

NORTH LANARKSHIRE COUNCIL

REPORT

AGENDA ITEM No. 5

<b>To : HOUSING AND TECHNICAL SERVICES (CAPITAL PROGRAMME &amp; REPAIRS) SUB COMMITTEE</b>		<b>Subject : NORTH LANARKSHIRE CARE AND REPAIR PROJECT PROGRESS REPORT</b>
<b>SOCIAL WORK (PLANNING &amp; ADMINISTRATION) SUB COMMITTEE</b>		
<b>From : DIRECTOR OF HOUSING &amp; PROPERTY SERVICES</b>		
<b>Date : 16 February 2005</b>	<b>Ref : TMcK/IMcM/AMcS</b>	

**1. Purpose of Report**

- 1.1 This report advises members of the progress made by Care and Repair in North Lanarkshire and has been prepared in co-operation with the Director of Social Work.

**2. Background**

- 2.1 Care and Repair schemes assist mainly frail older people with physical disabilities and others with community care needs who are owner-occupiers or live in the private rented sector.
- 2.2 The Social Work Committee meeting on 15 January 2004 and the Housing & Technical Services Committee of 22 January 2004 re-appointed Clyde Valley Housing Association as the managing agent, and approved their proposed revenue budget for 2004/2005 for North Lanarkshire Care & Repair Project in the sum of £300,577.
- 2.3 Revenue funding is based on a sharing of costs between North Lanarkshire Council, Communities Scotland and Lanarkshire Health Board. The Council's contribution is divided equally between the Social Work and Housing & Property Services Departments and the cost of revenue support to the project in 2004/2005 is £67,681 for each Department.
- 2.4 An Advisory Committee with representation from North Lanarkshire Council, Communities Scotland, Lanarkshire Health Board and Clyde Valley Housing Association monitors the progress of the project.

**3. Progress**

- 3.1 North Lanarkshire Care and Repair was launched in June 1998. Pages 1 to 8 of Appendix 1 attached to this report shows in detail the progress of the service.
- 3.2 At 31 December 2004, the Care and Repair Project had 2,304 clients of which 1131 were works cases complete or in the pipeline. 67 % of the Project's clients are aged over 70 years. Over 88% have some degree of disability. The number of new referrals to the project was 152 in the quarter to December 2004. The total value of works completed in the quarter was £161,521. The majority of completions are now in the Disabled Adaptation category, which are more complex and time-consuming than general repairs.

- 3.3 The Small Repairs Service was launched in November 2000 as part of the Care & Repair Project. The Council and its partners approved funding for a major expansion of the Small Repairs Service for 2004-7, and two Small Repairs Officers and a Clerical Assistant took up their posts in the summer of 2004. A major publicity exercise was undertaken at that time, and it was expected that a major growth in output from this valuable service would be seen over the remainder of this financial year. The effects of this are now being seen, in that new client enquiries have increased to 521, compared to 145 in the same quarter in the previous year, and works completions rose to 213, compared to 86 in the same quarter in 2003.
- 3.4 Up to June 2004 the number of new client enquiries for the Small Repairs Service was averaging around 100 per quarter, but in the past quarter, the additional publicity resulted in an increase in new enquiries to 521. The service is now working at full capacity and has a waiting time of 10-12 weeks for non-priority visits, although priority visits to deal with matters of safety or security are visited urgently.
- 3.5 Since the start of the project, staff have visited 2389 clients and completed work – mainly small joinery, plumbing or electrical jobs – in 1429 houses. The number of works completions doubled in the quarter to 31 December 2004 compared to the average in the previous four quarters. 76% of the clients are aged over 70 and 80% have some degree of disability. Pages 9 to 16 of Appendix 1 to this report detail the progress of the Small Repairs Service.
- 3.6 The Income and Expenditure Account for Care and Repair in North Lanarkshire is shown in Appendix 2 to this report. It indicates a surplus of £10,612 to 31 December 2004, due mainly to the fact that the new Small Repairs Service staff did not commence employment until the summer of 2004.
- 3.7 The Advisory Committee will closely monitor the workload and the performance of the project over the coming months.

#### **4. Recommendations**

- 4.1 Committee is asked to note the contents of the report.

#### **5. Further Information**

- 5.1 Available in the Housing and Property Services Department.



**Thomas McKenzie**  
**Director of Housing & Property Services**



**CARE & REPAIR IN NORTH LANARKSHIRE**  
**REPORT TO ADVISORY COMMITTEE**  
**QUARTER ENDING 31 DECEMBER 2004**

- 1. Care & Repair Service**
- 2. Small Repairs Service**

## CARE & REPAIR IN NORTH LANARKSHIRE

FINANCIAL YEAR 2004-05 - QUARTER ENDING: 31 December 2004

REVENUE BUDGET: £300,574 REVENUE EXPENDITURE: £

WORKPLAN TARGETS: (1) C&R Work Completions 140 (2) C&R Advice Completions 140

(1)

QUARTER	AWAITING VISIT	SERVICE ENQUIRIES	ADVICE COMPLETIONS	WORK COMPLETIONS
Q1: 30 June	104	87	50	50
Q2: 30 September	145	149	66	51
Q3: 31 December	192	152	95	50
Q4: 31 March				
<b>YEAR TOTAL</b>		388	211	151
<b>CUMULATIVE TO DATE</b>		2304	981	926

(2)

ADVICE COMPLETIONS – CURRENT YEAR									
QUARTER	REFER TO OTHER AGENCY	ALTERNATIVE HOUSING	ILL/ DECEASED	SUBMIT GRANT ENQUIRY	NON-GRANT ELIGIBLE	ADVICE ONLY REQUIRED	PROCEEDED WITHOUT HELP	COULD NOT AFFORD COST	ABANDONED OTHER
Q1: 30 June	7	1	1	8	3	15	7	1	7
Q2: 30 September	10	2	2	28	4	1	7	4	8
Q3: 31 December	18	-	10	26	9	5	15	2	10
Q4: 31 March									
<b>YEAR TOTAL</b>	35	3	13	62	16	21	29	7	25

(3) WORK COMPLETIONS – CURRENT YEAR

QUARTER	DISABLED	MAJOR REPAIRS	WINDOWS/ DOORS	DAMP/ ROT	DRAINAGE/ WATER	HEATING	ELECTRICAL	BATHROOM/ KITCHEN	MINOR WORKS
Q1: 30 June	31	10	1	1	2	2	1	-	2
Q2: 30 September	24	22	2	2	-	1	-	-	-
Q3: 31 December	20	22	1	-	-	2	-	-	5
Q4: 31 March									
<b>YEAR TOTAL</b>	75	54	4	3	2	5	1	-	7

(4) **CAPITAL OUTPUT AND FUNDING SOURCES SUMMARY FOR THIS QUARTER**

STATUS	UNITS	NON HRA GRANT		PRIVATE FINANCE		TOTAL VALUE OF WORKS	
		£	%	£	%	£	%
Work Completed	50	136,916	84.8	24,605	15.2	161,521	100
Work in Progress	139	472,415	87.2	69,155	12.8	541,750	100
Work in Pipeline	66	242,441	82.8	50,402	17.2	292,843	100

(5) **QUARTERLY CAPITAL OUTPUT AND FUNDING SOURCES SUMMARY: WORK COMPLETIONS ONLY**

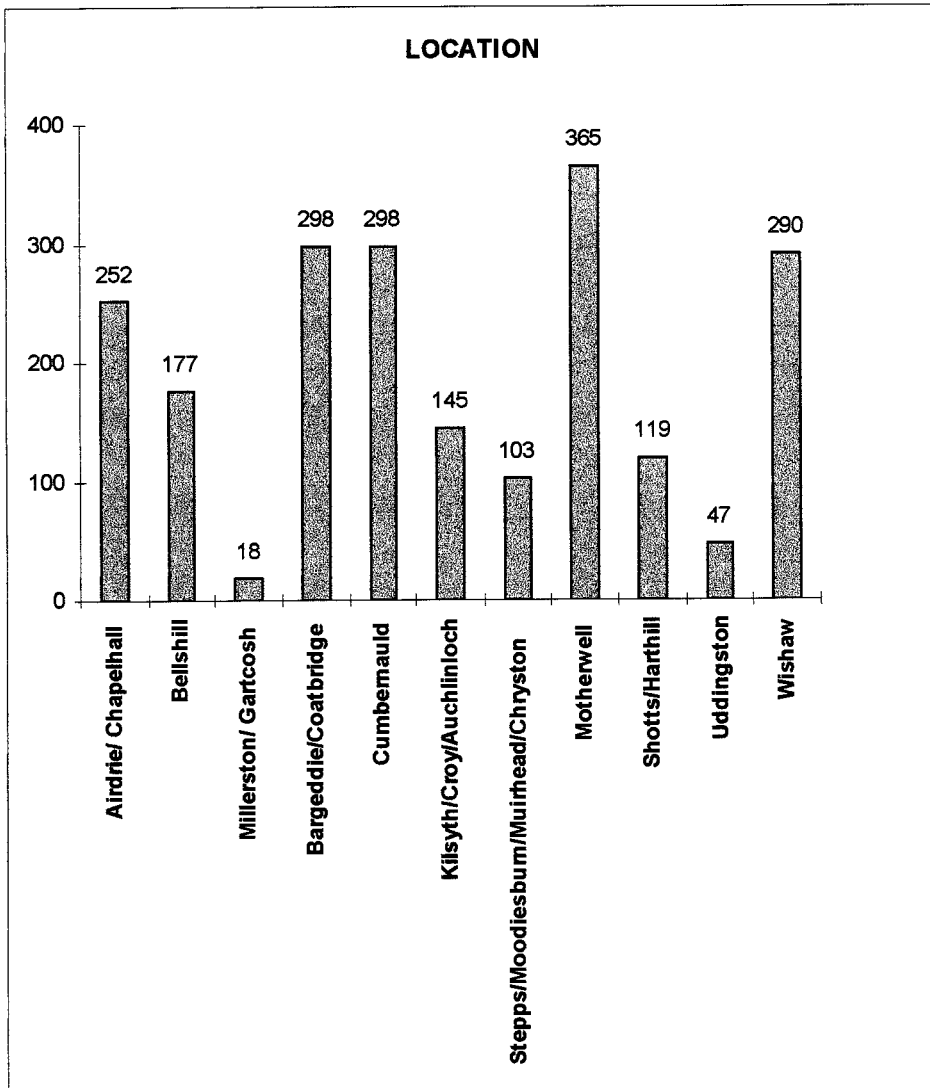
QUARTER	UNITS	NON HRA GRANT		PRIVATE FINANCE		TOTAL VALUE OF WORKS	
		£	%	£	%	£	%
Q1: 30 June	50	132374	88.2	17647	11.8	150021	100
Q2: 30 September	51	145295	85.8	24056	14.2	169351	100
Q3: 31 December	50	136,916	84.8	24,605	15.2	161,521	100
Q4: 31 March							
<b>TOTALS</b>	151	414,585	86.2	66,308	13.8	480,893	100

(6) **PREVIOUS YEARS – CARE & REPAIR OUT TURNS**

DESCRIPTION	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003	2003/04	TOTAL
SERVICE ENQUIRIES	180	268	321	356	425	366	1916
ADVICE COMPLETIONS	77	98	99	139	139	218	770
WORKS COMPLETIONS	19	87	178	158	151	182	775

## 7. Property Details

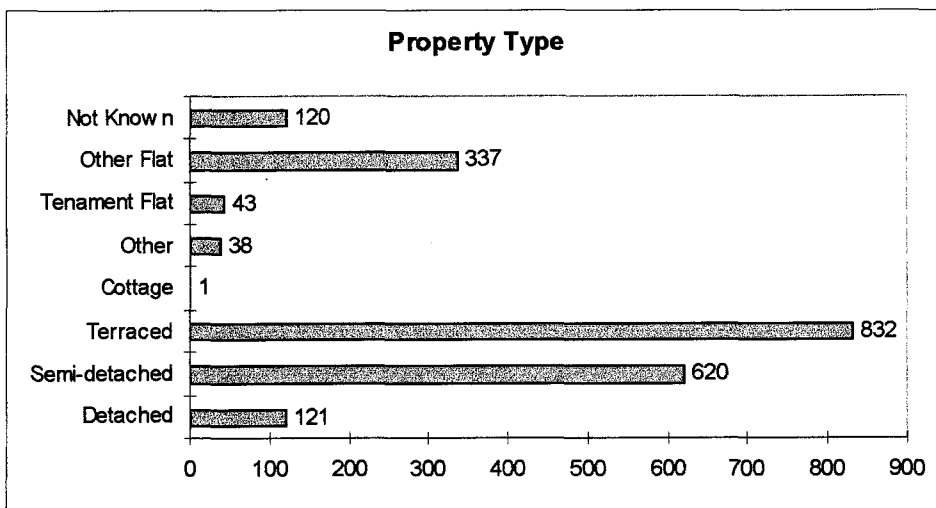
### 7.1 Location



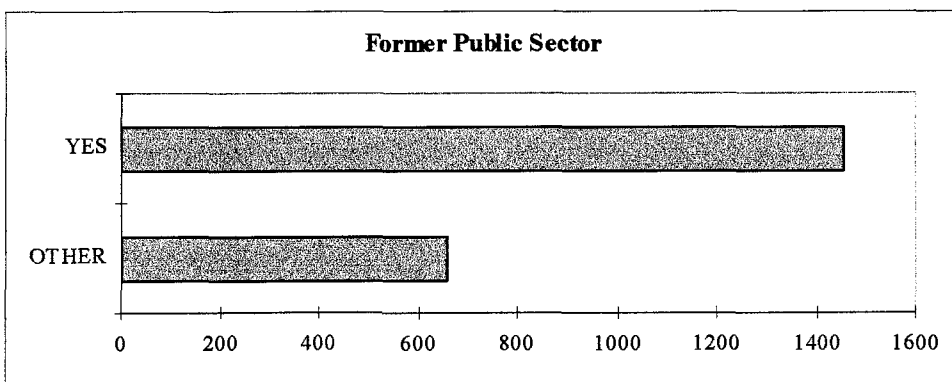
### 7.2 Property Age



### 7.3 Property Type

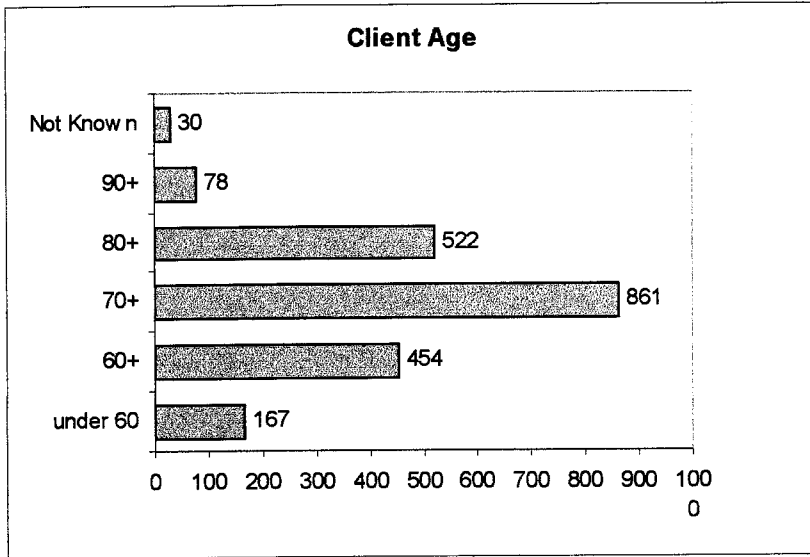


### 7.4 Former Public Sector

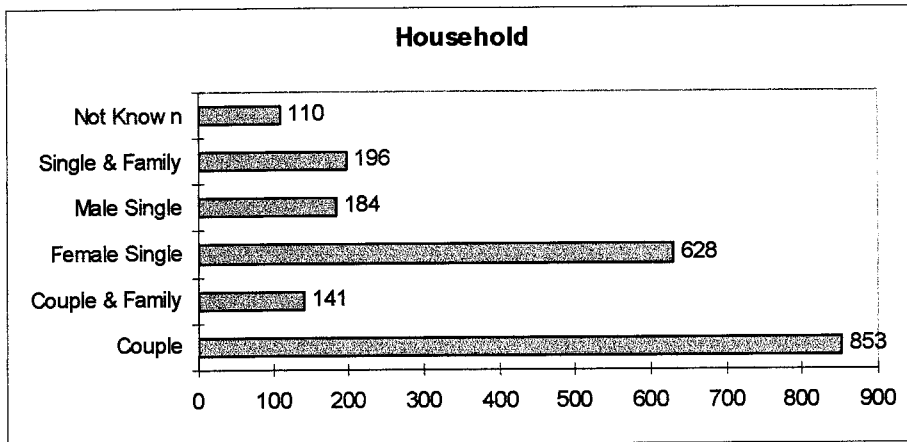


## 8. Client Details

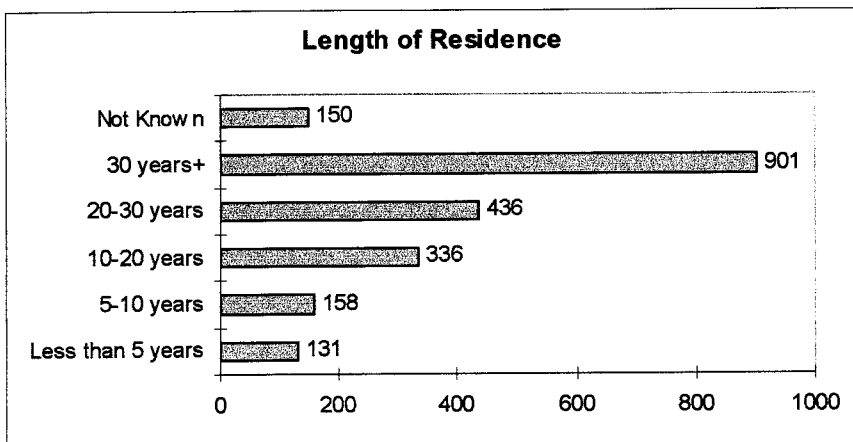
### 8.1 Age



### 8.2 Household

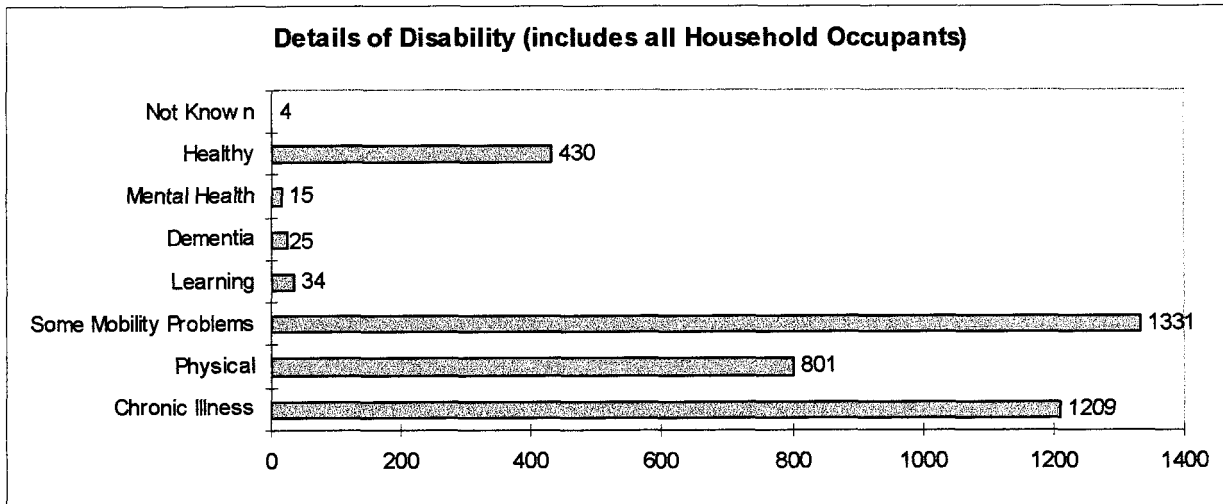


### 8.3 Length of Residence

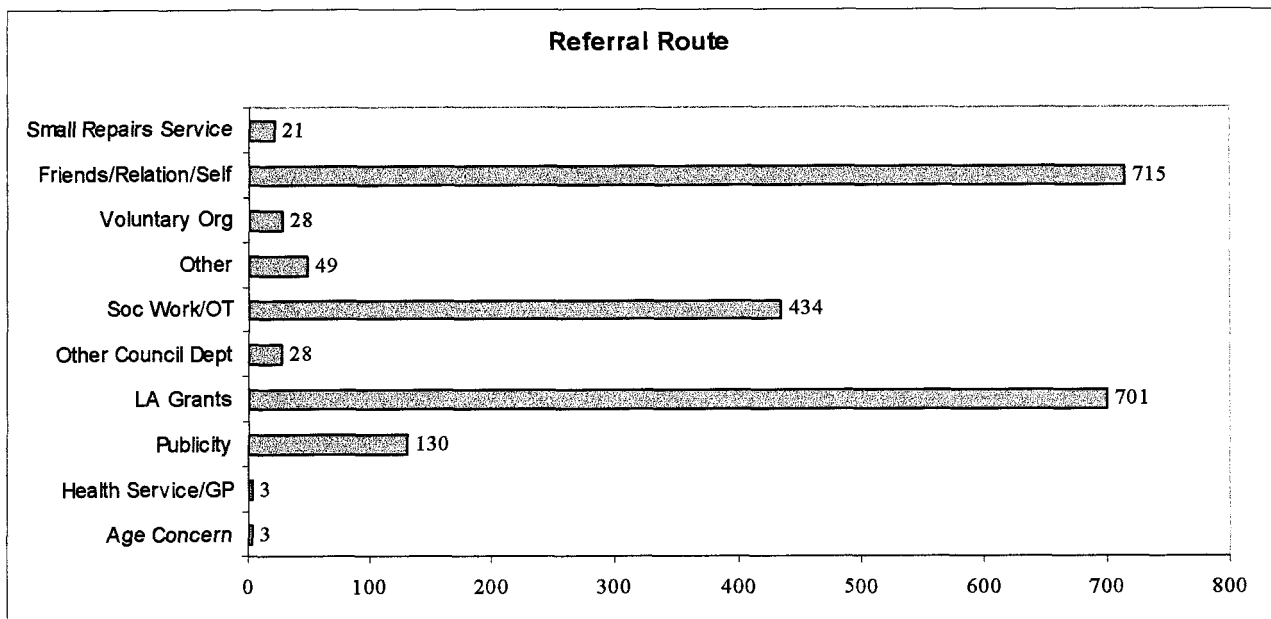




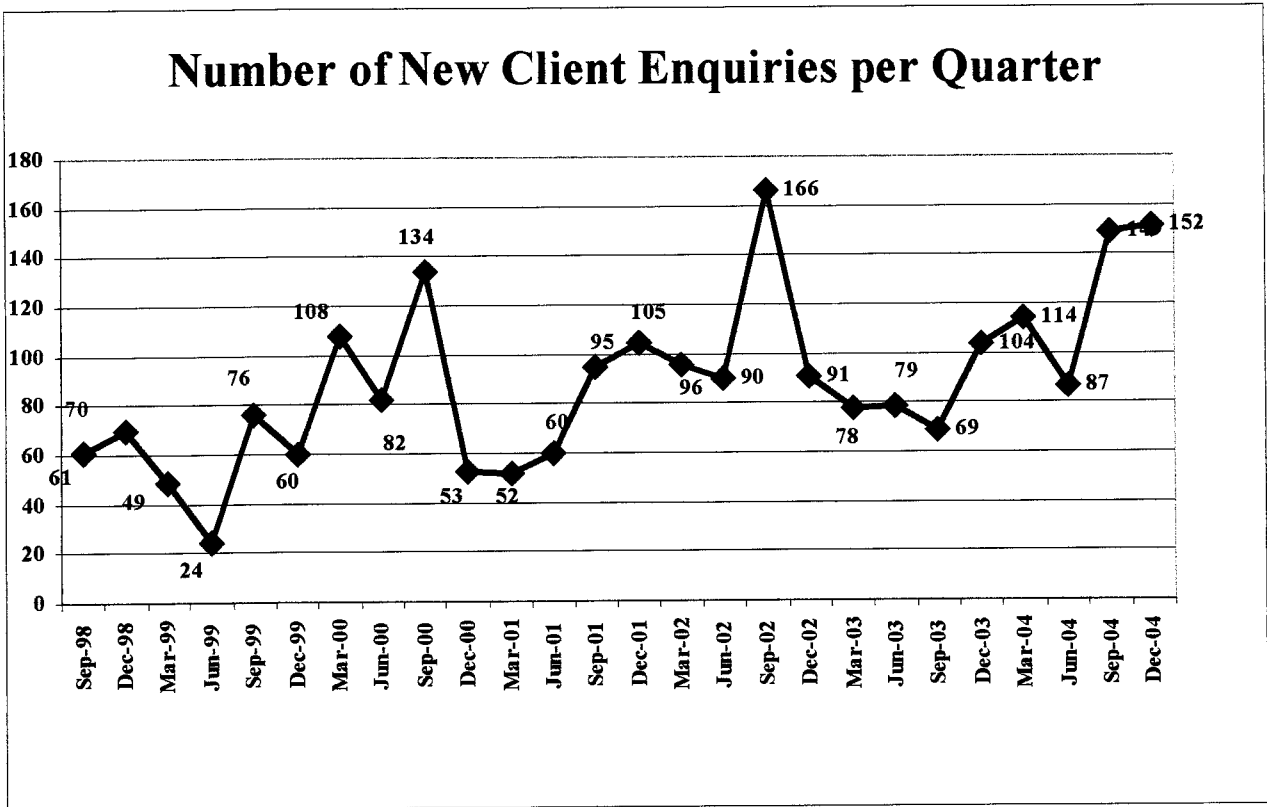
8.4 Details of Disability



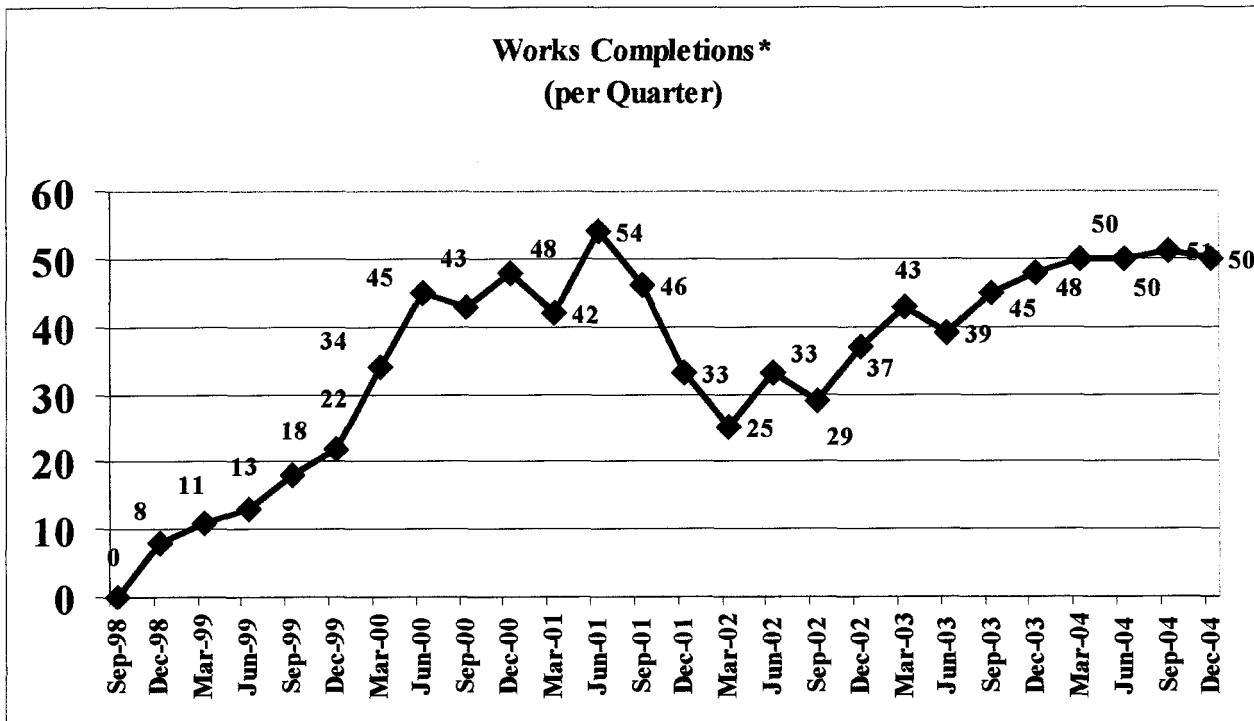
8.5 Referral Route



8.6 Total Caseload – Quarterly Referrals



8.7 Works Completions per Quarter



8.8 Total Quarterly Expenditure



## SMALL REPAIRS SERVICE

FINANCIAL YEAR 2004-05 - QUARTER ENDING: 31 December 2004

WORKPLAN TARGET COMPLETIONS: 1000

(1)

QUARTERS	AWAITING VISIT	SERVICE ENQUIRIES	ADVICE COMPLETIONS	WORK COMPLETIONS
Q1: 30 June	125	158	27	114
Q2: 30 September	386	439	54	124
Q3: 31 December	654	521	40	213
Q4: 31 March				
<b>YEAR TOTAL</b>		1118	121	451
<b>CUMULATIVE TO DATE</b>		2389	306	1429

(2)

ADVICE COMPLETIONS – CURRENT YEAR								
QUARTER	REFERRED TO OTHER AGENCY	REFERRED TO C&R	ALTERNATIVE HOUSING	ILL/ DECEASED	NON-ELIGIBLE	ADVICE ONLY REQUIRED	PROCEEDED WITHOUT HELP	ABANDONED/ OTHER
Q1: 30 June	0	0	0	2	3	3	17	2
Q2: 30 September	6	0	0	1	3	2	21	21
Q3: 31 December	8	0	0	0	2	5	19	6
Q4: 31 March								
<b>YEAR TOTAL</b>	14	0	0	3	8	10	57	29

(3) SMALL REPAIR BREAKDOWN – CURRENT YEAR

QUARTER	JOINERY	PLUMBING	SMALL ELECTRICAL	BRICK WORK	PLASTER WORK	PVC	SECURITY	HOUSEHOLD	OTHER
Q1: 30 June	38	23	29	1	0	0	0	20	3
Q2: 30 September	63	29	16	3	2	0	0	8	3
Q3: 31 December	73	74	40	7	3	0	0	15	1
Q4: 31 March									
<b>YEAR TOTAL</b>	174	126	85	11	5	0	0	43	7

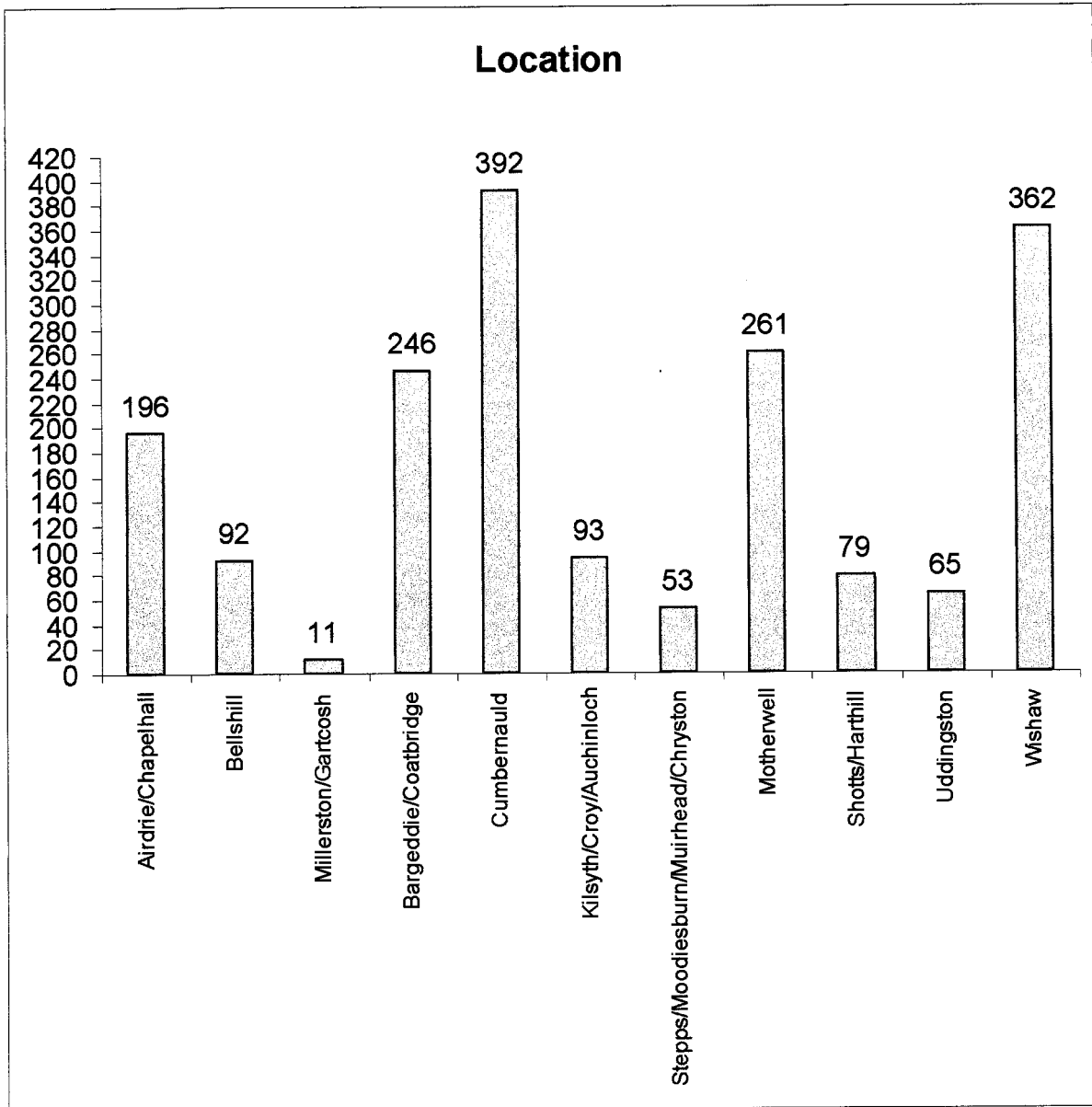
(4) PREVIOUS YEARS – SMALL REPAIRS OUT TURNS

DESCRIPTION	2001/2002	2002/2003	2003/04	TOTAL
SERVICE ENQUIRIES	415	422	434	1271
ADVICE COMPLETIONS	*(54)	*(77)	54	*(185)
WORK COMPLETIONS	301	301	376	978

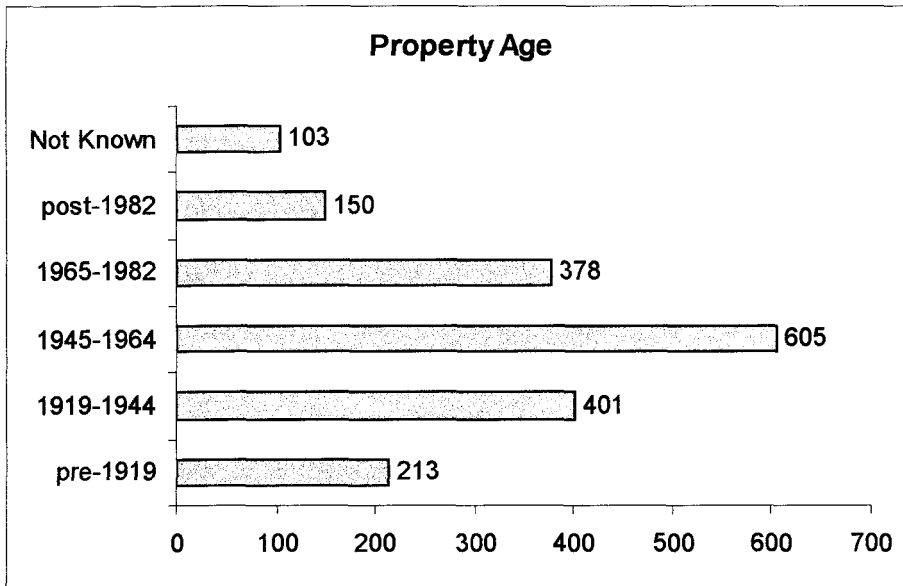
\*For previous years advice completions included with work completions

5. Property Details

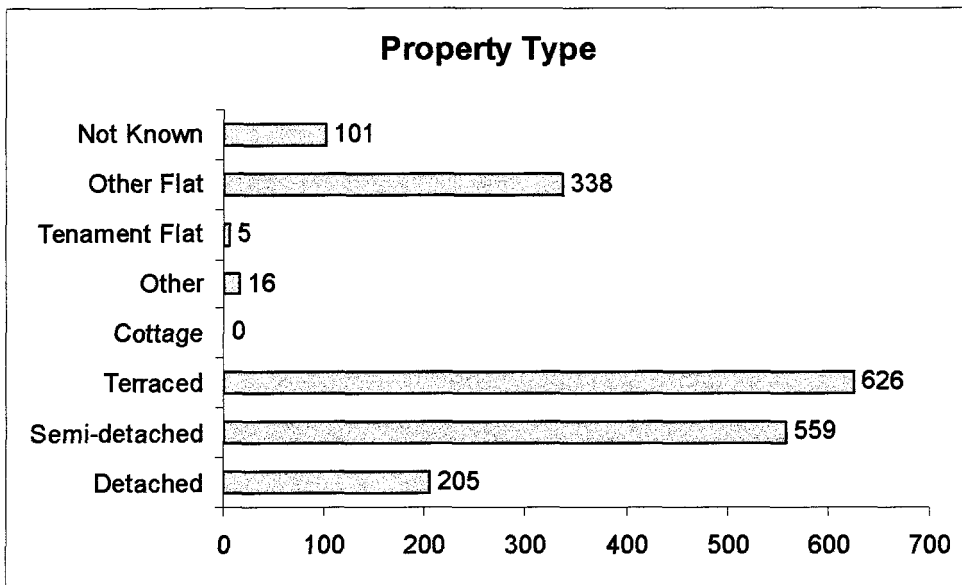
5.1 Location



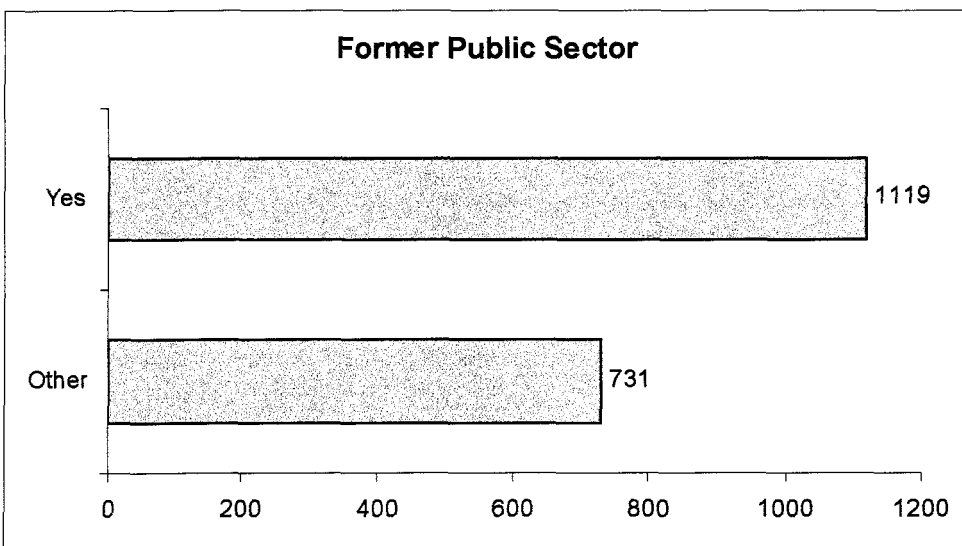
## 5.2 Property Age



## 5.3 Property Type

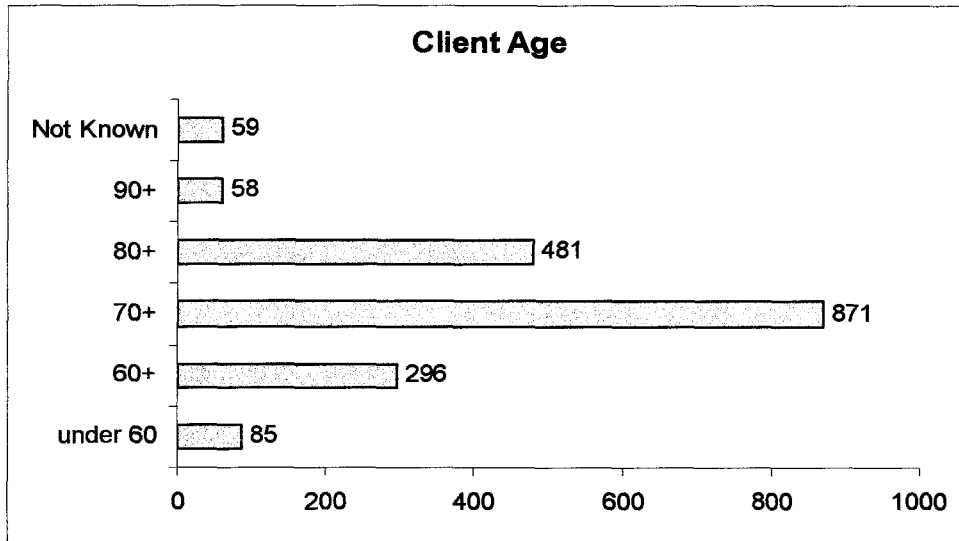


## 5.4 Former Public Sector

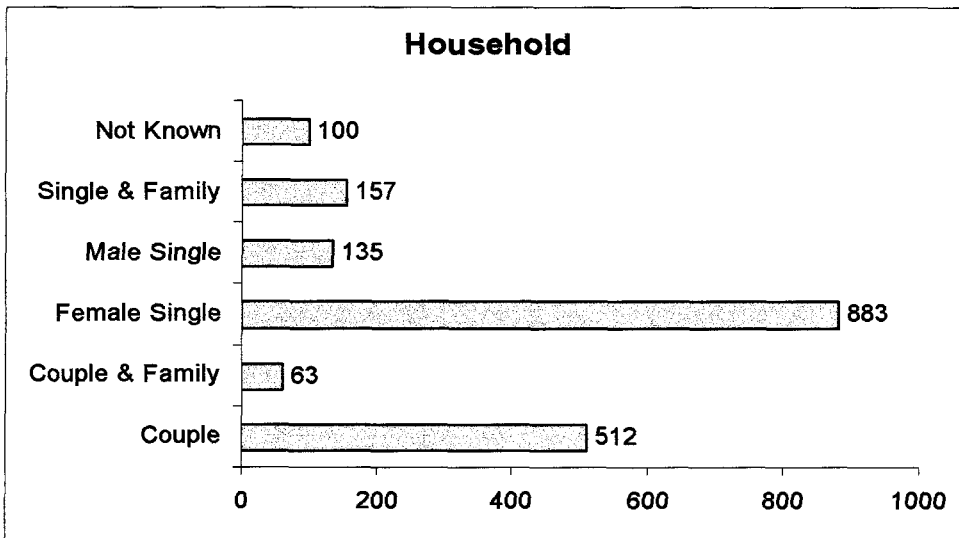


## 6. Client Details

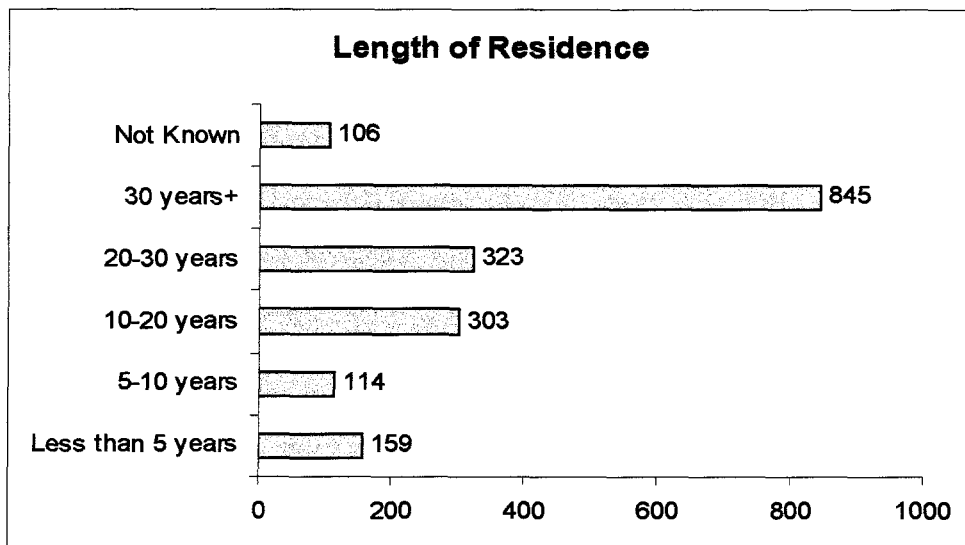
### 6.1 Age



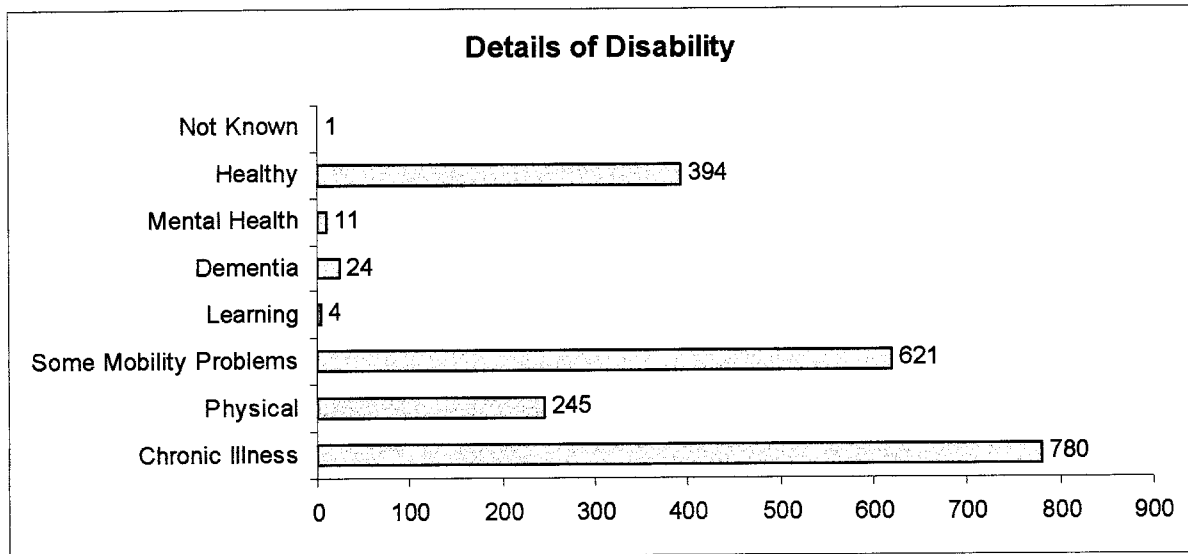
### 6.2 Household



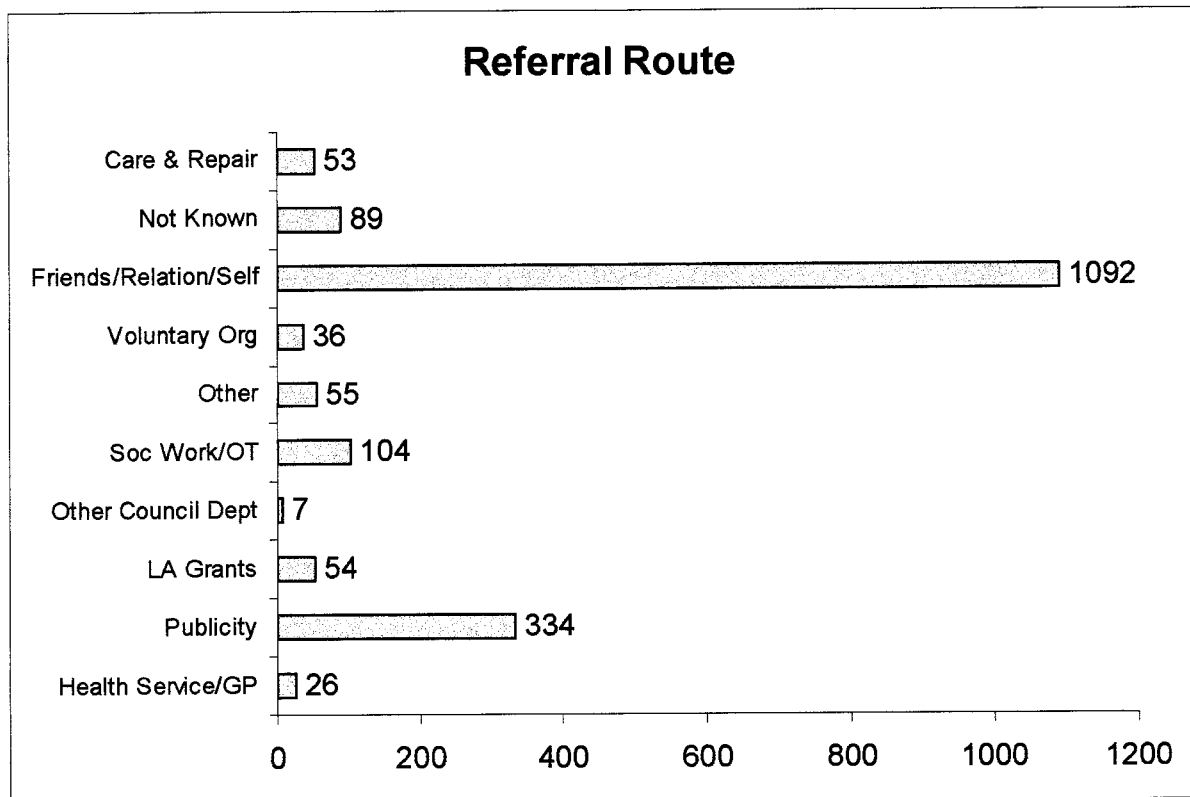
### 6.3 Length of Residence



## 6.4 Details of Disability (self assessed)



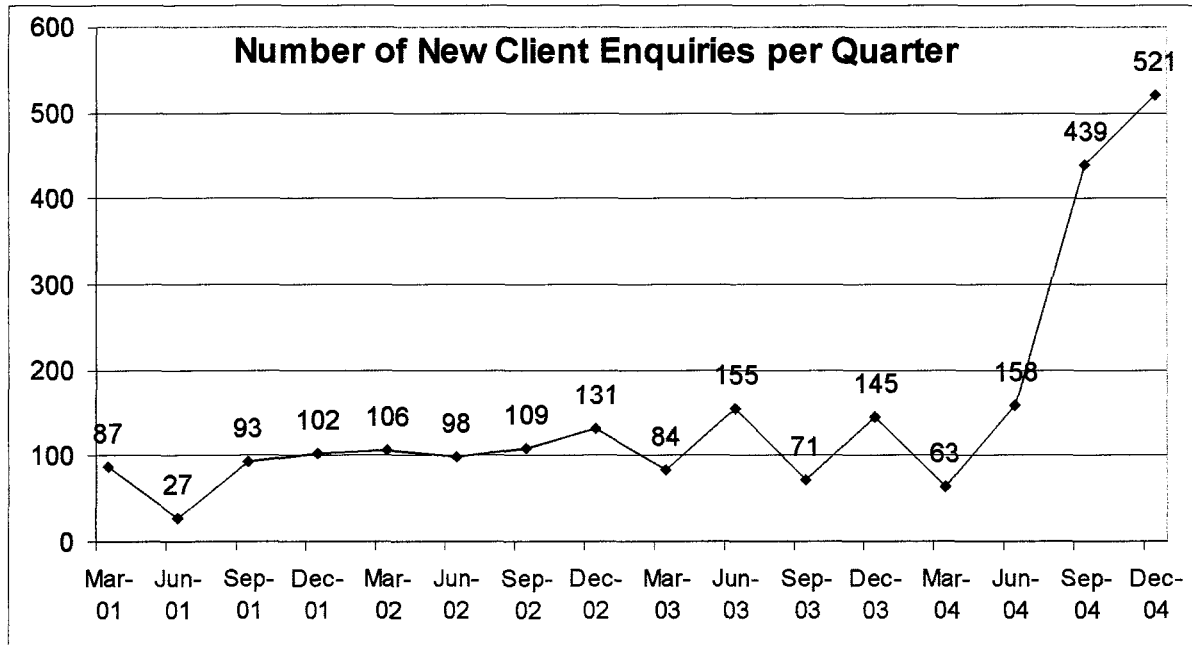
## 6.5 Referral Route





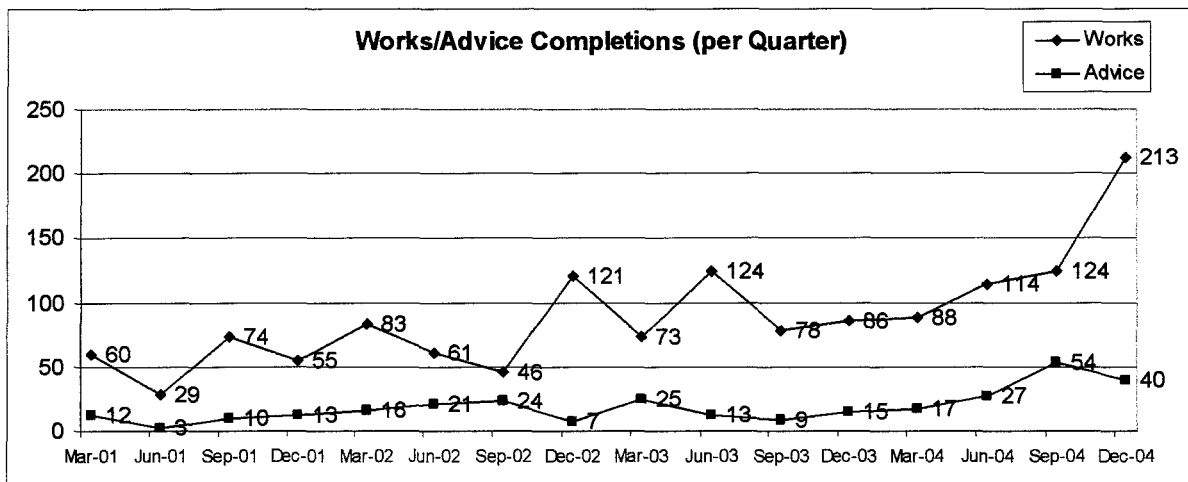
## 7. New Enquiries per Quarter

### 7.1



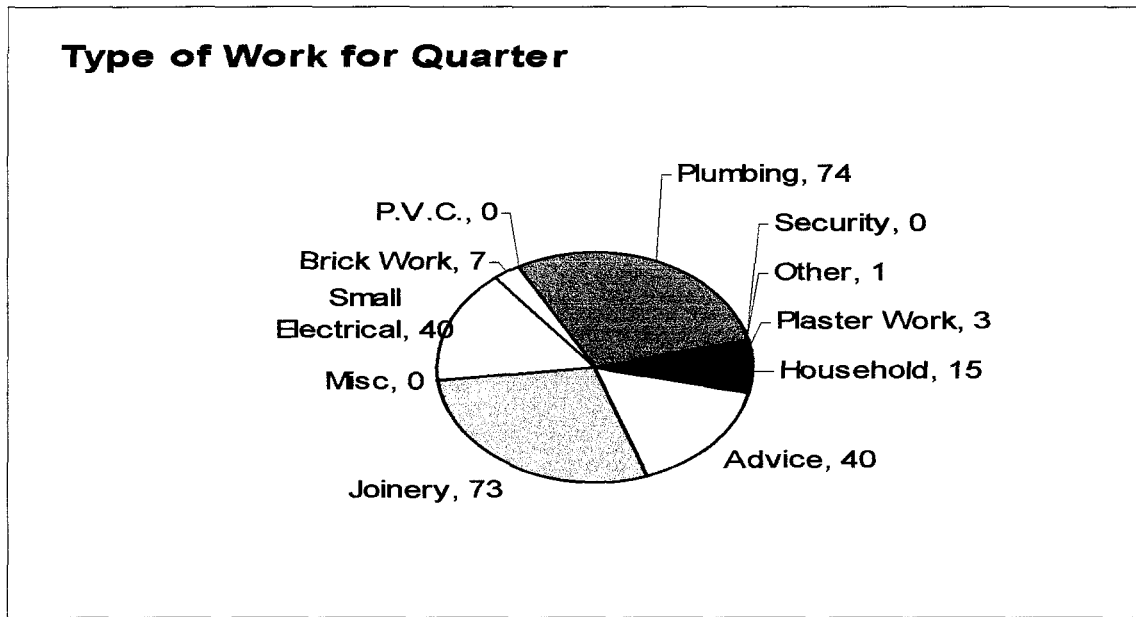
## 8. Work/Advice Completions per Quarter

### 8.1



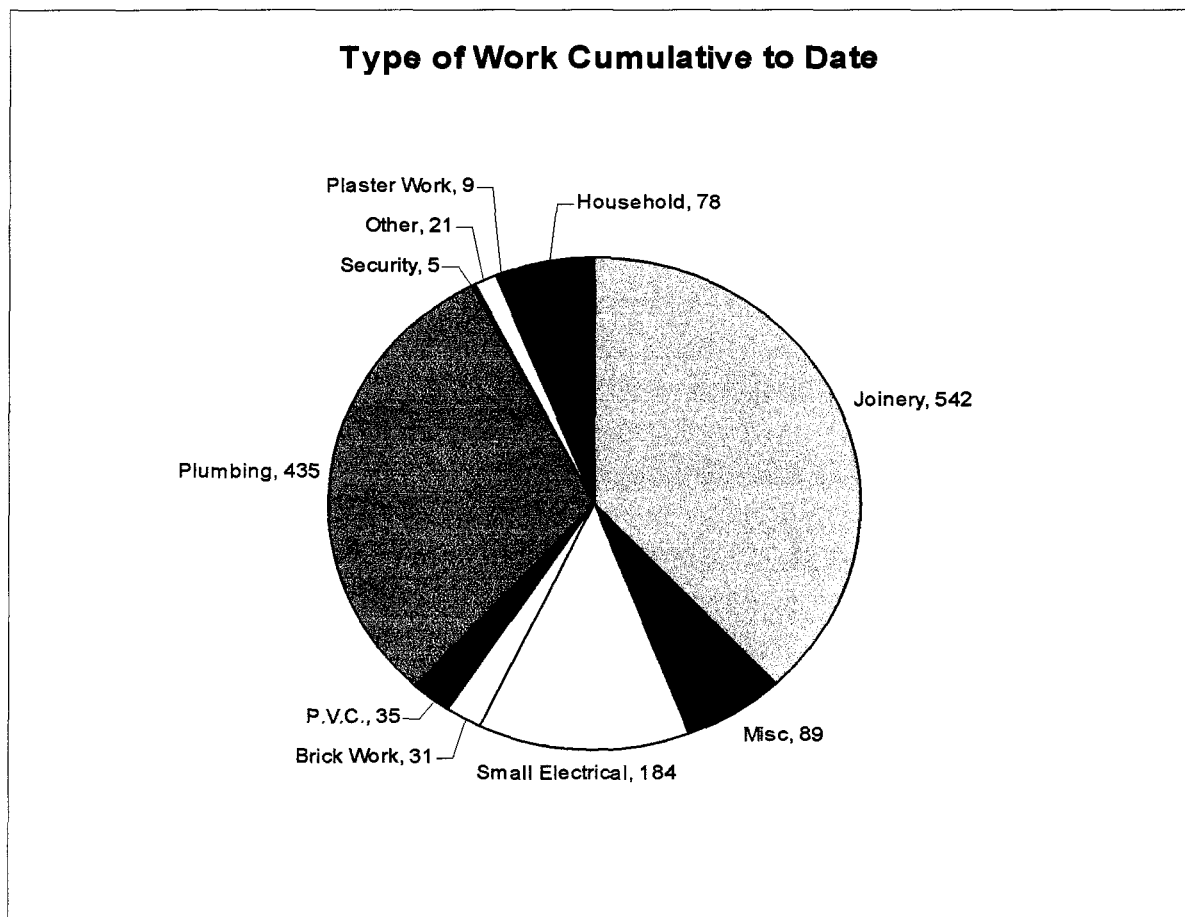
## 9. Type of Work

### 9.1 Current Quarter



**Note:** The average material costs per completed job have been calculated at £5.06 for the quarter to 31 December 2004.

### 9.2 Cumulative to Date



**Note:** for quarter ending 31<sup>st</sup> December 2004, report records client and property details to Ref 1850 for reporting purposes.

Works completions of 1429 plus advice completions of 306 plus waiting list of 654 add up to service enquiries of 2389.

The waiting list comprises 539 after 1850 plus 115 before ref 1850.

## Appendix 2

### CARE & REPAIR IN NORTH LANARKSHIRE

1

#### INCOME & EXPENDITURE ACCOUNT

For the Period Ended 31st December 2004

	Actual 31/12/04 £	Budget 31/12/04 £	Variance 31/12/04 £
Communities Scotland	33,967.25	33,967.25	-
Lanarkshire NHS Board	29,849.00	29,849.00	-
NLC Housing Department	16,920.50	16,920.50	-
NLC Social Work Department	16,920.50	16,920.50	-
Communities Scotland	33,967.25	33,967.25	-
NLC Housing Department	16,920.50	16,920.50	-
NLC Social Work Department	16,920.50	16,920.50	-
NLC Housing Department	16,920.50	16,920.50	-
NLC Social Work Department	16,920.50	16,920.50	-
<b>Net Income from Project</b>	<b>199,306.50</b>	<b>199,306.50</b>	<b>-</b>
<b>Staffing Costs</b>	<b>(143,200.00)</b>	<b>(172,578.00)</b>	<b>29,378.00</b>
Training/Conferences	(485.00)	(3,375.00)	2,890.00
Recruitment	(5,427.00)	(1,687.50)	(3,739.50)
Heat & Light	(4,856.00)	(998.25)	(3,857.75)
Rent & Rates	(6,353.00)	(5,829.75)	(523.25) **
Travel & Subsistence	(6,252.00)	(4,162.50)	(2,089.50)
Insurance	(2,406.75)	(2,406.75)	-
Telephone	(4,555.00)	(2,304.23)	(2,250.78)
Stationery	(808.00)	(900.00)	92.00
Printing	(1,409.00)	(937.50)	(471.50)
Publicity	-	(375.00)	375.00
Postage	(2,039.00)	(1,275.00)	(764.00)
Repairs & Maintenance	(2,743.00)	(4,316.25)	1,573.25
Legal Fees	(120.00)	(187.50)	67.50
Vehicle Charges	(30,312.86)	(21,255.00)	(9,057.86)
Hardship Fund	(187.50)	(187.50)	-
Other	(1,666.00)	(656.25)	(1,009.75)
<b>Net Surplus / (Deficit)</b>	<b>(13,513.61)</b>	<b>(24,125.48)</b>	<b>10,611.87</b>

The rise in this account is due to SP Bill 30/9/01-5/10/04