

**CARE AND REPAIR FORUM SCOTLAND**  
**MINUTES OF BOARD MEETING HELD ON FRIDAY 30 SEPTEMBER 2011**  
**AT EVH, 137 SAUCHIEHALL STREET, GLASGOW, G2 3 EW**

**Present:** David Belfall, Chair  
Richard Grant, Vice Chair  
Gerry Power, NHS  
Stewart Wilson, Region 1  
Beverley Jones, Region 3  
Les Robertson, Region 4  
Kay Hutcheson, Age Scotland  
Hanna McCulloch, Capability Scotland

Robert Thomson, National Director

### **1. Welcome and Apologies**

Richard welcomed those attending. Apologies were received from Judith Leslie, Karen Clark and Angela O'Brien. Richard explained that David was attending a meeting in Edinburgh about how the voluntary sector can interface with the Change Fund and would be slightly delayed. Richard chaired the meeting for items 1-4 and David chaired the meeting for items 5-14.

### **2. Declarations of Interest**

Stewart, Beverley, Les and Robert declared an interest in Agenda item 11 as they are members of the SFHA Pension Scheme.

### **3. Minutes of Previous Meeting**

Kay advised that she had submitted her apologies for the meeting and these were not recorded. The minutes were then agreed without amendment.

### **4. Matters Arising**

Gerry reported that the SG Spending Review contained the good news that the Change Fund will continue for the next two years at a level of £80M. The Joint Improvement Team will issue guidance before the end of the year. Joint commissioning strategies will continue and it is expected that the scheme will continue to run in a similar way to last year. Care and Repair offices should continue to work with the Third Sector interface but could also highlight any problems to JIT. Board members expressed concerns about the difficulty of accessing funding in the first round for preventative housing projects such as Care and Repair and were keen to see that Scottish Government gives a clearer steer on this issue to local partnerships in the guidance. Gerry acknowledged that housing projects had been relatively limited in the first year of the Fund and that finance directors in NHS, who were accountable for the funding, were

looking for hard evidence that new projects would lead to savings for the NHS. It would be important for new proposals to put forward this evidence and to explain their impact on HEAT targets. He also pointed out that some third sector bodies were lobbying at senior levels about the way in which the Change Fund was managed and this might be an option for CRS.

Midlothian Council has advised that it is looking at developing a handyperson scheme but is unlikely to implement it before 2012. The Council may apply for some additional Change Fund money if there is slippage.

**Action: Gerry will look at the revised Change Fund guidance that is being prepared in the light of the concerns mentioned by Board members and will also circulate details of HEAT targets to CRS for onward transmission to C and R teams.**

## **5. National Director's Report**

### **Scottish Government**

Care and Repair offices have been encouraged to submit case studies to Scottish Government to be used in the policy papers that relate to the Future Care of Older People in Scotland agenda, including the National Strategy.

Les Robertson has agreed to give a presentation to the Preventative Support Working Group on the issues around C&R setting up social enterprise schemes.

### **Newsletter for Councillors**

The newsletter has been sent to 1200 councillors. There were 15 bounce backs because of incorrect email addresses. Only one comment has been received so far – Cllr Lee from Angus found the news letter helpful and said that Care and Repair is a 'superb service'.

The Board noted that there had been a complaint to OSCR about the newsletter. OSCR had concluded that the complaint was not for them but had not disclosed its nature. However they had advised that newsletters of this kind should include the full name of the charity and the charity number: this would be done in future.

### **Electrical Safety Council**

The Electrical Safety Council operates a grants scheme to promote electrical safety and awareness. Last year, they approached CRS because they had a limited amount of money to spend at the end of the financial year. We were able to submit a bid that benefitted 6 areas of Scotland. This year we have put forward 19 areas and expect that £25,000 will be allocated between the successful offices.

### **Age Scotland**

The Hot Tips calendar is ready for publication. The annual guide provides advice for older people on keeping healthy, safe and warm in winter. CRS has contributed information for the months of October 2011, December 2011, January 2012, and May 2012.

Kay is working with Wilkinson's stores in England to access funding for security packages that can be fitted by small repairs services in Scotland

### **Dulux**

Last year, we had discussions with Dulux about the possibility of them providing free paint to C&R clients via small repairs/handyman services. The final proposal was rejected by their board as it was thought too risky a precedent for them. Robert met with the Northern Regional Manager in August and it has now been agreed that Dulux regional centres can supply free paint to C&R if the paint was part of an order that was either cancelled or amended by the customer. Dulux will provide CRS with spreadsheets of what is available and our local offices will collect it as it becomes available.

### **Local Issues**

Clackmannanshire Council has notified Care and Repair that it intends to tender the service in April 2012. It would also like to put in place an advisory group to oversee the future policy direction of the service.

Renfrewshire Council and East Renfrewshire Council are jointly looking to appoint a contractor, with 'appropriate operational experience', to provide a Care and Repair Service during the period 1st April 2012 to 31 March 2015. Interested parties must be able to demonstrate a track record in providing Care & Repair, or equivalent, services.

Inverclyde Council are looking to appoint a contractor, with 'appropriate operational experience', to provide a care and repair service during the period of 1 April 2012 to 31 March 2015 with an option to extend for a further two years.

North Lanarkshire Council wishes to commission a contractor with 'suitable operational experience' in the provision of a "person-centred" service, who can provide a Small Repairs and Handypersons Service. The contract is for a period of two years with an option to extend for an additional one year.

Moray Council is continuing with its plan to deliver Care and Repair services in house as from April 2011. The Council now accepts that TUPE legislation will apply and has set up meetings with Castlehill HA to discuss how to proceed.

Orkney Care and Repair staff have settled into their new offices and managing arrangements. The recent tender was for three years with an option to extend for a further two years. The Council has also agreed to allow C&R to deliver the Scheme of Assistance to the Island.

Highland Council has notified Care and Repair offices in the council area that it will not continue with a procurement exercise this year as there is a historic framework in place which delivers an effective service. However, as the Council moves towards integrated care, it will revisit the idea of procurement in 2013 in partnership with health and social work. Les advised that West Dumbarton Council is reluctantly looking at tendering the service.

**Action: Robert will share information about the Highland Council decision with Les and provide him with contact details for McLay, Murray, Spence solicitors who have a specialist EU Procurement team.**

## **6. Response to SG Consultation on National Strategy for Older People's Housing**

Richard and Robert met before the meeting to discuss some changes to the drafting. The Board discussed the wording around the Change Fund. It was agreed that we welcome the policy direction of shifting the balance of care out to the communities but should also note that we can see no evidence in the first round of funding that housing based interventions are being supported. Hanna will look at paragraphs relating to adaptations for disabled people.

Jackie Walder at Scottish Government has kindly given us an extension to the deadline for responses.

**Action: Robert will circulate a further draft to Board members on w/c Monday 3<sup>rd</sup> October.**

## **7. Register of Key Risks**

The register of key risks was discussed. It was agreed to add a date against the assessment and also mention trustees' liability insurance. It was also suggested that performance reviews should be extended to include all staff.

David and Richard are willing to serve as Chair and Vice Chair for a further 2 year period from the end of 2011 if Board members wish.

**Action: (1) David, Richard and Robert will meet to amend the risk register in the light of comments and to complete the final action column, bringing the register back for final approval by the Board at its next meeting.**

**(2) Robert will seek the views of other Board members on whether they are content for David and Richard to continue as Chair and Vice Chair for a further 2 years until the end of 2013.**

## **8. Financial Procedures**

The Board agreed the Financial Procedures Paper.

## **9. Implementing the Performance Monitoring Report**

Two areas, Aberdeen and Edinburgh, have not been able to participate in the pilot scheme. Western Isles, Inverness and Dumfries & Galloway report that they can collate their first returns to CRS by 7<sup>th</sup> October. The returns will then be sent to Nigel Appleton who will test out the multipliers. Nigel has been commissioned by the Welsh Assembly to strengthen the C&R Cymru multipliers and he intends to use that use his findings in refining the formula for Scotland.

**Action: Robert and Nigel will meet with the pilots, then invite all Care and Repair managers to a meeting to share the experience of the pilots. Once we are clear that the scheme is working**

well, CRS will invite local authority staff to a seminar in order to encourage buy-in to the new outcomes reporting measures. Robert will discuss timescales with John Urquhart of COSLA.

## **10. Contact Consulting Paper on Accreditation**

Robert tabled the responses of the four regional meetings to the draft paper on accreditation. The main comments were:

- Recognition that the SG Review Findings did not provide CRS with powers to implement the scheme
- Groups support the paper in principle
- Further discussion required about who implements it. Some offices in favour of CRS running the whole scheme but other see advantages in having CRS oversee an external organisation to carry out the assessments
- Group 1 believes it would meet the criteria if the scheme was live. Some offices do not think they would unless given training and support
- Group 1 would support implementation by 2013. Other groups want the entire scheme 'put on the back burner'.

It was agreed that there needs to be further discussion with Scottish Government before proceeding any further with the proposals.

**Action: Robert to discuss with the Scottish Government how an accreditation system could be operated and its implications for the role and budget of CRS.**

## **11. Scottish Housing Association Pension Scheme**

Robert advised that he had submitted a complaint on behalf of CRS about the Key Performance Indicators to the SHAPS committee. He tabled the email response to his complaint. It was accepted that the Board could not pursue the complaint any further but it was open to Robert to make an individual appeal through the SHAPS complaints procedure.

## **12. Annual Accounts and Financial Statement**

The Financial Statements for the year ended 31 March 2011 were considered and approved. David and Richard signed on behalf of the Board. The accountants, A9 Partnership, will sign and return the Independent Examiners Certificate and copies of the accounts will be sent to Scottish Government, Companies House and OSCR.

The Board also noted the income and expenditure report for the period 1 April to 27 September 2011.

Robert is in the process of drafting an annual report for the year end 31 March 2011.

It was agreed that there is no requirement to hold an AGM.

### **13. A.O.C.B.**

Robert advised that the date for the annual conference will be Friday 23 March 2012.

There was discussion about whether or not Care and Repair Scotland should give a monetary gift to long-standing members of Care and Repair, especially those who had served on the Board. It was agreed that this would be considered further by David, Richard and Robert.

### **14. Date and Time of Next Meeting**

The next meeting will be held on Friday 2 December at 1.00am in Edinburgh, with the venue to be confirmed nearer the time.

Meetings in 2012 will be held in February, May, August and November.