be exercised in relation to any project which, for whatever reason, genuinely does not wish to seek such independence. In supporting this direction of travel, we would want to recognise the very significant support provided by managing agents over what in many cases has been a long period of time. This support has come in many forms, including financial or in-kind assistance to help with getting the service off the ground in the first place and help with initial and ongoing promotion locally.	CIH Scotland
There are successful models throughout the country with different governance arrangements. Each project together with their funder should be allowed to pursue the model that works for them.	Glasgow Council
Having an in-house service, this is completely impractical. The HITf report states 'no one model should be imposed on all projects...' This raises issues of bureaucracy and control and potentially weakens links to the SoA	Falkirk Council
Would support self-governance where self supporting but where the value of a Care & Repair Service exceeds EU procurement directives (currently £156,442) and competitive tendering is required, the protocols as set by the Public Contracts (Scotland)	North Lanarkshire Council

Regulations must be met The requirements of the service and outcomes are laid down within the tender therefore little flexibility exists to deviate substantially from the original tender document therefore any perceived benefits of self governance may not be achievable.	
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QUESTION 19: Given the comments on multi-year funding agreements in the SG Review report, it would be helpful to have the views of COSLA and individual local authorities on the scope for this and the extent to which we could include a commitment to moving in this direction in the National Policy Statement.	Responses
Funding at an early stage would be a means of initiating the system, again within the parameters of a national framework.	Age Scotland
This makes sense and we support this albeit in entering very challenging times.	Highland Council
We would suggest that perhaps a policy objective might be around greater stability and continuity of service – rather than funding. The first question is specifically addressed to local authorities so we will not offer comment.	Shire Housing Association
Commitment to longer term funding is essential to the future of C&R to enable proper planning and development. In the 12 years of Arran C&R it has only been known for sure that the project would continue the next year for the first two years.	Trust Housing Association
There is strong agreement that the Care and Repair projects should have a funding period for the service over a period of 3 years to provide greater stability and continuity. This could be provided against defined delivery outputs and outcomes. A commitment to this should be included in the National Policy Statement as the financing of the service is fundamental to the provision of all the other core elements. The consultant’s report that informed the review did make a firm recommendation on this however the Scottish Government did not include this in the review.	East Lothian Housing Association
We feel that commitment to longer term funding is essential to the future of Care and Repair projects to enable proper planning and development. For Care and Repair projects to have the stability and continuity required to deliver their services efficiently, we would suggest a minimum period of 3 years’ funding is required. This could be provided against defined delivery outputs and outcomes. A commitment to this should be included in the National Policy Statement as the financing of the service is fundamental to the provision of all the other core elements. The consultant’s report that informed the Scottish Government review did make a firm recommendation on this, however the Scottish Government did not include this in the review.	SFHA
Multi-year funding arrangements would allow for longer term planning, but would have to be linked to performance. However, the removal of ring-fencing for PSHG creates and uncertainty in forward planning and the type of works Care and Repair and likely to undertake.	Comhairle nan Eilan Siar
Multi-year funding would be welcome, based on service level agreement performance. It facilitates better forward planning and is more cost effective.	Western Isles C&R
Uncertainty in our budgets make it difficult to commit to multi-year funding agreement in short term.	West Lothian Council
Agreed. Funding agreements are the norm in Fife as per our Voluntary Governance arrangements. This does not mean that arrangements are not subject to review – as caused by current review of local government resourcing for example.	Fife Council
We recognise the benefit and security to Care and Repair organisations of 3 year funding packages. However, in the current financial climate in which a full review of local authority funding is required to deliver significant budget savings, it is not	Inverclyde Council

possible to confirm the availability of long term funding packages.	
Agree.	Lintel Trust
It would be helpful to have the views of COSLA and individual local authorities on the scope for this and the extent to which we could include a commitment to moving in this direction in a NPS.	Inclusion Scotland
Given the comments on multi-year funding agreements in the SG Review report, it would be helpful to have the views of COSLA and individual local authorities on the scope for this and the extent to which we could include a commitment to moving in this direction in the National Policy Statement.	CIH Scotland
This is not an option at present following the implementation of the concordat and the subsequent removal of ring-fencing.	Glasgow Council
Not considered relevant – in house provision.	Falkirk Council
In this current climate of uncertainty, reductions in private sector funding and public sector cuts, it is not feasible to consider making long term financial commitments to any service providers.	North Lanarkshire Council

QUESTION 20: On fundraising, it would be helpful to have views on whether the Policy Statement should cover this topic and, if so, what it might say on the scope for fundraising and the actions that the Forum and Care and Repair teams might take to make progress without compromising core activities.	Responses
The charitable status of the organisation should remain, which would still enable social enterprise activities to be developed – as long as these did not compromise core activities.	Age Scotland
Should be encouraged and there will be greater pressure to do so over time.	Highland Council
There is a danger of shifting focus from delivering services to those in need to working with non- core individuals for fund raising purposes.	Equal Opportunities Programme
DPHS feels that there may be some chargeable services for Care and Repair to explore, for example, small repairs. Care and Repair could also work in partnership with others to develop a Trusted Trader scheme.	Fife DPHS
The second question covers “fund raising” – it might be more practical to consider a more overt social enterprise model and on that basis consider income generation rather than “fund raising” with its more charitable associations.	Shire Housing Association
Means testing of some services is necessary –such as the small repairs service. It is not seen how it could be cost effective to charge.	Trust Housing Association
Fundraising may be applicable at a local level and be a strategy for additional projects however this should not form part of a National approach but acknowledgement made that it may be an effective tool at a local level, depending on circumstances.	East Lothian Council
It may be appropriate for the National Statement to acknowledge that fundraising may be an effective tool at a local level, depending on circumstances, but we do not feel this should preclude it from forming part of a national approach.	SFHA
We are open to the idea that there are potential benefits to charging those who can afford to pay for the care and repair service. Charging might also bring in new clients who may currently believe that they are not eligible because they do not claim benefits. There is also a chance that a more commercial approach could help to improve housing stock more generally and improve access to assistance to those on a low-middle income. Charging clients may be time	SDEF

consuming and difficult, particularly where the individual has mental health problems or learning difficulties. In some cases the process of assessing income etc. may be more costly and time consuming than the work itself. There is a possibility that the most vulnerable will be put off contacting care and repair through fear that they won't be able to afford it.	
Fundraising does not seem appropriate for a service of this nature.	Comhairle nan Eilan Siar
Perhaps consideration can be given to leveraging resources from NHS, given our contribution to their objectives.	Western Isles C&R
The NPS should cover fundraising.	West Lothian Council
We have nothing useful to say on this.	Fife Council
We would be supportive of initiatives which would reduce the dependency on local authority funding, whilst increasing service provision in line with key strategies and policies at local and national level.	Inverclyde Council
We hope to establish a social enterprise fund which is likely to be able to assist in sustainability. It may be useful for Care and Repair to explore 'external' funding possibilities and to look more closely at the social enterprise angle.	Lintel Trust
On fundraising, it would be helpful to have views on whether the Policy Statement should cover this topic and, if so, what it might say on the scope for fundraising and the actions that the Forum and Care and Repair teams might take to make progress without compromising core activities. Whilst it is important that Care and Repair services maximise their income, at this stage it will surely be difficult to be prescriptive about this within the Policy Statement, particularly as it is, as yet, largely uncharted territory.	CIH Scotland
Rather than being an issue for the NPS guidance should be issued by the Forum.	Glasgow Council
It may be helpful for the NPS to include this as well as NHS/ SWS funding opportunities.	Falkirk Council
It may be appropriate for any national organisation to assist C&R services to become more business focussed to prepare for competitive tendering. Training and preparing local organisations through business management consultancy may be a more pro-active way to assist local providers to ensure that they are able to secure longer term funding arrangements in their area.	North Lanarkshire Council

QUESTION 21: Are these key values still applicable and, if so, should they form a part of the National Policy Statement?	Responses
Yes.	Age Scotland
Yes.	Highland Council
The three key principles might merit some reconsideration – flexibility within the context of the local housing needs demand and assessment and community planning arrangements. On the question of choice it's not clear who that's aimed at – who's exercising the choice? The other principles are vital – though all equalities groups should be covered.	Shire Housing Association
These 3 principles are still applicable and should form part of the National Policy Statement. Highlighting the “not for profit ethos” of C&R is important and that we are independent.	Trust Housing Association
The key values as set out in the 2004 National Standards and Guidance are still applicable and should form part of the National Policy Statement. Emphasis should be placed on the service empowering individuals and supporting them in fulfilling their responsibilities. East Lothian HA	East Lothian Housing Association
We believe that the three key values as set out in the 2004 National Standards and Guidance are still applicable and should	SFHA

form part of the National Policy Statement. Emphasis should be placed on the service empowering individuals and supporting them in fulfilling their responsibilities. We would also wish to see the independence and the “not for profit ethos” of Care and Repair properly acknowledged. Other significant values that we believe should be mentioned include local, professional, effective, and accountable, not for profit and something along the line of “strategic fit” with community planning arrangements.	
The current Care and Repair values are strong principles and don’t need to be changed.	SDEF
Yes.	Comhairle nan Eilan Siar
Yes.	Western Isles C&R
The key value seem appropriate and should form part of the NPS	West Lothian Council
Agreed.	Fife Council
Yes. We agree that these should form part of the NPS	Inverclyde
Agree.	Lintel Trust
Yes.	Inclusion Scotland
CIH believes that these key values and the ethos of Care and Repair continue to be appropriate, and should sit within the National Policy Statement.	CIH Scotland
Yes they are still applicable and should be part of the NPS	Glasgow Council
Still acceptable and should be included as the NPS will supersede this document	Falkirk Council
The values of Privacy and Trust, and equality and diversity should remain as key values within the statement. Whilst the value of flexibility and choice should remain it must be made clear that this exists within the framework of the C&R services.	North Lanarkshire Council

QUESTION 22: Are there other key values that should also be mentioned, for example, the not for profit ethos of Care and Repair and the emphasis placed on encouraging customers to make their own decisions?	Responses
Agree that the not-for-profit ethos should be core. Compromising this would risk simply going after contracts which did not fit in with the delivery of the core activities, which must remain fundamental to the purpose of Care and Repair.	Age Scotland
Yes to not for profit and yes to encouraging people to make <i>informed</i> decisions. We would like to see an increased focus on people taking responsibility to help themselves.	Highland Council
It is important that Care and Repair explains who they are and what they do in any information material. Individuals in need of a service are more interested in what Care and Repair can do for them to improve their quality of life rather than a National Policy Statement.	Equal Opportunities Programme
Other significant values that we believe should be mentioned include local, professional, effective, and accountable, not for profit and something along the line of “strategic fit” with community planning arrangements.	Shire Housing Association
As a disability equality organisation however we would like to see the inclusion of a commitment to independent living.	SDEF
The not for profit ethos should be highlighted.	Comhairle nan Eilan Siar
Yes, we agree that not for profit ethos should be highlighted as should the arms length service provision benefits of a Care	Western Isles C&R

and Repair service provided independently of local authorities.	
The statement should be about requiring clients to be good stewards of their own properties as a prime factor in Care and Repair offering support and assistance ie clients to apply their own resources first.	Fife Council
We would like to see a greater emphasis on the charitable nature of Care and Repair and it is our opinion that the term 'not for profit' does not convey this accurately as some companies who use this term do make a profit but recycle it back into the company. We would also like to see some emphasis placed on the value of helping clients make an informed choice as an important aspect of the work of Care and Repair.	Inverclyde Council
These elements are of equal importance.	Lintel Trust
The not for profit ethos and encouragement of customer involvement should also be included.	Inclusion Scotland
The not for profit ethos, in relation to core services, would be well worth emphasising: this is known and embraced by all who are familiar with Care and Repair but will be an important reassurance for those who are unfamiliar and who may initially believe this could simply be another private company selling its wares.	CIH Scotland
Yes agree that the not for profit ethos should be included as well as assisting the owner to make their own decisions.	Glasgow Council
Encouraging customers to make their own choice should be included.	Falkirk Council
The empowerment of service users in assisting them to help themselves, and helping owners to fulfil property maintenance responsibilities, may be other values to look at within future statements.	North Lanarkshire Council

QUESTION 23: Should the National Policy Statement provide a succinct summary of this demographic and policy context?	Responses
As long as the commitment to keeping older people in their homes as long as they want remains the central pillar of Care and Repair, rather than the pursuit of profit, it could include this summary – although it will, of course, make no difference to the structure and achievement of the organisation.	Age Scotland
Yes.	Highland Council
There is already a lot of information and discussion around an increasing ageing population. It would be of more use to tell people what Care and Repair can do for them than what it cannot. However, individuals can be explained during one to one discussions what can be delivered with limited resources.	Equal Opportunities Programme
The demography is very relevant and yes a summary of this and the policy context should be given as it is felt that this will help clarify the relevance of C&R to other national and local strategies e.g. Shaping Older People's Services and the local Housing Strategies.	Trust HA
It would be helpful if the Statement provided a summary of the demographic and policy content.	East Lothian HA
Including a succinct summary of the demographic and policy context in the National Policy Statement would be very helpful, as it will help to clarify the relevance of Care and Repair to other national and local strategic planning frameworks, e.g. the National Performance Framework via the concordat, community planning structures and local housing strategies.	SFHA
Yes.	Comhairle nan Eilan Siar
Yes.	Western Isles C&R

Yes	West Lothian Council
Yes.	Fife Council
It is important to provide the evidence which supports the continued development of C&R services. In addition to projected increased growth it would also be of value to evidence the level of older persons within a local authority area as a % of the overall population within the area, as we believe these figures give a more accurate picture of increasing demand.	Inverclyde Council
Any policy work which details the need for Care and Repair should be mentioned, in particular Reshaping Care for Older People and the work on Wider Planning for an Ageing Population.	Lintel Trust
Yes.	Inclusion Scotland
The demographic and policy context provides a vital driver in planning services for the future and as such should be included in summary form within the National Policy Statement	CIH Scotland
Yes.	Glasgow Council
No additional comments.	Falkirk Council
Yes. As would be the case with any policy statement, current or anticipated circumstances should be outlined to provide justification for developing a policy.	North Lanarkshire Council

QUESTION 24: Are there other important points that need to be mentioned?	Responses
No.	Age Scotland
Would suggest financial climate and scope for availability of other resources.	Highland Council
The primary aim of Care & Repair should be to improve the quality of life of vulnerable individuals. Trying to quantify the outcome in terminology will lead to confusion in delivery.	Equal Opportunities Programme
We do not wish to comment in detail on the consultation. However, we would suggest that Care and Repair services could play a bigger role in terms of improving the energy efficiency of housing. We see energy efficiency housing improvements as a key topic that should be included in the <i>National Policy Statement</i> for Care and Repair.	Consumer Focus Scotland
A succinct summary might be helpful but it will be vital that the national policy statement is firmly rooted in Government policy with that in mind appropriate linkage to Scotland Performs, the concordat, community planning and housing need and demand assessments will be vital. It might also be useful to expressly link this work with the much wider consultation now underway – Wider planning for an Aging Population. Shire HA	Shire Housing Association
An assessment of the Housing (Scotland) Act 2006 should be carried out to determine its impact on Care and Repair clients and projects.	Comhairle nan Eilan Siar
The scheme of assistance should be assessed/ reviewed to determine its impact on the ability to improve living conditions to allow people to live independently. Likewise, consideration should be given to campaigning for the re-introduction of ring fencing of finance.	Western Isles C&R
Stress that owners should be responsible for their property.	Glasgow Council
No additional comments.	Falkirk Council

QUESTION 25: Are there other issues that should be included within the National Policy Statement?	Responses
No.	Age Scotland
Encourage households to plan for their future when they are still able.	Highland Council
No.	
We suggest that you may want to revisit the role of housing as outlined in the document Fresh Thinking New Ideas and the role of Care and Repair in enabling people to maximise the benefits of their assets, as well as supporting independent living.	Shire Housing Association
Firstly, Care and Repair is very much about helping older people remain in their own homes and as such is fundamentally in accord with the core aims and objectives of the Scottish Government’s Planning for an Ageing Population strategy and should be viewed in this context. Secondly, Care and Repair would benefit greatly from adopting a SROI approach to better quantify its wider economic and social impact. For example anecdotally we know that the Care and Repair programme introduced to Wester Ross in the Highlands in the late eighties and nineties contributed towards helping stimulate rural repopulation, increasing school roles, sustaining and developing employment and bringing life back to dying communities – all as additional elements of what is ostensibly a property related project.	Trust Housing Association
We also believe it will be essential to clearly link this work with the much wider consultation now underway on “Reshaping Care for Older People” particularly the work stream on “Wider Planning for an Ageing Population.”	SFHA
It would be beneficial to outline the challenges and opportunities that changes to Scotland’s demographic will provide. Other demographic changes such as predicted increase in the number of households and the number of people living alone may also be relevant. A further trend that might impact on Care and Repair is the decline in the property market and the resultant growth of the private rented sector and demand for homes in the social rented sector.	SDEF
The Care and Repair Forum should retain the capacity to adapt this as changing circumstances dictate. Our role as advocates on behalf of vulnerable people could b advertised and perhaps extended to assists clients in assessing other services/ to ensure maximum quality of life from independent living.	Western Isles C&R
There should be a mention of funding constraints faced by the public sector generally and how this might have an effect on Care and Repair.	West Lothian Council
Can’t think of any.	Fife Council
Perhaps a mention of disability legislation and equal opportunities to strengthen the statement.	Lintel Trust
Link NPS to Wider Planning for an Ageing Population agenda	Falkirk Council