

**CARE AND REPAIR FORUM SCOTLAND  
MINUTES OF BOARD MEETING HELD ON FRIDAY 24 FEBRUARY 2012  
AT THE TRAINING SUITE, 34 WEST GEORGE STREET, GLASGOW**

**Present:** David Belfall, Chair  
Richard Grant, Vice Chair  
Judith Leslie, Region 2  
Les Robertson, Region 4  
Kay Hutcheson, Age Scotland  
Gerry Power, NHS

Robert Thomson, National Director  
Angela O'Brien, Scottish Government

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

David welcomed those attending. Apologies were received from Cllr Ronnie McColl, Cllr Karen Clark, Beverly Jones, Hanna McCulloch, Stewart Wilson. David expressed concern about the limited attendance at the meeting.

**Action: David to arrange a meeting with Ronnie and Karen to discuss COSLA's future commitment to the Board. Robert to check the suitability of the advance dates for other members.**

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

David explained the new register of interests form. Immediate family includes wife, husband, partners and children who may have interests that are relevant to Care and Repair.

**Action: Members are asked to complete the form and return to Robert.**

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

The minutes were agreed without amendment.

### **4. Matters Arising**

The annual report was distributed to the mailing list that includes MSPs and Councillors.

Robert reported that McLay Murray and Spence were unwilling to provide a generalised statement on EU Tendering that could be used by C&R offices in negotiations with funders. They are however willing to assist with individual situations and provided advice to Robert

about Moray. They have also commented on the relevant chapter in the Good Practice Guide. There are different views about the requirement to tender for Care and Repair services amongst Council's legal teams.

**Action: David to discuss the need for a consistent approach with COSLA.**

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

### **Scottish Government**

#### ***National Strategy for Housing Older People***

The Strategy: 'Age, Home and Community' was launched by Keith Brown MSP on 20<sup>th</sup> December. The Joint Improvement Team is arranging a seminar on 7<sup>th</sup> March to highlight the housing implications of the Strategy. Care and Repair Scotland will be exhibiting at the event with Scottish Borders and Orkney Care and Repair featuring in the workshops.

#### ***Adaptations Working Group***

The working group has confirmed its timetable for 2012. The group will aim to provide a final report to the Minister by September. The focus of the group is to reduce waiting times, achieve a degree of equity between tenures and examine how adaptations will be funded in future. There will be a consultation period and Board members will be given an opportunity to comment at that time.

#### ***Preventative Support Working Group***

This group will continue until June. As part of its remit, the group had to consider how Care and Repair services can be expanded. The group has recently had a discussion about current arrangements and members have asked for a copy of the Care and Repair Scotland Good Practice Guide, which has been distributed to them.

### **Annual Conference**

The annual conference will be held on Friday 23 March 2012. The venue will be The Stirling Management Centre. A flyer has been sent to everyone on our existing email list and we will continue to market it during March.

### **Local Issues**

Clackmannanshire Council – out to tender.

Renfrewshire Council and East Renfrewshire Council – out to tender.

Inverclyde Council - out to tender.

North Lanarkshire Council – tender won by Link HA.

Moray Council is continuing with its plan to deliver Care and Repair services in house as from April 2011.

Argyll & Bute has suspended its decision to make two staff redundant. The Council has agreed to fund the gap in the budget but have employed ODS consultants to carry out a full review of the service.

ODS are also carrying out an operational review of Strathearn and Perthshire services following staffing changes within the Council and Care and Repair.

### **Staffing Issues**

Robert advised that Hazel McFarlane, Marketing Officer, has taken up a new post with SEPA as her contract with Care and Repair Scotland is due to expire on 31 March. Jim Grant, Policy and Practice Officer, also has a contract that will expire on 31 March.

**Action: David to write and thank Hazel for her work. Robert to speak to Clackmannanshire managing agent about the possible ways forward. Robert to advise when dates of next regional meetings are set. David requested that minutes are taken at the meetings although these need not be shared with the Board.**

## **6. The Change Fund**

At the December meeting, it was agreed that Robert would write to Gerry to explain the difficulties some Care and Repair services have experienced in gaining access to the local Change Fund processes.

Gerry tabled his letter response and provided an update on the plans for the current financial year.

The deadline for 2012/13 plans was 17<sup>th</sup> February. Out of 32 areas, 28 have returned plans some of which are in draft form. Others have been delayed. JIT associates will analyse the plans and compare and contrast their findings. Amanda Britain will look at the housing element in each plan and see how Care and Repair is featured. Gerry's initial reading of the plans shows that C&R is mentioned in some of them. JIT will provide a national overview report that will be published after reporting to the ministerial steering group. There will also be a series of thematic feedback session with partnerships.

There was discussion about the on-going difficulty that Health and Social Work do not take sufficient notice of housing issues. Angela advised that CIH and SFHA have also made representation about the need to move housing up the agenda. Kay reported that Age Scotland development officers also believe that older people are being excluded from the process. Gerry acknowledged that national organisations can feel excluded and they perhaps need to work together to broaden representation. There is recognition within JIT that some resource is needed to support access to the 3<sup>rd</sup> Sector interface.

Gerry is willing for his letter to be shared with C&R offices. Offices should be made aware that this is not just about asking for money for this year – they need to think about how they can contribute to a 10 yr strategy.

## **7. Financial Statement**

The statement showed expenditure from 1 April 2011 to 23 February 2012. The Board noted the statement. Angela reported that she intends to introduce a system of advance payments starting from April. There was discussion about the level of carry forward that may be allowed. David stated that resources will be required in addition to the 2008/9 allocation to enable the Board to complete the work programme resulting from the Scottish Government Review Findings.

**Action: Angela to advise as soon as possible on the Minister's decision about the allocation for 2012/13. Angela to discuss with Robert the practical details of the new forward payment system.**

## **8. Performance Framework**

The timetable agreed with Contact Consulting required that the Board consider a report on the pilot phase at the February meeting.

Specific observations made by the pilot projects about their experience of the performance management framework are:

- Advice and options data was not collected by one of the pilot offices because staff were of the view that outcomes from giving advice were difficult to determine. It was strongly held that simply giving advice is unlikely to mitigate hazards that could lead to falls, with a practical intervention being more likely to lead to this outcome.
- One pilot office reported that some of the client and staff reported outcome measures did not apply when recording the impact of a service intervention. For example, completing a minor adaptation will not necessarily lead to an improvement in thermal efficiency and affordability of heating.
- When reporting on major repairs, staff from one of the pilot offices reported that some of the key performance indicators the service works towards locally cannot be summarised within the new performance management framework reporting format.
- The pilot offices did not always record whether local targets were exceeded, met, or not met. In some cases the Care and Repair office did not have an agreed target for a particular service strand, which explains the absence of target measurement in relation to some service strands.
- It was not always the case that data that had always been collected locally could be extracted from existing recording systems and entered into the new recording format.
- There was a strong feeling that for the new recording format to have the best chance of success it will have to be adopted by the relevant local authorities as an addition or replacement to existing reporting systems. This will be discussed at a forthcoming meeting with the Association of Local Authority Chief Housing Officers (ALACHO).

Overall, the quality of information that has been collected by the pilot offices has been good and the pilot project has benefited from the constructive comments made by Care and Repair staff at all levels.

**Action: Jim to assess the training needs and devise a programme. Robert to speak to Nigel about producing a report on the multipliers prior to the conference.**

## **9. Accreditation System**

Robert asked the Board to make a decision about developing and introducing the accreditation scheme. During the discussion the following points were considered:

- Is the proposed scheme simple enough?
- Are all of the 25 assessment items required?
- We will need some sort of pilot scheme
- Who will carry out the analysis?
- How much work is involved for Care and Repair Scotland staff?
- The process must be seen by local offices to have positive advantages
- The scheme will need to be practical, worthwhile and affordable.

**Action: Robert to visit Foundations in England and learn how their scheme operates and will report back to the Board.**

## **10. A.O.C.B.**

Robert advised that Foundations have arranged a further meeting with the Ministry of Defence to see how the issues around disabled service personnel can be taken forward.

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

The next meeting will be held on Friday 25<sup>th</sup> May at 1.30am in Edinburgh, with the venue to be confirmed.