

NORTH LANARKSHIRE COUNCIL

REPORT

To : <b>SOCIAL WORK COMMITTEE HOUSING AND PROPERTY SERVICES COMMITTEE</b>		Subject : <b>NORTH LANARKSHIRE CARE AND REPAIR APPOINTMENT OF MANAGING AGENT FOR 2001 - 2004</b>
From : <b>DIRECTOR OF SOCIAL WORK DIRECTOR OF HOUSING AND PROPERTY SERVICES</b>		
Date : <b>1 March, 2001</b>	Ref : <b>TMcK/IMcM/SD</b>	

**1. Introduction**

- 1.1 The purpose of this report is to consider the appointment of a managing agent to operate the Care and Repair service for North Lanarkshire for the next three years.

**2. Background**

- 2.1 North Lanarkshire Care and Repair was established in June, 1998, on the initiative of the Council and its partners, Scottish Homes and Lanarkshire Health Board. Following a selective tendering process, Clyde Valley Housing Association was appointed as managing agent to run the project on behalf of the partners. Revenue funding for the project is based on a 40:40:20 split between the Council, Scottish Homes and the Health Board respectively. The Council's contribution is divided equally between the Social Work and Housing and Property Services Department.
- 2.2 Like Care and Repair projects elsewhere, the primary aim of the service is to assist elderly and disabled owner-occupiers and private sector tenants to have repairs and improvements organised which will help them to remain in the safety and comfort of their own homes. North Lanarkshire Care and Repair provides an integrated service which considers an individual's need for health and social care in addition to their housing repair needs.
- 2.3 While operational management of the project is undertaken by Clyde Valley Housing Association, overall strategic direction and monitoring is provided by the Care and Repair Advisory Committee, on which the Council is represented by an elected member, and officers from Social Work and Housing and Property Services Departments.
- 2.4 Progress is reported to the Social Work (Planning and Administration) and Housing and Property Services (Capital Programme and Repairs) Sub-Committees on a quarterly basis. The most recent report advised that the project had 698 clients and 245 works cases complete or in preparation. 62% of the project's clients are aged over 70 years, and 85% have some degree of disability. The Advisory Committee has been consistently satisfied with the project's record. From an initial staff complement of 1.5 full time posts, it has grown to 4 full time posts and a Small Repairs Service has recently been launched.
- 2.5 The appointment of Clyde Valley Housing Association as managing agent was for an initial three year period, which ends on 31 March, 2001, and it was agreed by all parties that the performance of the service would be evaluated and the appointment of the managing agent would be reviewed towards the end of this term. While the Advisory Committee has monitored

the progress of the project on a quarterly basis since its inception, it has also overseen a more extensive evaluation of the service, which was conducted in November/December, 2000 by the Housing Association. The results of this are presented, together with proposals for continuing the service for the next three years, in a Business Plan, a copy of which is available for perusal in the Members' Lounge.

- 2.6 The evaluation of the first three years of North Lanarkshire Care and Repair's progress is detailed in the Housing Association's Business Plan, but it should be noted that this has been assisted by three surveys:
- a) The Best Value Review of the Council's Improvement Grants Section, within which the Customer Satisfaction Survey indicated many very favourable comments regarding the service given by Care and Repair.
  - b) North Lanarkshire Care and Repair's own Customer Satisfaction Survey, which covered earlier completions, and which had very favourable results.
  - c) The National Performance Indicators 1999-2000, published by Scottish Homes, in which North Lanarkshire Care and Repair is seen as comparable or superior in efficiency and effectiveness to other longer-established projects elsewhere in Scotland.

### 3. Proposals

- 3.1 Clyde Valley Housing Association's proposals to take the project forward over the next three years are detailed in their Business Plan. The Advisory Committee has been fully involved in discussing these proposals and has noted the successful co-operation in operational matters between the project and the Council over the past three years. Key features of the proposals are:
- a) A more focussed approach to target Care and Repair assistance to those individuals who most need it
  - b) Priority for serious disrepair cases and for disabled adaptations.
- 3.2 The Business Plan includes revenue budgets for the next three years – Option 1 based on the current staffing levels, and Option 2 allowing for the appointment of an additional part-time Care and Repair Officer from 2002/2003 onwards. Negotiations with the Housing Association have resulted in savings being agreed in their proposed Option 1 budget, for example from £137,516.00 down to £129,698.00 for 2000/2001, with similar levels of savings in subsequent years. It will be noted that the proposed levels are higher than those indicated for 2001/2002 and 2002/2003 in the document "Financial Projections 2000/2003" which was approved by Committee in April, 2000. The projected costs for 2001/2002 for example have increased from £124,182.00 to £129,698.00. This is due mainly to the need for additional administrative support for the new Small Repairs Services having been under-estimated. There is additional allowance also for travel costs, based on actual out-turn costs to date, and an allowance for recruitment costs which was not in the previous budget.
- 3.3 We are satisfied that with the savings agreed, the proposed budget costs are realistic and reasonable. Some concern remains over the growth in indirect office costs such as rent and rates – this issue is currently being addressed by the Housing Association.
- 3.4 On the basis of the evaluation of progress to date, and the proposals set out by Clyde Valley in their Business Plan, it is recommended that Clyde Valley Housing Association be re-appointed as managing agents for North Lanarkshire Care and Repair for the next three years 2001/2002 to 2003/2004. It is considered that there is no requirement to re-tender the management of the

project or to seek any other managing agent.

3.5 It is also recommended that the Option 1 budget be agreed for 2001/2002, and agreed in principle for 2002/2003 and 2003/2004, subject to annual review, at which point any further growth in the project can be considered.

3.6 It is recommended that funding continue to be shared as before. This would mean that the Non-HRA Housing Capital Budget would fund 20% of the costs, viz £25,940.00 in 2001/2002, and approximately £27,355.00 and £28,840.00 in the following years. The same amounts would be met from the Social Work Department's community care budget.

#### 4. Recommendation

4.1 It is recommended that:

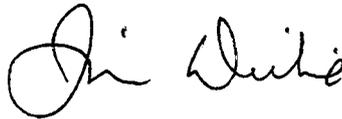
- a) Clyde Valley Housing Association to be re-appointed by the Council and its partners to manage North Lanarkshire Care and Repair up to 31 March, 2004.
- b) The Option 1 budget, as detailed in the Business Plan, be approved for 2001/2002 and agreed in principle for 2002/2003 and 2003/2004.
- c) Funding continue as before, in that 20% of the costs are met from the Non-HRA Housing Capital Budget and 20% from the Social Work Community Care Budget

#### 5. Background Information

5.1 Background information is available in the Housing and Property Services Department.



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