

EAST AYRSHIRE COUNCIL

HOUSING COMMITTEE – 17 MARCH 2004

CARE AND REPAIR (DALMELLINGTON) PILOT PROJECT

Report by the Director of Homes and Technical Services

1.0 PURPOSE OF THE REPORT

- 1.1** To update the Committee on progress of the pilot Care and Repair scheme and to seek approval of the funding proposals outlined in the report.

2.0 INTRODUCTION

- 2.1** The Housing Committee on 12th September 2001 approved the establishment of a Steering Group to take forward a pilot care and repair project for East Ayrshire.
- 2.2** The Steering Group comprises four Elected Members, the National Coordinator for the Care and Repair Forum, representatives from the Elderly Forum, the Disability Forum, NHS Ayrshire and Arran and the members of the Working Group.
- 2.3** A Working Group has been established, and consists of officers from the Departments of Homes and Technical Services, Educational and Social Services, East Ayrshire Local Health Care Cooperative and Communities Scotland. It produces information and analysis of the type of need and services required in East Ayrshire.
- 2.4** The Housing Committee on 11th September 2002 agreed the need to establish a pilot project in Dalmellington.

3.0 PROJECT OBJECTIVES AND CLIENT GROUP

- 3.1** The pilot Care and Repair project objectives are the prevention of admission to hospital, the facilitation of hospital discharge back to suitably adapted accommodation in the community, and the development of a Small Repair Service.
- 3.2** The project's client groups are older people and vulnerable owner occupiers.

4.0 MANAGING AGENT

- 4.1** The Housing Committee on 26th March 2003 approved Shire Housing Association Ltd acting as managing agent for the pilot project and a partnership agreement being entered into with Shire Housing Association.

5.0 WORK PLAN TARGETS

5.1 The anticipated total value of the works in the eighteen month pilot was reported to the Housing Committee on 26th March 2003, and was estimated at £100,000, as follows:

Year	Advice	Completions	Capital Grant	Other Sources	Total Value
2003/2004	Included in completions	12	£27,000	£13,000	£40,000
2004/2005 (First 6 months of year)	Included in completions	20	£40,000	£20,000	£60,000

6.0 EVALUATION OF PROGRESS

6.1 Evaluation reports are submitted to both the Working Group and the Steering Group for consideration. Actual progress as at 27th February 2004 is as follows:

Year	Advice	Committed/ Completions	Capital Grant Spent/ Committed	Other Sources	Total Value
2003/2004	Included in completions	14	£17,996	£4,341	£22,307

6.2 It should be noted that the project under-spend is due both to the project not becoming fully operational until the end of June 2003, and the need for all works to be programmed to suit the needs of each client.

6.3 The project works completed to date include:

- i. The development of an Approved Contractor List, to include:
 - General Builders
 - Electricians
 - Plumbers
 - Environmental Contractors
 - Architects
- ii. Physical Works, to include:
 - Roof Repairs
 - Re-roofing
 - Window Renewal
 - Communal Chimney Removal

- iii. Information and Advice, to include:
 - Referrals to other Departments/ Agencies, e.g. Tenancy Support Team, Occupational Therapist
 - Assistance with the completion of grant application forms
 - Referrals to Healthy Warm Deal
 - Referrals for income maximisation
 - Use of Approved Contractor List
 - General Grant Advice
 - Landlord Duties Information
- iv. A Pan-Ayrshire Group, which meets regularly to share information and good practice.

6.4 In addition, eighteen enquiries have been received and responded to, where possible, by the project from applicants who live out-with the pilot area, for a range of works to be undertaken within the home, in the following areas: Auchinleck, Cumnock, Dalrymple, Drongan, Kilmarnock, Kilmaurs, Muirkirk, Patna and Stewarton.

7.0 PROJECT PROPOSALS: 2004/ 2005

7.1 Project proposals for the first six months of 2004/ 2005 allow for the continuation of the pilot project operating in Dalmellington, and were previously reported to this Committee on 26th March 2003, as follows:

Year	Advice	Unit Completions	Capital Grant	Other Sources	Total Value
2004/2005 (First 6 months of year)	Included in completions	20	£40,000	£20,000	£60,000

7.2 Proposals for the expansion of the service into a second settlement will be provided by Shire HA, for the Steering Group and Committee consideration in September 2004.

7.3 Details of enquiries received by the project from applicants who live out-with the pilot area will also inform this process.

8.0 SMALL REPAIRS SERVICE

8.1 A Small Repairs Service has also been developed by Shire Housing Association, as part of the project, for the same client group, since December 2003. Fifteen items of work are either ongoing, or have been completed to date, at a total cost of £300.00. This service has proved to be popular with clients, and has drawn on the trades noted on the Approved Contractor List.

9.0 FINANCIAL IMPLICATIONS

9.1 Revenue Funding

- 9.1.1** Revenue funding for the Care and Repair pilot project has been provided jointly by both Communities Scotland and the Local Authority, each in the sum of £25,000 for financial year 2003/ 2004.
- 9.1.2** As at January 2004, revenue funding to total £33,891 had been spent. A total sum of £41,423 is projected to be spent by the end of March 2004; 16% below the approved total of £50,000. The shortfall in spend is due to the project not becoming fully operational until the end of June 2003.
- 9.1.3** It is proposed that revenue funding is provided jointly by both Communities Scotland and the Local Authority, each in the sum of £14,250, for the first half of financial year 2004/2005, to total £28,500. This funding sum has been identified by Shire Housing Association in their projected cash flow for April 2004 – September 2004, and is subject to Communities Scotland's approval.

9.2 Capital Funding

- 9.2.1** Capital funding for the Care and Repair pilot project was approved by Committee on 26th March 2003, in the sum of £27,000, for financial year 2003/2004. This amount was to be supplemented by an estimated amount of £13,000 by way of other owners' contributions, to total £40,000. A total expenditure sum of £22,307 has either been spent, or is committed, up to March 2004.
- 9.2.2** It should be noted that the total under-spend as at 27th February 2004 of £17,693 is due to the project not becoming fully operational until the end of June 2003, and the need for all works to be programmed to suit the needs of each client. It is therefore recommended that the balance of capital funding in the sum of £9,034 is carried forward into 2004/ 2005 for the project.
- 9.2.3** At the Housing Committee meeting held on 26th March 2003, the projected spend for the first half of financial year 2004/ 2005 was noted to be in the sum of £40,000. This amount was to be supplemented by an estimated amount of £20,000 by way of other owners' contributions, to total £60,000. It is proposed that the identified sum of £40,000 capital funding is approved by the Local Authority for the project for the first half of financial year 2004/2005, to promote the development of the project, and the Small Repairs Service in 2004/2005.
- 9.2.4** The Housing Committee on 11th September 2002 agreed that in recognition of the role that Care and Repair has in addressing the health needs of service users, through the project objectives, to develop the Small Repairs Service. A bid has therefore been made to NHS

Ayrshire and Arran for financial year 2004/ 2005 in the sum of £30,000 to promote and develop this service as part of the Care and Repair project.

10.0 LEGAL IMPLICATIONS

- 10.1** The managing organisation is the corporate body with ultimate legal and financial responsibility for the project.
- 10.2** A Minute of Agreement has been entered into by Shire Housing Association and East Ayrshire Council in the terms of the conditions of funding and all other aspects of the project. A copy of the Agreement is appended as Appendix One.

11.0 RECOMMENDATIONS

- 11.1** Committee is asked to:
- i. Note the contents of the Report,
 - ii. Agree the revenue funding proposals outlined in the report,
 - iii. Agree the capital funding proposals outlined in the report to be made available to the pilot project,
 - iv. Note that a further report on progress will be brought to a future Committee meeting for consideration.

James Lavery
Director of Homes and Technical Services
27 February 2004

LIST OF BACKGROUND PAPERS

1. Minute of Agreement between Shire Housing Association and East Ayrshire Council.

For further information please contact Joseph Cassidy, Policy Manager, on 01563 576617.

Implementation Officer: Christopher McAleavey, Head of Homes.

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MINUTE OF AGREEMENT

between

EAST AYRSHIRE COUNCIL incorporated under the Local Government etc. (Scotland) Act 1994 and having its Principal Office at London Road, Kilmarnock KA3 7DG (hereinafter referred to as "East Ayrshire Council")

and

SHIRE HOUSING ASSOCIATION LIMITED, incorporated under the Industrial & Provident Societies Acts, Registered Number (No. 2515R(S) and having its Registered Office at Netherthird House, Netherthird, Cumnock (hereinafter referred to as "Shire Housing")

Preamble

(FIRST) East Ayrshire Council has agreed to work with Shire Housing in a pilot project to address the care and repair needs of elderly and vulnerable owner occupiers within the community.

(SECOND) the project shall be monitored and evaluated through a steering group comprising elected members, the national Co-ordinator for the Care and Repair Forum, representatives from the Elderly Forum, the Disability Forum, NHS Ayrshire Working Group consisting of officers from East Ayrshire Council, East Ayrshire Local Health Care Co-operative and Communities Scotland. Shire Housing is willing to provide such services as are specified in this Agreement subject to the terms and conditions of this Agreement and accordingly the Council and Shire Housing agree as follows:-

1. DEFINITIONS, INTERPRETATION & RELATED MATTERS

In this Agreement:-

1.1 Definitions

"Grant" means the funding for the project set out in the Offer of Grant referred to in Clause 3.1 hereof.

"Project" means the provision by Shire Housing of the Services to Service Users in terms of this Agreement.

"Quarter Date" means any of 1 April, 1 July, 1 October and 1 January in each year.

"Services" means the Services which Shire Housing shall provide and make available to Service Users as specified in this Agreement and in particular in Part 1 of the Schedule.

"Service Users" means the individuals specified in the Schedule who are entitled to access the Services.

"Schedule" means the Schedule annexed and executed as relative hereto.

- 1.2 Expressions in the singular shall be deemed to include the plural and vice versa save where the context otherwise requires.
- 1.3 Reference to persons shall include all entities with legal personality including natural persons, partnerships and corporations save where the context otherwise requires.
- 1.4 The terms of this Agreement constitute the entire Agreement between the parties in respect of the Project and supersede all prior oral or writing agreements, understandings or undertakings between them in respect thereof.
- 1.5 A failure by any party hereto to exercise and enforce any right conferred on them by this Agreement shall not be deemed to be a waiver of any such rights or operate so as to bar the exercise or enforcement thereof at any subsequent time.

2. DURATION

This Agreement shall commence as at 1 April 2003 notwithstanding the date or dates hereof and shall endure for one year until 31 March 2004, subject to an option exercisable by East Ayrshire Council to extend the project by a further year until 31 March 2005 subject to satisfactory performance appraisal/review as detailed in the grant, unless terminated earlier in accordance with any of its provisions and provided proper funding is available and Shire Housing agree to so extend the Project

3. FINANCE

- 3.1 Revenue funding for the project is to be provided jointly by East Ayrshire Council and Communities Scotland. East Ayrshire Council's funding is in terms of the Offer of Grant by East Ayrshire Council dated 28 July 2003 and the acceptance thereof by Shire Housing dated 5 August 2003 annexed hereto which offer and acceptance

together comprise Part 2 of the Schedule and East Ayrshire Council undertakes to transfer its share of the Revenue Funding expeditiously.

4. SHIRE HOUSING'S OBLIGATIONS

Provided the Finance referred to at Clause 3 is received from East Ayrshire Council and Communities Scotland throughout the period of this Agreement Shire Housing shall:-

- 4.1 In all legal agreements or contracts where the status of the duties of Shire Housing may be relevant, inform the parties to the said agreements or contracts that Shire Housing is an independent contractor and that nothing therein shall be constituted as enabling Shire Housing to act as agent, partner, employee or representative of East Ayrshire Council.
- 4.2 Use and apply the entire amounts of the Grant solely for the purposes of providing the Services. Shire Housing's use of any part of the Grant for any other purpose shall be regarded as a material breach of this Agreement.
- 4.3 Ensure that all statutory and standard documentation used in connection with the Project clearly records that East Ayrshire Council and Communities Scotland, are the funders of the Project.
- 4.4 Prior to distributing or making available to any person any standard documentation (e.g. leaflet, poster) in connection with the Services forward a copy thereof to the Steering Group who shall have 14 days after receipt to intimate any concerns or objections regarding such information. Shire Housing shall not distribute nor make available to any person any such written information in respect of which the Steering Group have intimated any concern or objection as aforesaid;
- 4.5 Provide the Services in a responsible and appropriate manner and to the reasonable satisfaction of East Ayrshire Council;
- 4.6 Take no action which could or is likely to bring East Ayrshire Council into disrepute;

- 4.7 Observe and comply with all legislation, statutory enactments and regulations, by-laws and regulations of local or other authorities applicable to the Project and to the Services.
- 4.8 Notify East Ayrshire Council if for any reason it is unable to sustain the services specified in the Schedule.

5. POLICIES AND PROCEDURES

5.1 Customer Care

Shire Housing is required to operate, maintain and make available to East Ayrshire Council, a written procedure, acceptable to the Council, for receiving and investigating complaints, keeping details of how many complaints are received and how they are dealt with. Shire Housing undertakes to provide a copy of any investigative reports to the Council. Shire Housing will inform Service Users of the means of registering a complaint with the Council.

5.2 Confidentiality

Shire Housing and its agents, employees and volunteers shall regard as strictly confidential and as such shall not disclose to any unauthorised person either at any time during or after the duration of this Agreement, any information obtained in relation to East Ayrshire Council or any Service Users and shall not use any such information except as specifically required for the purposes of performing its obligations under this Agreement.

Shire Housing shall at all times, ensure that its agents, employees or volunteers observe the principle of confidentiality in terms of the paragraph above. The obligations of confidentiality contained in this clause shall survive the termination of this Agreement.

5.3 Health and Safety

Shire Housing shall provide a safe system of work for its staff and volunteers and for those using its facilities including the Project Premises and shall at all times comply with the provisions of the Health and Safety at Work etc, Act 1974

5.4 Staff Selection and Recruitment

Shire Housing has in place and shall maintain staff selection and recruitment procedures in line with Employers in Voluntary Housing Service Conditions and Terms which shall ensure that all staff employed by them are adequately qualified for the positions to which they are appointed. Management Systems must encompass all aspects of Equal Opportunities and Anti Discriminatory legislation. A representative of the Steering Group shall participate in the selection process for staff appointments.

6. OPERATIONAL MANAGEMENT

- 6.1 Shire Housing shall operate the Project in a manner which in the opinion of East Ayrshire Council is both professional and reputable.
- 6.2 The day to day operational management of the Project shall be the responsibility of Shire Housing working under the strategic supervision of the Steering Group.
- 6.3 Targets and performance standards for the Project shall be as set out in the Business Plan comprising Part 1 of the Schedule.

7. STAFFING

- 7.1 For the avoidance of doubt no member, employee, volunteer or agent of Shire Housing shall be deemed to be or shall be entitled to hold him or herself out as an agent or employee of East Ayrshire Council for any purposes connected with this Agreement. Shire Housing shall be solely responsible for the actions or omissions of their members, employees, volunteers or agents.
- 7.2 It is accepted that the provision of the Services under this Agreement will require Shire Housing and its staff to work with vulnerable people. Shire Housing agrees that new staff shall not be employed to provide the Services under this Agreement if Shire Housing is aware that they:-
- (i) have engaged in criminal activities which in the reasonable opinion of Shire Housing renders them unsuitable to provide the Services;

- (ii) have any previous conviction under the Rehabilitation of Offenders Act 1974 which in the reasonable opinion of Shire Housing renders them unsuitable to provide the Services;
- (iii) have unspent convictions involving fraud, theft, sexual assault, physical assault or any other offences which in the reasonable opinion of Shire Housing, renders them unsuitable to provide the Services;
- (iv) appear on any register of sexual offenders, which may be in force at the time of entering into this Agreement or during its currency.

If East Ayrshire Council receives information that a member of Shire Housing's staff is unsuitable on any of the grounds referred to above, they shall advise Shire Housing and make a full disclosure of all relevant information to Shire Housing. Shire Housing shall take whatever reasonable steps are available to remove the member of staff from providing the Services, provided same will not require Shire Housing to breach the relevant employment contract. East Ayrshire Council and Shire Housing shall work together to resolve any such difficulty with staff.

- 7.3 Shire Housing shall ensure that all staff employed by them are adequately qualified for the positions to which they are appointed on the basis of relevant qualifications and previous experience relating to the service user group and category of service.
- 7.4 Shire Housing shall carry out staff appraisals on an annual basis and shall ensure staff development through education, training, regular supervision and access to appropriate resources.
- 7.5 In the event of Shire Housing being wound up, or ceasing to continue its activities, East Ayrshire Council shall have no responsibility for any redundancy or other severance payments which might be due to Shire Housing's employees. All such liabilities will be the responsibility of Shire Housing.

- 8.1 In the event that any part of the Project Premises becomes temporarily or permanently unavailable or uninhabitable or unsuitable for the provision of the Project, Shire Housing shall use its best endeavours to secure suitable alternative accommodation.

9. MONITORING AND REVIEW

- 9.1 The Steering Group shall monitor and review the operation of the Project and the provision by Shire Housing of the Services throughout the duration of this Agreement in the terms set out in Part of the Schedule and for the purposes of such monitoring and review Shire Housing shall ensure that the Steering Group obtains access to such records pertaining to the Project at any reasonable time including and without prejudice to the foregoing such general financial, staffing and complaints records as the Steering Group may require for this purpose.
- 9.2 Throughout the duration of this Agreement Shire Housing shall allow duly authorised officers of East Ayrshire Council (which officers shall be appointed by the Council to act as the main point of liaison and co-operation with Shire Housing) access to the Project for the purposes of consulting with employees, volunteers and Service Users (subject always to the rights of Service Users to decline to be included in any such consultation) as to the effectiveness and operation of the Project.
- 9.3 Shire Housing shall co-operate with any inspection, reporting, monitoring or evaluation procedures required by East Ayrshire Council.

10. INSURANCE AND INDEMNITY

- 10.1 Shire Housing shall be responsible for ensuring that adequate insurance is held for employees' liability, public liability and any vehicle utilised by the Project for the purposes of or in connection with the provision of the Services and shall, on request, provide evidence to East Ayrshire Council that such cover has been effected. The insurance in respect of claims for personal injury or the death of any person under contract of employment with Shire Housing and arising out of or in the course of such person's employment shall comply with the Employers Liability (Compulsory Insurance) Act, 1969. For public liability and all other claims to which this clause

applies, the insurance cover shall be not less than five million pounds (£5,000,000) in respect of any one incident. Such insurance must remain in force for such period during which any claim may be raised.

- 10.2 East Ayrshire Council shall not be liable to Shire Housing or to any third party for any loss, cost, expense, penalty or damage incurred or suffered, including but not limited to any personal injury or death or damage to property, arising directly out of or in consequence of or in connection with the Project or the delivery or provision of the Services or the operation of this Agreement save where East Ayrshire Council or its employees or persons for who it is responsible are at fault.
- 10.3 Shire Housing shall be responsible to East Ayrshire Council for all damages, claims and liabilities made against or incurred by the Council arising directly from any act, omission or negligence of Shire Housing or its employees, volunteers or agents.

11. TERMINATION

- 11.1 If Shire Housing goes into liquidation or is voluntarily wound up by members or Communities Scotland East Ayrshire Council shall be entitled to treat this Agreement as terminated by material breach on the part of Shire Housing. If Shire Housing seeks a restructuring or amalgamation, the prior written consent of the Council shall be required.

12. NOTICES

Where in terms of this Agreement any notice is required to be given to any party it shall be sent by way of First Class Recorded Delivery post as follows:-

- 12.1 in relation to the Council, notices shall be sent as follows to:- The Director, East Ayrshire Council, Homes and Technical Services, Council Offices, John Dickie Street, Kilmarnock, KA1 1BY;
- 12.2 in relation to Shire Housing to:- The Director, Shire Housing Association Limited, Netherthird House, Netherthird, Cumnock, KA18 3DB.

13. SCOTS LAW

The construction, validity and performance and all other matters arising out of or in connection with this Agreement shall be governed by the Law of Scotland and subject to the exclusive jurisdiction of Scottish Courts: IN WITNESS WHEREOF

THE SCHEDULE

Part 1 - The Services

EAST AYRSHIRE PILOT CARE AND REPAIR PROJECT BUSINESS PLAN SUBMISSION

From

SHIRE HOUSING ASSOCIATION LTD

Introduction

The Care and Repair Business Plan Submission follows the layout of the Business Plan Brief cross-referenced at heading to relevant pages in Brief and questions posed within the Brief.

1 The Project Objectives (Page 11)

- a) Hospital discharge back to suitably adapted accommodation in the community
- b) Accident prevention in the home for elderly or hospital discharge patients by provision of small/handyman repairs service

Full details of the project requirements are contained in page 11 of Business Plan Brief (BPB)

2 Operational Aim (Page12)

2.1 The operational aim of the East Ayrshire Care and Repair Project is to seek independence at an appropriate time when the service is successfully established, in a timescale of two to three years.

2.2 Workplan Targets

2.2a The Care and Repair projected capital expenditure for 2003/04 is £40,000 and for Year 2 (6 months) the amount is £60,000 inclusive of "other source" funding.

2.2b It is anticipated that the initial phase of the project will focus on:

a) Hospital Discharge

- ◆ Undertake audit of hospital discharge to evaluate numbers seeking home alterations to enable them to return into the community within the pilot area.
- ◆ Map out pattern of need
- ◆ Visit home of client with their agreement to assess extent of work and carry out initial cost assessment.
- ◆ Project potential costs to inform cashflow.
- ◆ Prioritise co-ordinate and supervise work to allow patients to return to their home.

2.2c. Phase two of the project will focus on:

b) Accident Prevention

The Care and Repair Officer will carry out an audit of GP and related healthcare services to establish the client group who may benefit from a small or handyman repair service. This will involve:

1. Availability and standard of local tradesmen to form small works contractors list. A cost and quality assessment form will be used to carry out the evaluation.
2. Evaluate potential for accessing small works via multi-trade contractor.
3. Investigation of the potential for "volunteers" list to carry out small works for clients. Members of such a list being subject to the necessary checks to safeguard clients.

In the case of 1 and 2 it is not only the availability and quality of work which will be evaluated but the customer care ethos of the company to meet the requirements of the Care and Repair client group.

The Care and Repair Officer will also undertake a feasibility study and report on the viability of the Care and Repair service employing "a handyman" to undertake small works on behalf of clients.

Such schemes operate elsewhere in Scotland and the East Ayrshire Care and Repair Pilot would carry out a survey into existing schemes to learn from their experience.

The Managing Agent would not envisage that during the Care and Repair Pilot it would be cost effective to introduce and operate an in-house provision. However, the information should be available for assessment by all parties to the pilot subject to workload by the end of year 1. This would permit time to evaluate whether such a scheme should be set up for year two leading into the proposed introduction of Care and Repair across East Ayrshire.

It should be noted that all aspects of this section are open for discussion and guidance from East Ayrshire Care and Repair Working Group and East Ayrshire Care and Repair Steering Group.

It is evident from other Care and Repair projects that lead in time to on-site works being carried out can be lengthy. This project will aim to keep lead-in time to a minimum subject to initial data availability.

The Care and Repair Officer will also during the investigative phase of the pilot compile a data base of "other sources" of funding outwith Capital Grant funding. It is envisaged East Ayrshire Council Grants Officer would assist and provide guidance in this area.

2.3 Prioritisation

Prioritisation of the workflow as noted above will be agreed in partnership with East Ayrshire Care and Repair Working Group and East Ayrshire Care and Repair Steering Group.

Prioritisation of the client list will it is hoped be agreed mutually with staff from partner agencies particularly with regard to clients who are seeking hospital discharge. It is hoped a multi-agency approach can be operated where appropriate on behalf of clients.

2.3 Operational

A key aim of Care and Repair is to ensure disabled and elderly homeowners can have their home repaired, improved and adapted to permit them to remain in their home and community. The Care and repair Officer will assist individual clients by:

- ◆ Helping clients to arrange estimates
- ◆ Helping clients to apply for grants
- ◆ Helping clients source additional funding and assist in applying for charitable funding
- ◆ Assist in letting contracts, supervising work and ensuring client satisfaction

3 Target Group (Page 13)

The target client group is both elderly and disabled owners.

4 Revenue Grant Allocation (Page 14)

Estimated total revenue grant allocation for Year One is £50,000.

Costing is provided at Appendix One is therefore set within the available revenue budget.

The revenue costs for Year One being £49,607

Projected revenue subject to review with funding agencies for 2004/2005 is £24,241

5 Value of Capital Works per annum (Page 14)

As per table noted below contained in Page 14 of BPB.

Year	Advice	Unit Completions	Capital Grant	Other Sources	Total Value
2003/2004	Included in completions	12	27000	13000	40000
2004/2005 (Half year)	Included in completions	20	40000	20000	60000

6 Management and Support Arrangements (Page15)

A Service Level Agreement will be developed between Shire Housing Association Ltd., the Managing Agent for the pilot and the project funders.

6.1 Management of the Project (Page 15)

a) " How Pilot Care & Repair Project will be managed ":-

The undernoted will form the Project Team:-

Line Manager	Director
Technical Support	Contract and Development Manager
Financial Support and Internal Audit	Finance Manager
Operational control	Care & Repair Project Officer

The project would be subject, in the initial stages, to a weekly project team meeting to ensure a cohesive approach to the project and ensure all parties are included within the knowledge loop. After the initial phase, the project team meetings would reduce to fortnightly and, if

satisfactory progress is being achieved monthly thereafter as per corporate policy for all sections within Shire Housing.

b) "Proposed procedures to be established to report or progress of the Pilot Care & Repair Project to the Management Committee (MC). The development and submission of Progress reports will be the responsibility of Care and Repair_Officer":-

The Management Committee of Shire Housing Association Ltd will have overall policy control of the Care and Repair Project and it will be their role to ensure that staff achieve the objectives of the project.

Shire staff presently report to the MC against Performance Standard Indicators. Reports presented to Shire MC for Care and Repair would be presented against Communities Scotland National Indicators for Care & Repair outlined in pages 55 and 56 of BPB. In addition the MC would receive monthly financial information on the Care and Repair cost centre.

The Care & Repair Officer would be required by the Director to provide narrative against any exceptions or areas of concern in covering paper to MC.

During the first three months of the project the Care & Repair Officer would present the paper in person to the MC, to ensure as at point 6.1, they are fully informed as to progress and permit discussion.

Thereafter, the Care & Repair Officer would attend quarterly meetings but provide monthly "For information" reports to the MC with the Director available to respond to any questions.

Under the above process the Care & Repair Project fits within the standard reporting framework which is adopted for all functional reporting to MC.

c) "Staff members to be responsible for day to day management of project":

Outlined at 6.1a

d) "Integration within the organisations range of activities/staff and operational structure":-

Appendix 2 illustrates Shire structure inclusive of Care and Repair Officer.
Appendix 2a illustrates line management structure for Care and Repair Officer.

The Care and Repair Officer would have access to a range of skills and knowledge to assist both the officer and clients e.g. Shire Induction, welfare benefits, housing advice, administrative support; call log system etc.

e) "Personal objectives to be set for Care and Repair Officer":-

Personal objectives would reflect the post objectives and would be contained within the Personal Development Review (PDR). The PDR is agreed at the start of each year based on business objectives contained in Shire's Internal Management Plan (Business Plan), which for 2003/2004 will contain a section on Care and Repair.

The PDR is signed off after discussion between staff member and the line manager. However, on this occasion the PDR will be signed off after agreement between the Director, Contracts and Development Manager and the Care and Repair Officer to ensure a cohesive approach.

f) "Performance of the pilot Care and Repair Project Officer":-

The PDR noted above is the approach that is taken by Shire Housing to appraisal.

The process entails start of year setting of objectives/targets; half-yearly reviews to check upon progress and address any blockages to success; end year evaluation of objective/targets against outcome.

The process is designed primarily to ensure staff have the skills/knowledge/support to undertake their current post. Also to develop skills via training to benefit the staff members role and to develop career potential.

g) "Allocation to the training budget":-

Specific training costs have been allocated within the Revenue Budget at Appendix 1.

Shire Housing has half-day training each month usually alternating between section and corporate training.

The Care and Repair Officer would be required to participate, but given the specific nature of the post attendance would be based on agreement between the Director and the staff member on the relevance to the post and the development of the Care and Repair Officer.

6.2 Reporting and Advice (Page 15)

The Care and Repair Officer will be a member of East Ayrshire Care and Repair Working Group and will report to the East Ayrshire Care and Repair Steering Group.

It is anticipated that the reports submitted to Shire's Management Committee noted at point 6.1b will be copied to both groups noted above provided the reports are deemed appropriate by the recipients.

The Director of Shire would desire to attend the initial meetings together with the Care and Repair Officer to ensure that all is being done within Shire to meet the terms of the Service Level Agreement. Attendance at subsequent meetings to be determined by mutual agreement.

Advice will be provided by the Working and Steering Groups to the Care and Repair Officer and to the Managing Agent. The Care and Repair Officer will be supported by advice from colleagues in the day to day operation of the post.

6.3 Statement of Responsibility (Pages 15,16)

Shire Housing Association undertakes to:-

- ◆ Employ suitably qualified staff and provide contract of employment. (Copy can be provided if requested.)
- ◆ Take legal and financial responsibility for the activities of Care and Repair but only to the extent that these have been agreed in the aforementioned Service Level Agreement to be entered into between Shire Housing and the Council.
- ◆ Provide a Care and Repair service, which Shire Housing Association Ltd. confirms is not outwith its Rules

- ◆ Prepare business plans to secure revenue funding in consultation with funding bodies.
- ◆ Establish a separate cost centre for the Care and Repair project and implement on behalf of the project all audited policies and procedures presently used to ensure compliance with Statutory Regulations; Communities Scotland Performance Standards and best financial practice in the avoidance of risk.
- ◆ Work within the agreed budget and in addition to the National Indicators report provide detailed financial information related to the project cost centre.

Provide an external financial audit at the end of the financial year. The Association may also seek at its own cost to implement an internal policy and procedures audit as part of the requirement of Communities Scotland to implement such audits in addition to end year financial account audit. The audit results would be supplied to East Ayrshire Care and Repair Working Group and East Ayrshire Care and Repair Steering Group.

- ◆ Provide professional indemnity insurance and all necessary insurance for the Care and Repair staff member
- ◆ Provide monthly accounts information.
- ◆ Provide all necessary reports and attend meetings as requested.
- ◆ Provide monthly meetings with line manager and Director. However, as at present with the Shire structure and size both are available to discuss issues/problems with staff outwith regular monthly meetings.
- ◆ Ensure performance and targets are reviewed under PDR process and monthly meetings.
- ◆ Provide all clients with a copy of the Complaints Procedure at initial enquiry stage. Copy can be provided if requested.

7 Reporting Requirements (Page 17)

- a) Shire Housing will purchase and operate the Care and Repair database and have it networked to server to ensure material is not lost in the event of a fire etc. Shire Housing has a Disaster Recovery Plan in the event of a major incident preventing operation from Netherthird House and adjacent building.
- b) Shire Housing will ensure compliance with Communities Scotland's reporting requirements with all members of the Project Team receiving training on what is necessary. All clients will be surveyed post completion of their work to assess satisfaction with service provision. Reports will be provided to MC of Shire; East Ayrshire Care and Repair Working Group and East Ayrshire Care and Repair Steering Group.
- c) Shire Housing will ensure the terms and conditions of the proposed Service Level Agreement are implemented in all aspects and training will be provided by the Director and external trainers to all relevant parties as necessary

8 Networking with other projects (Page 18)

The Care and Repair Officer and other team members where appropriate will:-

- ◆ Develop an awareness of Care and Repair activity in Scotland.

- ◆ Develop an awareness of the Care and Repair Forum.
- ◆ Liaise with other Care and Repair project managers and staff.

It is hoped that the successful candidate for the post will already have the necessary knowledge of the above. However, if not, the staff member will be provided with the necessary time to acquire the knowledge, possibly, as part of induction phase.

In addition knowledge will be achieved via publications; attendance at Care and Repair Forum meetings; seminars and training events.

9 Staffing proposals (Page 19)

9.1 Job Description and Person Specification:-

- a) Initial job description and person specification attached for consideration/comment. (Appendix 3)
- b) The post will be advertised in the Herald and with Employers in Voluntary Housing. Timescale to be agreed with funding partners but would recommend at earliest opportunity if April is confirmed as pilot commencement date.
- c) Subject to funding the Managing Agent would recommend April to coincide with the start of financial year 2003/2004.

10 Revenue Funding and Budgets (Page 20)

See Appendix One. All costs can be verified in terms of apportionment and discussed as necessary with the project funders.

It is recommended that the salary for the Care and Repair post cover the full range of the EVH Grade 6 salary points. Please note that as Shire Housing staff are not on EVH salary scales the link to EVH will not be mentioned in the advert.

CONCLUSION

Shire Housing Association Ltd trust that in submitting this Business Plan for consideration all issues have been addressed. In the event that any members of the Steering Group have questions the Director of Shire will be happy to meet with or provide written information as necessary.

APPENDIX

Appendix_One	Revenue Budget	Year One 2003/2004
Appendix One (a)	Revenue Budget	Year Two 2004 (6 months)
Appendix One (b)	Indirect costs	
Appendix Two	Shire Staff Structure	
Appendix Two(a)	Care and repair Management Structure	
Appendix Three	Job Description and Person Specification	

APPENDIX 1**EAST AYRSHIRE PILOT CARE AND REPAIR PROJECT.****REVENUE COSTS****APRIL 2003 TO MARCH 2004**

PERSONNEL	
Salary Care & Repair Officer (point 2 of EVH grade 6)	£25,114 *
Employers national insurance at 10%	£ 2,511
Employers pension contribution at 12.2%	£ 3,064
Training budget	£ 1,000
Recruitment budget	<u>£ 3,000</u>
*	
<u>Total Personnel cost</u>	£ 34,689
INDIRECT	
% Of Managing Organisations Time	
Director 7%	£3,466
Development/Contract Manager 5%	<u>£1,837</u>
	£5,303
TRAVEL	
Mileage allowance 40p per mile based on 40miles per day (4 days X 45wks)	£2,880
INDIRECT OFFICE OVERHEADS (Appendix 1B)	£6,735
TOTAL EXPENDITURE	£49,607

The Indirect Office overheads have been looked at individually and budget figures estimated accordingly.

Where an apportionment of expenses has been required the basis of this was taken from the % of staff costs involved in Care & Repair calculated to total staff costs. £30,689

£5,303

£35,992 divided by total staff costs of Shire £486392 = 7%

- **To meet revenue budget the salary has been set at point 2 of EVH grade 6. However, it would be advisable to offer up to £27,985 which is top of grade 6 to attract a good range of qualified applicants.**
- **Recruitment – This budget has allowed for 2 adverts.**

finance general/care & repair 19.2.03

APPENDIX 1A**EAST AYRSHIRE PILOT CARE AND REPAIR PROJECT.**

REVENUE COSTS

APRIL 2004 TO SEPTEMBER 2004

PERSONNEL	
Salary Care & Repair Officer (point 3 of EVH inc by inf 2.9%)	£ 13,292
Employers national insurance at 10%	£ 1,329
Employers pension contribution at 12.2%	<u>£ 1,622</u>
<u>Total Personnel cost</u>	£ 16,243
INDIRECT	
% Of Managing Organisations Time	
Director 7%	£1,825
Development/Contract Manager 5%	<u>£ 945</u>
	£2,770
TRAVEL	
Mileage allowance 40p per mile based on 40miles per day (4 days X 22wks)	£1,408
INDIRECT OFFICE OVERHEADS (Appendix 1B)	£3,820 *
TOTAL EXPENDITURE	£24,241

*Indirect office overheads for year 2 have been calculated using the indirect costs for year one as a percentage of the capital expenditure in year one. Year 1 indirect costs £6,735
 $\frac{£6,735}{£40,000} = 16.8\%$
 Year 2 Capital Expenditure £60,000 x 16.8% for half year, less one off costs, being purchase of PC and uniforms.

finance general/care&repair 19.2.03

APPENDIX 1B**EAST AYRSHIRE COUNCIL PILOT CARE AND REPAIR PROJECT****INDIRECT OFFICE OVERHEADS**

	Shire Budget	<u>Full Year</u> O3/O4
OFFICE EXPENDITURE		
PRINTING		1043
OFFICE STATIONERY	3,500	245
POSTAGE		100
EQUIP RENTAL	7,600	532
EQUIP MAINTENANCE		427
PURCHASE OF ONE PC		620
CATERING	700	49
UNIFORMS		600
		3,617
TELECOMS		
PHONES	6,000	420
MOBILES	1,680	118
		538
OTHER EXPENDITURE		
MEMB PROF BODIES	CIB	205
PUBLICATIONS	300	21

annual report	3000	PRINTING DETAIL	
paper/env	4500		
print cartr	3000		
copier met	622		
cp660	3784		
	14906	x7%	1043

sage maint	240	EQUIP MAINTENANCE DETAIL	
franker			
maint	225		
it support	4000		
phone			
maint	850		
virus scan	360		
micro soft			
publ	100		
copier			
maint	330		
	6105	x7%	427

UNIFORMS	
Full uniform plus external Health & Safety Equipment	

AUDIT	6,500	455
TOTAL		681

OFFICE COSTS

RATES	7,200	504
REPAIRS	5,000	350
HEAT/LIGHT	4,800	336
CLEANING	1,230	86
SECURITY	1,110	78
OFFICE INS	6,300	441
HEALTH & SAFETY	1,500	105
TOTAL		1900

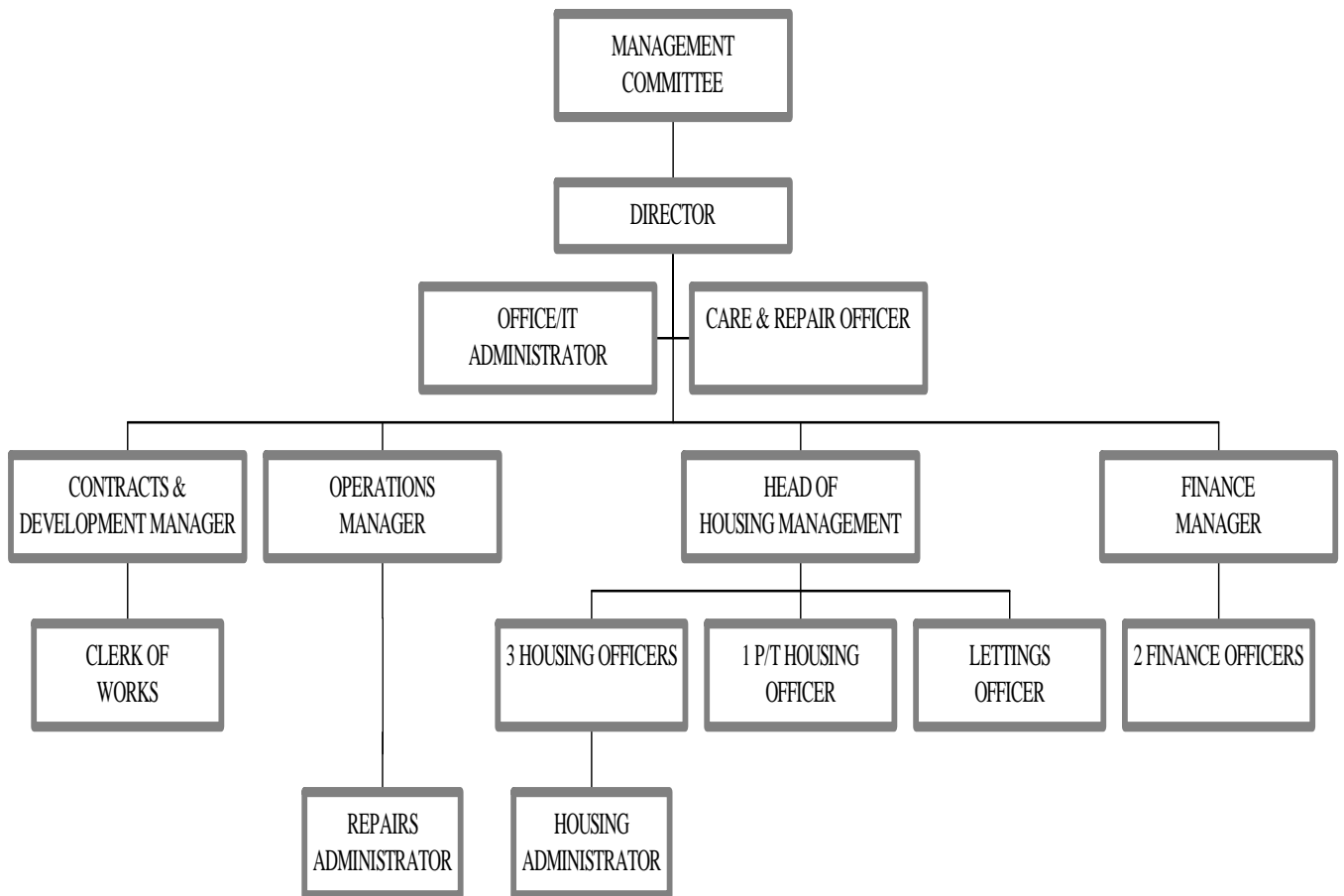
TOTAL INDIRECT COSTS**6735**

CAPITAL EXPENDITURE YEAR 1	£40,000.00
Indirect Costs as a % of capital spend	16.8

CAPITAL EXPENDITURE YEAR 2	£60,000.0
Indirect Costs as a % for year2	16.8
full year	10080.0
half year	5040.0

Less purchase of IT & Uniforms	-1220.0
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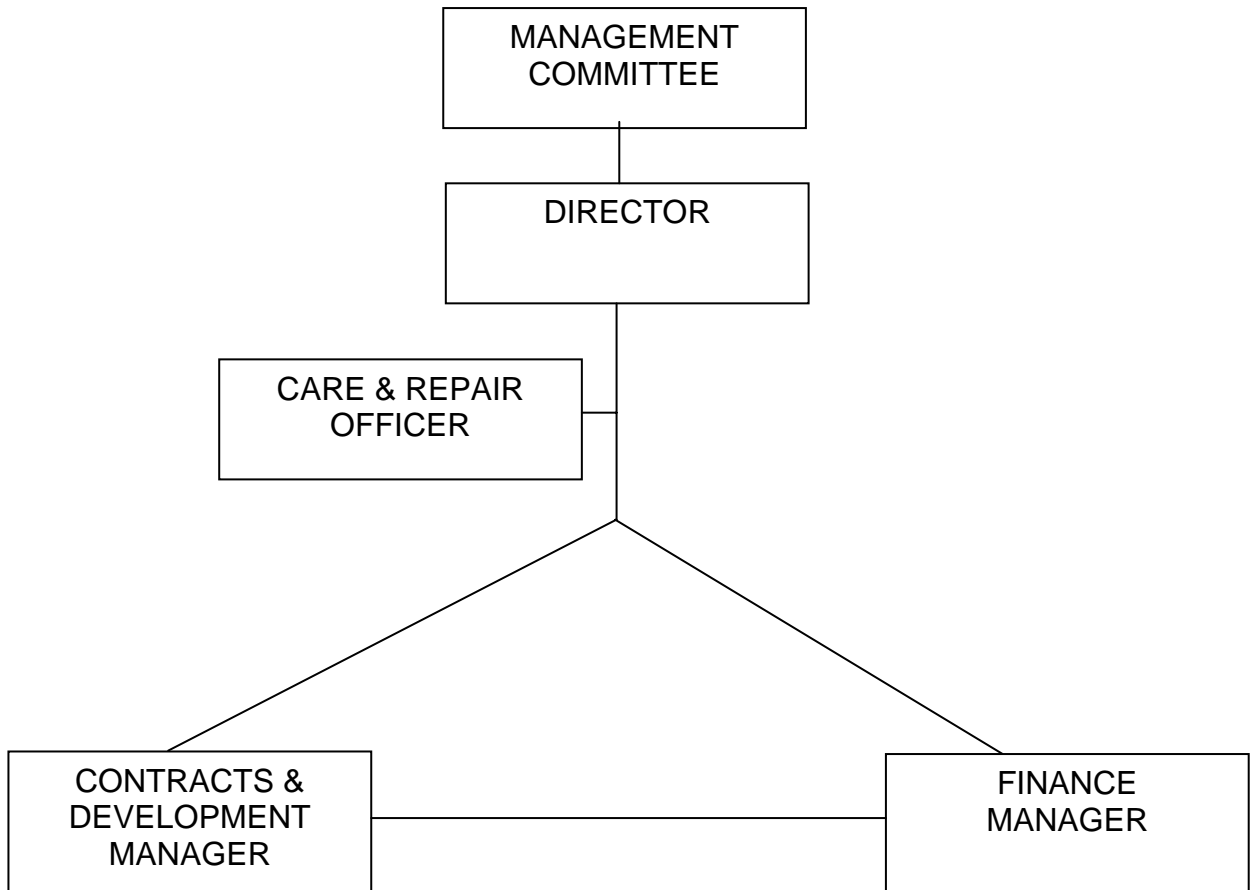
Budget for April 2004 to September 2004	£ 3,820.0
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EAST AYRSHIRE PILOT CARE AND REPAIR PROJECT**SHIRE HOUSING ASSOCIATION LTD****STAFFING STRUCTURE**

EAST AYRSHIRE PILOT CARE AND REPAIR PROJECT

SHIRE HOUSING ASSOCIATION LTD

CARE & REPAIR MANAGEMENT STRUCTURE



APPENDIX 3

EAST AYRSHIRE PILOT CARE AND REPAIR PROJECT JOB SPECIFICATION

Job Title: Care and Repair Officer
Salary: £24,398 to £ 27,985 (To be confirmed)
Grade: Shire Housing
Responsible to: The Director
Responsible for: Not applicable

Summary of Key Responsibilities and Objectives

The Care and Repair Officer is responsible for ensuring the pilot project meets its aims and objectives of delivering a quality service to clients.

The officer is also responsible together with the Director for ensuring that the pilot project is successful and subsequently developed into an East Ayrshire wide service.

The Project Objectives

- a) Hospital discharge back to suitably adopted accommodation in the community
- b) Accident prevention in the home for elderly or hospital discharge patients

Main Areas of Responsibility

- Delivery of Service
- Project Development
- Project Management
- Project Audit
- Prioritisation of caseload
- Interagency liaison

a) Hospital Discharge

- ◆ Undertake audit of hospital discharge to evaluate numbers seeking home alterations to enable them to return into the community within the pilot area.
- ◆ Map out pattern of need

Visit home of client with their agreement to assess extent of work and carry out initial cost assessment

- ◆ Project potential costs to inform cashflow.
- ◆ Prioritise co-ordinate and supervise work to allow patients to return to their home.

b) Accident Prevention

The Care and Repair Officer will carry out an audit of GP and related healthcare services to establish the client group who may benefit from a small/handyman repair service.

The Care and Repair Project Officer will assist individual clients by:

- ◆ Helping clients to arrange estimates
- ◆ Helping clients to apply for grants
- ◆ Helping clients source additional funding and assist in applying for charitable funding
- ◆ Assist in letting contracts, supervising work and ensuring client satisfaction
- ◆ Investigate availability and standard of local tradesmen to form small works contractors list.
- ◆ Evaluate provision of accessing small works via multi-trade contractor.
- ◆ Investigate the potential for "volunteers" list to carry out small works for clients.

Key Activities

The Care and Repair Officer will:

- ◆ Undertake a feasibility study and report on the viability of the Care and Repair service employing "a handyman" to undertake small works on behalf of clients.
- ◆ Compile a database of "other sources" funding outwith Capital Grant funding.
- ◆ Prepare monthly reports based on National Indicators and monthly cashflow reports for Shire Housing Association Management Committee and monthly evening meetings in accordance with Association policy.
- ◆ Be a member of East Ayrshire Care and Repair Working Group and will report to the East Ayrshire Care and Repair Steering Group.
- ◆ Provide necessary reports to East Ayrshire Care and repair Working Group and to East Ayrshire Care and Repair Steering Group.
- ◆ Develop an awareness of Care and Repair activity in Scotland.
- ◆ Develop an awareness of the Care and Repair Forum.
- ◆ Liaise with other Care and Repair project managers and staff.
- ◆ Liaise with Care and Repair Forum and attend meetings as necessary.
- ◆ Develop policies and procedures necessary to the project.
- ◆ Maintain a library of technical and related material to ensure the project adheres to necessary legislative framework.
- ◆ Develop and maintain a list of suppliers of aids and adaptations and ensure the Association can access effective and efficient aids on behalf of clients.

Project Management

- ◆ Compile and maintain register of approved Contractors and Consultants.
- ◆ Compile and provide reports as necessary to Care and Repair Forum; Communities Scotland and any other statutory body entitled to data on Care and repair projects.
- ◆ Comply with necessary legislation with particular regard to health and safety.
- ◆ Compile and report on levels of client satisfaction.
- ◆ Monitor and report on expenditure.

Delivery of Service

The Care and Repair Officer must at all times act in a sensitive and caring manner in the delivery of the service.

- ◆ Develop publicity/information material.
- ◆ Provide clients with detailed information on the service that can be provided.
- ◆ Liaise with other agencies to accomplish satisfactory outcome for client.
- ◆ Co-ordinate investigation of technical problems reported by client.
- ◆ Co-ordinate issue of tenders including schedule of works, specifications and drawings if necessary to contractors.
- ◆ Effect post-tender evaluation of cost and quality.
- ◆ Co-ordinate the submission of Planning application, Buildings Warrant Applications, Listed Building Consent, Feu Superior Consent any other relevant documentation.
- ◆ Co-ordinate project meetings to ensure clients requirements are fully met and effectively delivered.
- ◆ Submit Repairs and Improvement Grant Applications.
- ◆ Arrange financial packages to assist client have work carried out e.g. insurance claims; charitable claims etc.
- ◆ Act as client's agent in the appointment of consultants and contractors.
- ◆ Liaise with contractors and consultants while work on-site.
- ◆ Ensure client is satisfied with outcome.
- ◆ Check all aspects of the financial package to ensure accuracy on behalf of client and audit trail on behalf of Association.

Any other reasonable task requested by the Director on behalf of the project.

EAST AYRSHIRE PILOT CARE AND REPAIR PROJECT

PERSON SPECIFICATION

Job Title: Care & Repair Officer **Salary:** £24,398 - £27,985
(as at April 03) To be confirmed

Responsible to: Director

18 MONTHS FIXED TERM CONTRACT

Criteria	Essential	Desirable
Qualifications	Professional qualification in Building Industry.	
Skills & Abilities	<p>Ability to communicate with client groups and agencies.</p> <p>Advocacy, liaison and negotiation skills</p> <p>Understanding of the needs of elderly and disabled people.</p> <p>Good presentation skills.</p> <p>Excellent IT skills in word, excel and access.</p> <p>Ability to prioritise workload. Ability to work to deadlines.</p> <p>Experience of setting up and maintaining systems and records in a comprehensive manner.</p>	Ability to develop, implement and follow policy/procedures.
Experience	<p>Multi-agency partnership.</p> <p>Preparation of:</p> <ul style="list-style-type: none"> • Specifications/descriptions of work. <p>Site inspection/supervision.</p>	<p>Managerial experience.</p> <p>Implementation of new projects.</p>

Criteria	Essential	Desirable
Experience(Cont)	<p>Making funding applications.</p> <p>Making grant applications; statutory submission for applications and building warrants.</p> <p>Survey and collection of data to expertise.</p>	
Knowledge	<p>General knowledge of housing and related policies.</p> <p>Knowledge of rural housing issues.</p> <p>Knowledge of equal opportunities issues and commitment to same.</p>	<p>Knowledge of social welfare issues.</p> <p>Knowledge of welfare benefits.</p> <p>Local authority private sector procedures.</p>
Values & Attitudes	A caring and sensitive attitude.	A commitment to the development of Care & Repair.
Other	Daily use of own car and full driving licence.	Clean licence.

THE SCHEDULE

Part 2 – Offer of Grant and Acceptance

AGREEMENT

between

EAST AYRSHIRE COUNCIL

and

SHIRE HOUSING ASSOCIATION LIMITED

Ref: CONV/HSG/638/JK/LB

East Ayrshire Care and Repair (Dalmellington Pilot)

David Mitchell
Head of Administrative & Legal Services
East Ayrshire Council
Council Headquarters
London Road
KILMARNOCK