

**CARE AND REPAIR SCOTLAND
MINUTES OF BOARD MEETING HELD ON FRIDAY 28 SEPTEMBER 2012
AT THE GOLDEN LION HOTEL, 10 KING STREET, STIRLING, FK8 1BD**

Present: David Belfall, Chair
Richard Grant, Vice Chair
Stewart Wilson, Region 1
Scott Malcolm, Region 2
Bev Jones, Region 3
Kay Hutcheson, Age Scotland
Cllr Karen Clark, COSLA
Hanna McCulloch, Capability Scotland

Robert Thomson, National Director

1. Welcome and Apologies

David welcomed those attending. Apologies were received from Gerry Power, Judith Leslie and Les Robertson. Scott Malcolm from Angus Care and Repair attended in place of Judith who is on annual leave.

2. Declarations of Interest

There were no declarations of interest against the agenda items.

3. Minutes of Previous Meeting

The minutes were agreed without amendment.

4. Matters Arising

Karen will discuss with Ron Culley the need for a new COSLA representative from the Health and Well-Being Executive Group and will also examine how we can establish an ongoing relationship with the Executive Group.

5. National Director's Report

Scottish Government Adaptations Working Group

The Group recently considered an analysis (as attached) of the consultation responses. All respondents felt that there were issues with the current arrangements; however some elements of the current system are working well:

- The role of occupational therapists
- The role of Care and Repair organisations.

Royal British Legion/Poppy Scotland

Since the last Board meeting, several regional meetings have been held to discuss how best to approach the bid for handy van services. These meetings have been very positive with almost full attendance by managers. Senscot Legal Services have assisted with producing a contract that links together the offices in each region with a nominated lead organisation. The tender documents were due to be issued on Monday 17th September. However on Monday 19th the National Director received the following statement from Poppy Scotland's Head of Charitable Services:

'At the most recent meeting of the project board for the home improvement services (10th September) it was decided to review fully some key issues such as risk, value for money and structure before the project moved forward. This review is going to delay the tendering process time frame, however, although there are no revised dates as yet I have been assured that it is a priority. I realise that this will be a frustration for you as it is for us in PoppyScotland and I will be in touch as soon as I hear about revised timeframes etc.'

Research Work

Andrew Todman, the manager of Dumfries and Galloway Care and Repair, has recently been accepted for a Disability and Long Term Conditions research programme at Northumbria University. Andrew has a BSC in chemistry and an MBA but he wants to obtain a Community Health qualification. He has advised the course tutors that his research theme will be, 'Revisiting former Care and Repair service users to assess the long term impact of adaptations and repairs to the home'. The Board noted that Robert has agreed to be Andrew's course mentor and he expects to begin the research work in January 2013.

Local Issues

Clackmannanshire Council has closed the Care and Repair service after 14 years. Representations were made to each of the committee members who made the decision, the CEO of the Council and the Head of Housing. Keith Brown MSP was copied into the correspondence. Councillor Gary Womersley, leader of the Council has responded as follows:

'There is no intention that the decision be revisited. Indeed, unless there are exceptional circumstances, the Council is not permitted to revisit any decision within six months of it having been taken. Nor would it be appropriate for me to enter into any debate with you about the detail of the tender in question. The Council are satisfied that the procurement process was appropriate and that the alternative arrangements which will be in place will offer better value for money.'

Following discussion the Board agreed that the situation in Clackmannan justified a letter to Margaret Burgess MSP the new Minister for Housing and Welfare. Age Concern and Capability Scotland would be willing to be involved in a coordinated approach to any similar situations that may arise in future.

Renfrewshire Council and East Renfrewshire Council – following a tender exercise the Councils offered the existing service a three year contract that contained a three month notice of withdrawal clause. The managing agent has rejected the offer and the legal team are arguing for a minimum six months notice period.

Inverclyde Council – still out to tender. Legal and procurement teams are still considering the issues surrounding the bid process. No formal timescale has been issued as yet. Staff contracts extended until the end of March 2013.

Action: Robert will discuss the Clackmannan situation with solicitors, particularly around the TUPE issues and draft a letter to the Minister.

6. Regional Meetings Report

David reminded the Board that under the terms of the company Articles, regional representatives had to be elected every two years and the regions should either re-elect existing representatives or nominate ones prior to the November meeting.

Stewart reported that Western Isles Council has taken the Below Tolerable Standard work from Care and Repair and will run it in house.

Bev and Stewart thought that the attendance and level of cooperation at the Poppy Scotland meetings were very impressive.

Action: Robert will write to the regions and advise about the requirement to elect representatives before November.

7. Draft Business Plan

The Board members discussed the first draft of the business plan that was prepared by Suzanne McBride following the business planning day. Members agreed that it fairly reflected the discussion. It was agreed that we should remove the Table of Resources and the last page. An annual implementation plan can be agreed later on. Some members felt that the plan was too ambitious and that we need to tease out what some issues will mean in practice. It was also felt that we should try to include references to Scottish Government outcomes. There is also a need to recognise that outcomes for local teams may differ from those of Care and Repair Scotland. The references to the Change Fund need to be refocused to reflect the new joint commissioning environment. It was agreed to remove point W and to explore the use of video conferencing instead.

Action: Board members should send specific comments within 10 days. David, Richard and Robert will meet on Friday 12th October to redraft. Revised draft will then be sent to regional meetings and stakeholders for comment. The final document will be considered at the Board meeting on 30th November.

8. The Performance Monitoring Scheme

The Board considered an update report from Jim Grant, Policy and Practice Officer. Scottish Borders Council and Highland Council have indicated a willingness to look at aligning their monitoring requirements with the new system. Some regions would like to examine the possibility of tailoring measures for different strands of reporting as current measures are not relevant to advice service strands.

Action: A copy of Jim's report will be sent to Angela O'Brien. We need to seek support for the new system from COSLA

9. The Accreditation Scheme

The Board members considered proposals for implementing an accreditation scheme from PQASSO and Foundations. After discussion, it was agreed that the new and simpler Foundations quality mark scheme, which will be launched at their annual conference, would present a viable way forward. There was discussion about the merits of Foundations carrying out desktop assessments and site visits, or for Foundations to carry out desktop assessments and Care and Repair Scotland staff to make the site visits. There was also discussion about resource implications and likely take up of the scheme.

Action: Robert to hold further discussions with Foundations at the annual conference on 15th October and report back on the new scheme.

10. Budget and Draft Annual Accounts (2011/12)

The draft accounts were approved subject to an amendment to the wording on the Pension Scheme on Page 15.

There was discussion about how the Accreditation Scheme might be funded from the budget.

Action: Robert will speak to A9 Partnership about a revised wording on Page 15. David and Richard will sign accounts at their meeting on 12th October.

11. A.O.C.B.

Kay advised that Age Scotland's new CEO is Brian Sloan. Age Scotland would like CRS to join a small group of partners who will develop areas of collaborative working. Wilkinson's Stores are offering grant opportunities to members of Age Scotland.

Action: Robert to write to offices and remind them of the benefits of Age Scotland membership.

12. Date and Time of Next Meeting

The next meeting will be held on Friday 30th November in Glasgow at 11.00am, with the venue to be confirmed.

ANALYSIS OF CONSULTATION RESPONSES

Issues with the Current Arrangements

1. Level/nature of the current funding arrangements
 - Lack of funding to meet increasing demand
 - Need for single source/streamlined arrangements
 - Timing of funding
 - Criteria
2. Complexity of current system
 - Geographically variations
 - Tenure variations
 - No of organisations involved
 - Impact on time to deliver adaptations
 - Variety of guidance and legislation
3. Need for better communication, advice & training
 - Co-ordinated approach and communication between agencies
 - Training for individuals in the use of equipment
 - Greater emphasis on self directed support agenda
 - Training in the laws for organisations operating in the sector
4. Other issues cited
 - Need to plan ahead / focus on prevention
 - Issues with the ongoing servicing, maintenance and use of equipment
 - Need to reflect best practice in self directed support
 - Clarity on the boundaries between major and minor adaptations
 - Issues with the assessment process

Positive Aspects of the Current Arrangements

Nearly 90% felt that there were at least some positive aspects of current arrangements:

- Role of the occupational therapist
- Work of Care and Repair organisations
- Where there is good local knowledge and a person centred approach already exists
- Where a partnership approach has been adopted
- Grant element of the system
- Instances of self referrals for minor adaptations

Arrangements for People with Personal Resources

Over three quarters of respondents feel that current system is not fair in terms of assessing ability to contribute:

- Current system only takes account of income
- Need to reconsider Scheme of Assistance
- Remove inconsistent approach across local authorities