



care **and** repair scotland

annual review **2009/2010**



enabling older and disabled people to stay in their own homes

chairman's foreword

Care and Repair Scotland is an independent charitable company funded by a Scottish Government grant. Until this year it has been the representative body for the 37 Care and Repair teams across Scotland. However, following a Scottish Government review the company has been re-constituted as the national co-ordinating body for Care and Repair in Scotland. Our Board now includes representatives of COSLA, the NHS, Age Scotland and The Scottish Disability Equality Forum as well as 4 regional representatives of Care and Repair teams, working with an independent chair and vice chair. We have an extensive programme of work – described in later pages and derived from the Scottish Government review – for engaging stakeholders, developing good practice and performance monitoring, and providing leadership and support for local teams. In this, our first annual report, we outline the work of Care and Repair across Scotland and set out what we are doing at national level.

This is an important time for Care and Repair in Scotland. For the last 20 years Care and Repair has been working, on a not for profit basis, to advise and assist older and disabled home-owners in maintaining their homes. In 2009-10 Care and Repair teams across Scotland completed repairs, aids and adaptations for over 45,000 customers to a total capital spend of £22M. They also provided advice to a further 5,000 households. We aim to provide a quality service which customers can rely on, and surveys show a very high level of satisfaction. Through the work of local teams we enable older and disabled people to remain in their own homes for as long as it is safe and practical to do so.

In addition to the direct benefits to our customers, Care and Repair saves public money by preventing

or postponing the admission of older and disabled people to care homes and hospitals. Recognising the projected increase in the number of older people over the next 20 years, the Reshaping Care for Older People programme being developed by the Scottish Government and COSLA stresses the value, both for older people and the wider community, of preventative measures to enable people to stay in their own homes for as long as possible. Naturally Care and Repair welcomes this support for the work we have been doing for the past 20 years, and the recognition that it will be even more important in the future.

However, if Care and Repair is to sustain and expand its work to meet the needs of a growing number of older people, important resource issues will also need to be addressed. In Scotland, Care and Repair teams are heavily dependent on local authority funding. Given the financial pressures on councils in the period up to 2015, it is inevitable that the resources they provide to Care and Repair teams will come under close scrutiny, but the superficial attractiveness of short term savings should always be measured against the long term costs in terms of hospital admissions and care home placements which will follow if people cannot be maintained in their own homes. We accept however that for its part Care and Repair will need to seek to improve its efficiency and effectiveness, to demonstrate the value of what is being done and to consider new ways of generating income.

I hope that you will find this report informative and perhaps take a look at our re-vamped website www.careandrepairsotland.co.uk where we will give news of the progress of our work programme and the more general achievements of Care and Repair in Scotland during the year.

David Belfall - Chairman

“ We think you do an excellent job and cannot fault anything. The service we had was very helpful and we appreciate that Care and Repair is there for us. ”



“I now feel safe and secure. My family are happy to know that instant help is available from Care and Repair should I need it.”



towards a sustainable home

Care and Repair services operate throughout Scotland to offer independent advice and assistance to help homeowners repair, improve or adapt their homes so that they can live in comfort and safety in their own community.

The service is available to owner-occupiers, private tenants and crofters who are aged 60 or who have a disability.

Care and Repair services offer personal, financial and technical support to people facing the difficult task of repairing, improving or adapting a home which is no longer suitable to the person's needs.

The provision of advice and information is a central part of Care and Repair's role, as well as providing practical assistance with grant applications and co-ordinating repairs. Care and Repair is a home-based and personalised service, which puts the client in control of decisions.

Staff visit people at home and assist them through the entire process of deciding what work is to be done, arranging finance and organising the building works.

Each case involves a different approach and our staff work closely with housing, health and social work colleagues to provide a solution that suits the client.

Care and Repair operates within every local authority area apart from Mid Lothian. There are currently four core services that are provided by 40 offices throughout Scotland:

- Advice and information
- Repairs and adaptations
- Small repairs
- Handypersons

In addition to these core services there is a wide range of work provided by Care and Repair in Scotland including:

- Benefits checks
- Energy saving advice
- Reliable trades referral
- Telecare
- Home safety checks
- Home security measures
- Fire safety measures

case studies

An Administrative Assistant took a call from a client late on Friday afternoon. The owner complained that her smoke detector was not working and kept making a noise. Mary asked if the noise was like a siren or an intermittent chirping. The client confirmed it was like a siren and was so annoying she had put it in a drawer! Mary advised her that the detector was working and was in fact registering carbon monoxide poison in the air. She advised her to open all the windows and turn off all the gas appliances. Mary contacted the gas board who agreed to send an engineer. Mary kept in touch with the client by phone until the engineer arrived. The gas engineer confirmed that there was a defect in the cooker and that the levels of carbon monoxide had already caused the client to feel light headed. The cooker was repaired and the Small Repairs Officer fitted a new detector free of charge on Monday.

A 49 year old lady with a progressive muscular condition required carers to lift her in and out of bed and enable her to use toilet facilities. The carers were unable to lift her into the bath, which would have provided therapeutic benefits. The client was unable to make a grant application or obtain estimates for the work, so Care and Repair coordinated the design, obtained quotations and applied for a grant to allow for a track hoist in the bedroom and an H System hoist in the bathroom. This was not a simple process as it the hoists had to be specifically designed for the client and required many home visits to agree and finalise the work schedule. Care and Repair also installed a new w.c. and bath along with a height adjustable wash hand basin. The client and carers were delighted with the work which enables her to live safely and independently in her own home.



Late Friday afternoon a client who is terminally ill contacted Care and Repair to advise that he had been given a stair climber which he could not use due to the condition of some of his garden slabs. The manager contacted a contractor who confirmed that the work, if approved, could be carried out on Monday morning. The manager visited the house on his way home from the office and discovered that a number of the slabs were defective and that a wall was a health and safety risk. On Monday, the contractor provided a cost for the work and, following discussions with Social Services; the work commenced on Monday afternoon and was completed by Tuesday. Social Services agreed to pay the modest bill and the client and his family were given training in the use of the stair climber.

Mrs B is a 70 year old woman who had an attempted break in to her home. Care and Repair were asked by the police to carry out a safety audit. The front door was in a poor state of repair and her security could not be improved unless it was replaced. Mrs B received income support and was unable to meet the cost of replacing the door and installing additional home security equipment. The caseworker successfully applied for charitable funding and a new door, window locks and external security light were fitted by the Small Repairs team, who also took the opportunity to fit a carbon monoxide detector.

A client was discharged from hospital at the same time that his daughter was going on holiday. His daughter is his main carer. Care and Repair fitted a key-safe, which allowed Social Services to access the house while his daughter was on holiday. The client was allowed to stay in his own home, instead of remaining in hospital, through this simple and low cost intervention.

Mrs A is 80 years old and lives in an area where there are high levels of crime. The windows in the house were old and insecure but the owner could not meet the cost of replacing the windows. The local authority no longer provides grants for window replacement and the costs were estimated at £5,000. Over a number of months, Care and Repair obtained contributions from various charities and trusts. The grants ranged from £2,500 from the Civil Service Benevolent Fund to £100 from a small trust fund. In addition to the new windows, the Small Repairs team fitted five lever deadlocks and widow locks on the ground floor.



“ I thought their approach was warm and understanding – not patronising, which is often the case when you are over 80. Care and Repair did not make me feel I was totally gaga! ”

securing the future

The Scottish Government conducted a review of Care and Repair in Scotland during the reporting period. The final report made a number of recommendations which required fundamental changes to the structure, governance and management of the company.

The essential required change was that the Care and Repair Forum Scotland would cease to be a membership organisation that represented the interests of Care and Repair staff and instead would convert into the national coordinating body for Care and Repair in Scotland.

Formerly, trustees were elected by the members of the Forum. The new arrangements required the existing membership to resign and for the company to be governed by trustees that were nominated by organisations with an interest in Care and Repair, such as COSLA, NHS, AgeScotland, and the Scottish Disability and Equalities Forum.

There is also a provision for four representatives of Care and Repair offices to become trustees and these will be elected through four regional meetings that will be set up before September 2010.

The trustees also advertised for an Independent Chair in December 2009 and David Belfall was subsequently appointed in January 2010. Richard Grant was also interviewed and appointed as Vice Chair. David and Richard bring a wealth of experience to the Board and the Trustees wish to thank them for their commitment to overseeing the introduction of the new governing arrangements and for the many hours of time they have given over to securing the future of the company.

Our company objective is to ensure that the Care and Repair movement is sustainable for the future and able to continue and develop its role in helping older and disabled home owners.

The Scottish Government review identified a number of important roles for the national body to support this objective. These include:

Services to Care and Repair

- sharing good practice
- developing and promoting good practice guidance
- mutual support through facilitating regional and national information exchange improved networking and partnership working
- the provision of training services
- commissioning, coordinating and disseminating research

Quality assurance

- developing an appropriate quality assurance framework and a having a potential role in managing this

Measuring outcomes

- developing the national framework for measuring outcomes
- co-ordinating and reporting on the activities and outcomes of Care and Repair each year on behalf of the Scottish Government

Branding and marketing

- developing and marketing the Care and Repair brand

Representing Care and Repair

- collectively representing Care and Repair to provide a single voice to advise Government

Direct services

- the provision of consultancy support with business development such as social enterprise activity
- directly supporting organisations experiencing particular challenges

Career pathways

- Identifying the skills required for Care and Repair activities and support capacity for the future.





the impact of policy change

The Housing (Scotland) Act 2006 created a new Scheme of Assistance for housing purposes, based on the principle that individual owners have primary responsibility for maintaining their properties in good condition, but with assistance available where necessary.

The Act introduced new powers for local authorities to re-focus financial assistance from repair and improvement grants to include standard and subsidised loans.

The most significant shift in emphasis is the move away from mandatory grants to discretionary awards. All recommended adaptations for disabled persons are eligible for a mandatory grant award of a minimum 80% of the assessed costs. If the applicant receives a qualifying benefit, the grant will be approved at 100% of the assessed costs.

This year Care and Repair services began to operate within the new framework. Care and Repair staff has developed and refined their advisory and technical skills over 20 years and are ideal partners for Local Authorities to deliver the scheme.

Some offices, such as Shetland and Dumfries and Galloway, are already delivering the full Scheme of Assistance on behalf of the Local Authority. Fife Council has contracted with Care and Repair to deliver its aids and adaptation services and most offices are involved in this to some degree.

It is too early to judge how owners have reacted to the Scheme of Assistance. Some areas report that prospective clients accept the removal of grants for repairs, as they see it as part of the general economic downturn. Other areas report cases where clients are struggling to raise the funds that are necessary to progress the repair work.

The absence of a central, government backed, loan scheme has been a major setback to making the Scheme of Assistance attractive to owners. Fortunately Care and Repair has a track record of being able to access loans and charitable donations on an individual case basis.

This year has seen exciting policy developments around Scottish Government planning for reshaping future care of older people.

In future years Scotland's older people will form a greater proportion of the population than ever before. The majority have expressed their wish to remain living in their own home as independently as possible.

Care and Repair Scotland is fully committed to this agenda and the Board and staff believe that we already make a significant contribution to the policy of enabling older and disabled people to remain in their own home. Care and Repair teams work closely with other relevant agencies responsible for social and health aspects of care. We believe that we have demonstrated that we provide a service that owners trust and are willing to engage with in order to ensure that their house is suitable for their long-term needs.

The importance of Telecare that uses technology to support people living at home is also something that Care and Repair recognises. Telecare can include:

- Motion sensors to detect when someone has not moved for some time and may have fallen
- Home safety devices such as fire, flood and intruder alarms linked to a staffed 24-hour response service
- Emergency pendants to summon help in a crisis
- Electronic reminder alerts to take medication, with carousel dispensers

Care and Repair is involved in Telecare provision and maintenance, particularly in the Highlands and Islands. Telecare provision can easily be linked to small repairs services and it is something that we intend to develop and promote in other regions of Scotland.

Like many organisations, Care and Repair has in the past reported on its outputs – how many advice cases, works cases and small repairs were completed – but we realise the importance of moving forward to a monitoring framework that will provide improved information about outcomes in addition to the data on outputs. This year we will commission research that will enable us to introduce this new framework and provide stronger evidence of how highly valued and successful our work is throughout Scotland.

progress of the board

task	outcome	timescale
Identify stakeholders	Stakeholders identified	Main stakeholders agreed at January 2010 Board meeting
Engage the Scottish Government	Agreed arrangements for, monitoring and continued dialogue	Arrangements agreed by end March 2010
Agree 2010-2011 and 2011-12 Budgets with Scottish Government	Budgets which provide additional funding to implement the review report	Agreed end February 2010
Agree staffing structure and job descriptions for staff and recruit new staff accordingly	New structure and new staff need to be in place in order to enable implementation of review report	New staff in place and new structure operable by 1 July 2010
Agree new regional groupings for Care and Repair Scotland services and arrangements for election of regional representatives to the Board	Regional groupings agreed and initial regional meetings held	By end September 2010.
Revise Articles of Association to incorporate new regional structure and stakeholder participation	Revised Articles of Association agreed by written resolution	Resolution signed by end September 2010
Review arrangements for communication between Board and local Care and Repair Scotland Services	Arrangements which enable both the Board and local services to feel that they are fully informed, involved and are actively contributing during this period of change	Proposals to the Board by end May 2010
Give thought to longer term future of Care and Repair in Scotland	A clearer picture of where Care and Repair Scotland might be in 5-10 years	Strategy day for Board members, staff, Scottish Government and stakeholders by end December
Develop Care and Repair Scotland Brand	Clear public identification of Care and Repair Scotland as a quality service	Proposals to be considered and agreed by the Board by end December 2010
Improve awareness of care and repair Scotland services among potential clients	Heightened awareness especially among core groups	Proposals to the Board by end December 2010
Draft, agree and issue national policy statement	Statement published	By end September 2010
Draft, consult on and issue revised good practice guidelines	Good practice guidelines and national standards issued	By end December 2010



board members

The reporting year was very challenging for the Board, as it worked with the Scottish Government to implement the changes recommended by the review report. The members also had to take the difficult decision to resign from the Company to allow the process of change to commence.

The current Board wishes to thank outgoing members, Adam Drummond, Scott Currie, Charles Murphy, Iain Davidson and Robert Thomson for their commitment to the Company over many years. We would not have been able to achieve so much without their

contribution. We also wish to thank Iain for taking up the role of Acting Chair during the autumn of 2009.

The Board is grateful for the continued support of Scottish Government and appreciate the additional funding that has been made available to allow us to take forward the recommendations of the review. We are confident that the new organisation will be in a position to represent the interests of stakeholders and provide leadership that will influence the future direction of Care and Repair in Scotland.



“ *The Care and Repair team do a fantastic job. I have no idea how you could improve the service. I am just grateful that such a service exists and long may it continue.* ”

financial review in brief

Statement of Financial Activities for Care and Repair Scotland year ended 31 March 2010.

	Total Funds 2010 (£)	Total Funds 2009 (£)
Incoming Resources		
Incoming resources from generating funds:		
Voluntary income	130,086	130,086
investment income	1	38
Total Incoming Resources	130,087	130,124
Resources Expended		
Charitable activities	114,296	104,403
Governance costs	4,748	1,938
Total Resources Expended	119,044	106,341
NET Incoming Resources for the Year	11,043	23,783
Reconciliation of funds		
Total funds brought forward	54,065	30,282
Total funds carried forward	65,108	54,065

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008). Copies of the audited accounts are available on request.

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

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

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



services throughout Scotland

Aberdeen.....T: 01224 251133
 Aberdeenshire.....T: 01358 721672
 Angus.....T: 01307 463232
 Argyll & Bute.....T: 01631 567789
 ArranT: 01770 302888
 Inverness, Nairn,
 Badenoch & Strathspey ...T: 01463 229150
 Caithness.....T: 01847 892507
 ClackmannanshireT: 01259 724667
 Dumfries & Galloway
 DumfriesT: 01387 243540
 Stranraer.....T: 01776 705479
 DundeeT: 01382 435412
 East Ayrshire.....T: 01290 428011
 East DunbartonshireT: 0141 578 0156
 East Lothian.....T: 01620 825032
 Edinburgh.....T: 0131 220 7630
 Falkirk.....T: 01324 590797
 Fife.....T: 01592 631661
 Glasgow.....T: 0141 433 2749
 InverclydeT: 01475 787975
 Lochaber.....T: 01397 702530
 Lochalsh & Skye.....T: 01478 612035
 Lomond & ClydeT: 01389 734188
 MorayT: 01343 548660
 North AyrshireT: 0800 0681464
 (freephone)
 North Lanarkshire.....T: 01236 702490
 Orkney.....T: 01856 873369
 PerthshireT: 01738 474810
 Renfrewshire.....T: 0141 812 4111
 Ross-shire
 Alness.....T: 01349 884565
 PooleweT: 01445 781312
 Scottish Borders.....T: 01750 724859

Shetland Isles.....T: 01595 741368
 South Ayrshire.....T: 01292 521126
 South Lanarkshire.....T: 01555 666200
 Stirling.....T: 01786 442893
 Strathearn.....T: 01764 655915
 SutherlandT: 01549 402679
 West LothianT: 01506 424148
 Western Isles
 Isle of LewisT: 01851 706121
 Isle of Barra.....T: 01871 810323
 Benbecula.....T: 01870 603177
 South Uist.....T: 01878 710200



Email: enquiries@careandrepairsotland.co.uk

Web: www.careandrepairsotland.co.uk



Registered Office: **Exchange Tower, 19 Canning Street, Edinburgh, EH3 8EH**

Office Address: **135 Buchanan Street, Glasgow, G1 2JA**

Telephone: **0141 221 9879**

Email: **enquiries@careandrepairsotland.co.uk**

Website: **www.careandrepairsotland.co.uk**

Company Number 214681 Scottish Charity Number SC031022

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