

**NORTH LANARKSHIRE COUNCIL
REPORT**

To : HOUSING AND TECHNICAL SERVICES COMMITTEE SOCIAL WORK COMMITTEE		Subject : NORTH LANARKSHIRE CARE AND REPAIR PROJECT PROGRESS REPORT
From : DIRECTOR OF HOUSING & PROPERTY SERVICES		
Date : 11 August 2003	Ref : TMcK/IMcM/AMcS	

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 (Planning and Administration) Sub-Committee meeting on 11 February 2003 and the Housing & Technical Services Committee of 6 March 2003 approved Clyde Valley Housing Association's proposed revenue budget for 2003/2004 for North Lanarkshire Care & Repair Project in the sum of £174,255.

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 2003/2004 is projected as £36,354 for each Department.

2.4 An Advisory Committee with representation from Clyde Valley Housing Association, North Lanarkshire Council, Communities Scotland and Lanarkshire Health Board monitors the progress of the project.

3. Progress

3.1 North Lanarkshire Care and Repair was launched on 23 June 1998. Appendix 1 attached to this report shows in detail the progress of the project.

3.2 At 30 June 2003, the Care and Repair Project had 1,472 clients of which 902 were works cases complete or in the pipeline. 65 % of the Project's clients are aged over 70 years. Over 87% have some degree of disability. The number of new referrals to the project was 79 in the quarter to June 2003. The total value of works completed was £94,943 in the quarter. The number of cases where work is in progress rose from 103 to 119, with a further 151 cases in the pipeline.

- 3.3 The Small Repairs Service was launched in November 2000 as part of the Care & Repair Project. Since then, the Small Repairs Officer has visited 870 clients and completed work – mainly small joinery or plumbing jobs – in 726 houses. The number of new client enquiries rose to a new high of 155 in the quarter, and the number of works completions to a new high of 124. 70% of the clients are aged over 70 and 75% have some degree of disability. Appendix 2 attached to this report details the progress of the Small Repairs Service.
- 3.4 The project is endeavouring to assist all clients to undertake grant-aided works to their homes as quickly as possible, but due to the unprecedented level of new cases referred to the project during 2002, waiting times for assistance have increased substantially, even for high-priority cases such as disabled adaptations. At 30 June 2003 there were 157 people awaiting a first visit from Care & Repair, compared with 138 at 31 March 2003. New non-priority enquiries and referrals are being advised that they may have to wait over 6 months for a visit from Care and Repair. This backlog of enquiries and referrals awaiting assistance is now falling due to the appointment of an additional Care & Repair Officer.
- 3.5 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

FINANCIAL YEAR 2003-04 - QUARTER ENDING: 30 June 2003

REVENUE BUDGET: £174,255 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	157	79	18	39
Q2: 30 September				
Q3: 31 December				
Q4: 31 March				
YEAR TOTAL		79	18	39
CUMULATIVE TO DATE		1629	570	632

(2)

ADVICE COMPLETIONS - CURRENT YEAR								
QUARTER	REFERRED TO OTHER AGENCY	ALTERNATIVE HOUSING	ILL/ DECEASED	NON-GRANT ELIGIBLE	ADVICE ONLY REQUIRED	PROCEEDED WITHOUT HELP	COULD NOT AFFORD COST	ABANDONED/ OTHER
Q1: 30 June	1	3	2	2		5	1	4
Q2: 30 September								
Q3: 31 December								
Q4: 31 March								
YEAR TOTAL	1	3	2	2		5	1	4

(3) WORK COMPLETIONS - CURRENT YEAR

QUARTER	DISABLED	MAJOR REPAIRS	WINDOWS/ DOORS	DAMP/ ROT	DRAINAGE/ WATER	HEATING	ELECTRICAL	BATHROOM/ KITCHEN	MINOR WORKS
Q1: 30 June	15	18	3		2				1
Q2: 30 September									
Q3: 31 December									
Q4: 31 March									
YEAR TOTAL	15	18	3		2				1

APPENDIX 1

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

STATUS	UNITS	NON HRA GRANT		SOCIAL WORK GRANT		PRIVATE FINANCE		TOTAL VALUE OF WORKS	
		£	%	£	%	£	%	£	%
Work Completed	39	56847	59.9	1850	1.9	36246	38.2	94943	100
Work in Progress	119	207293	59.9	21812	6.3	116813	33.8	345918	100
Work in Pipeline	151	312362	56.5	22917	4.2	217148	39.3	552427	100

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

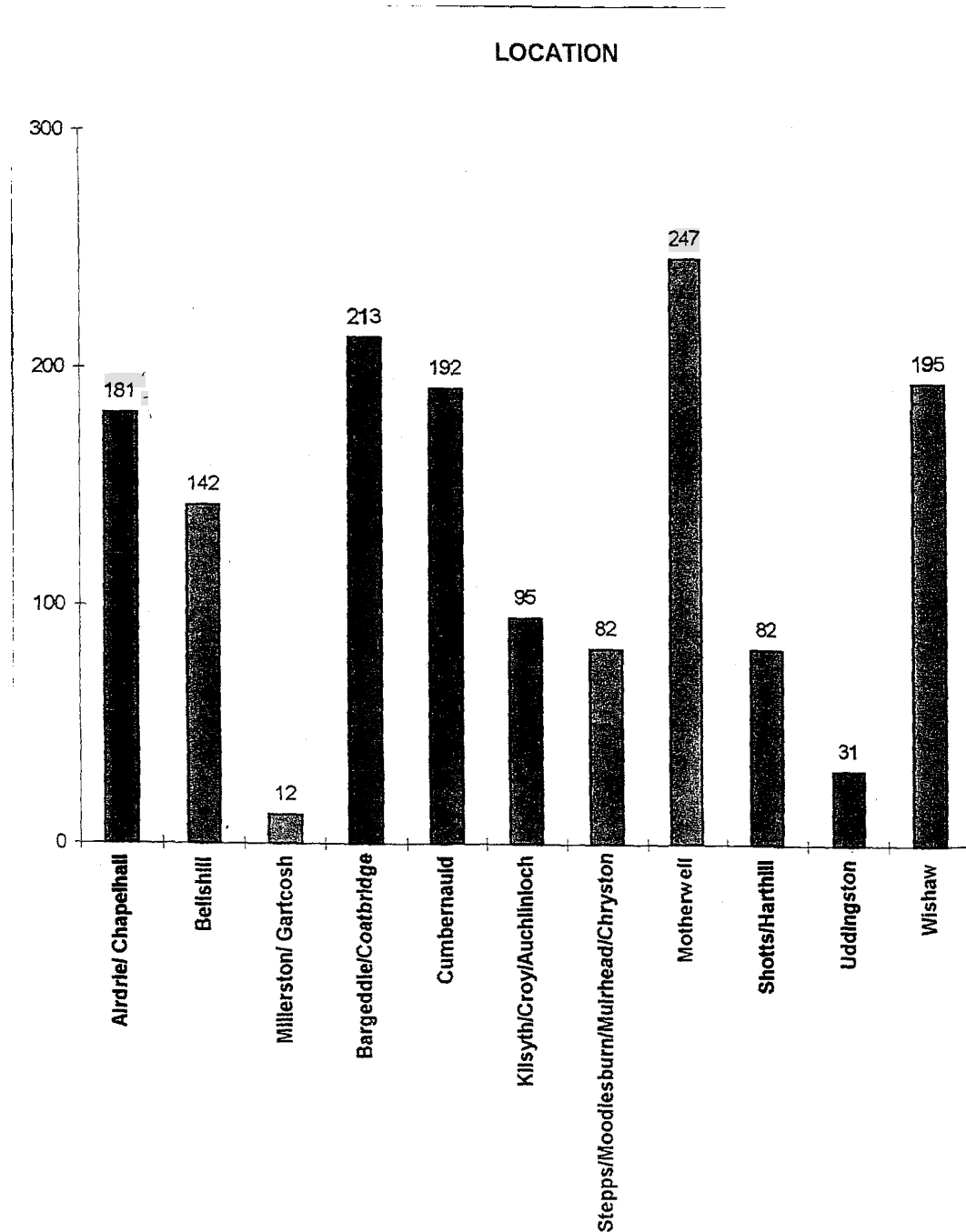
QUARTER	UNITS	NON HRA GRANT		SOCIAL WORK GRANT		PRIVATE FINANCE		TOTAL VALUE OF WORKS	
		£	%	£	%	£	%	£	%
Q1: 30 June	39	56847	59.9	1850	1.9	36246	38.2	94943	100
Q2: 30 September									
Q3: 31 December									
Q4: 31 March									
TOTALS	39	56847	59.9	1850	1.9	36246	38.2	94943	100

(6) PREVIOUS YEARS – CARE & REPAIR OUT TURNS

DESCRIPTION	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003	TOTAL
SERVICE ENQUIRIES	180	268	321	356	425	1550
ADVICE COMPLETIONS	77	98	99	139	139	552
WORKS COMPLETIONS	19	87	178	158	151	593

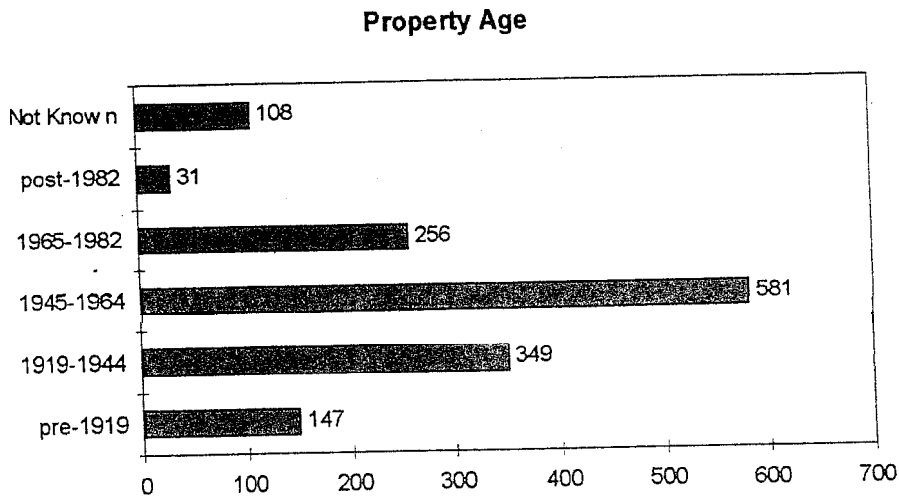
7. Property Details

7.1 Location

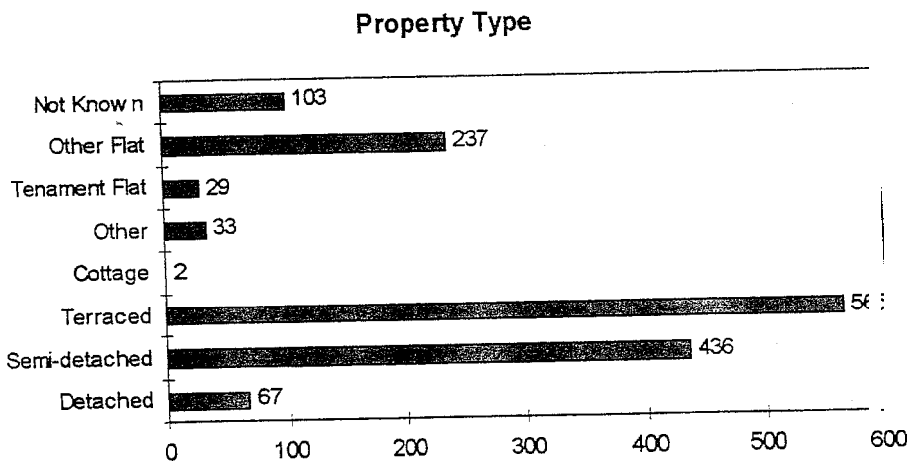


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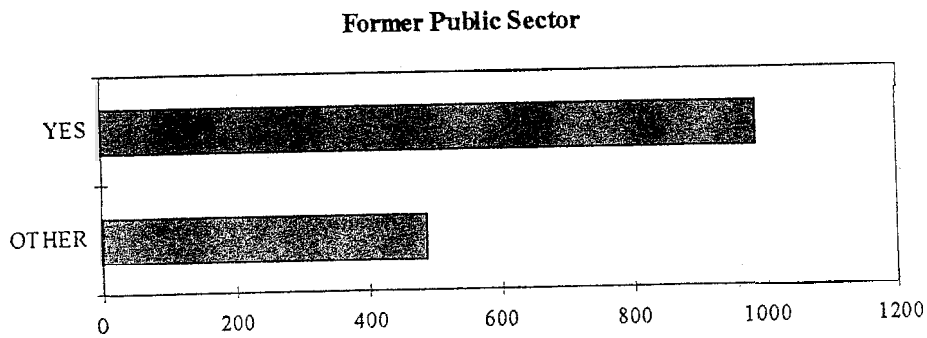
7.2 Property Age



7.3 Property Type

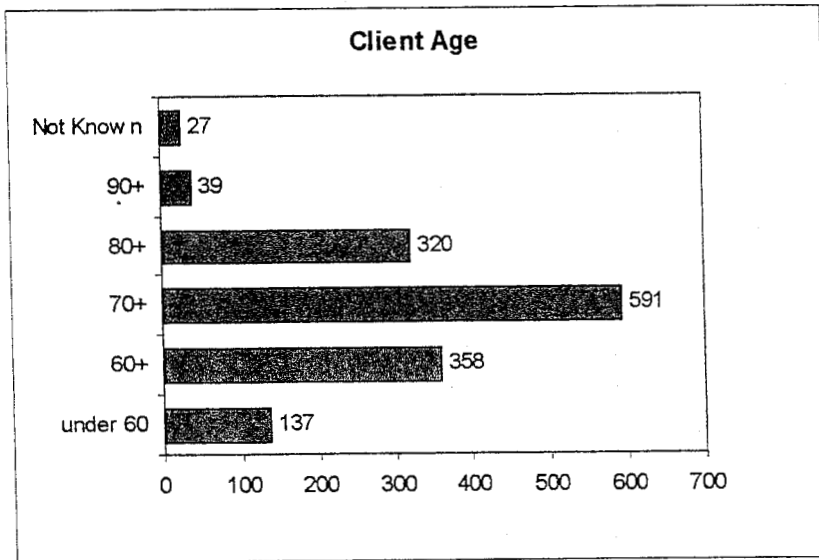


7.4 Former Public Sector

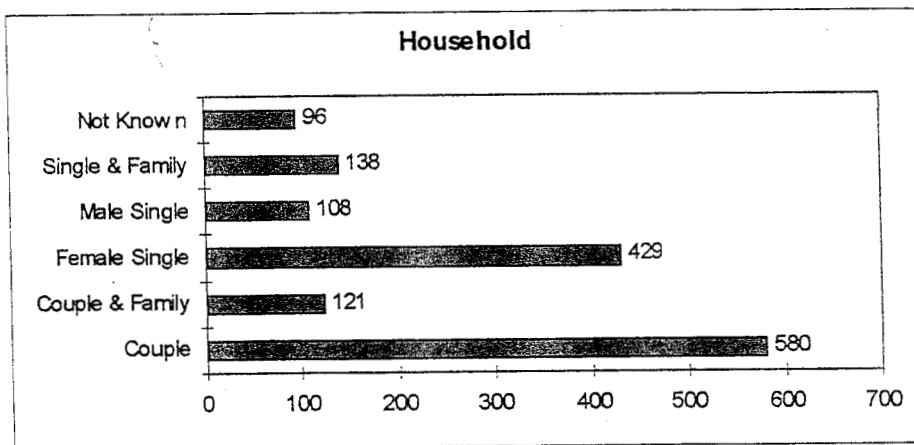


8. Client Details

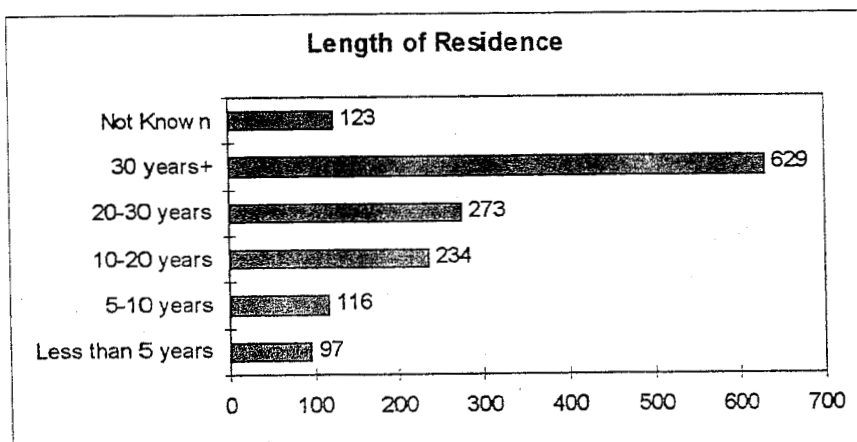
8.1 Age



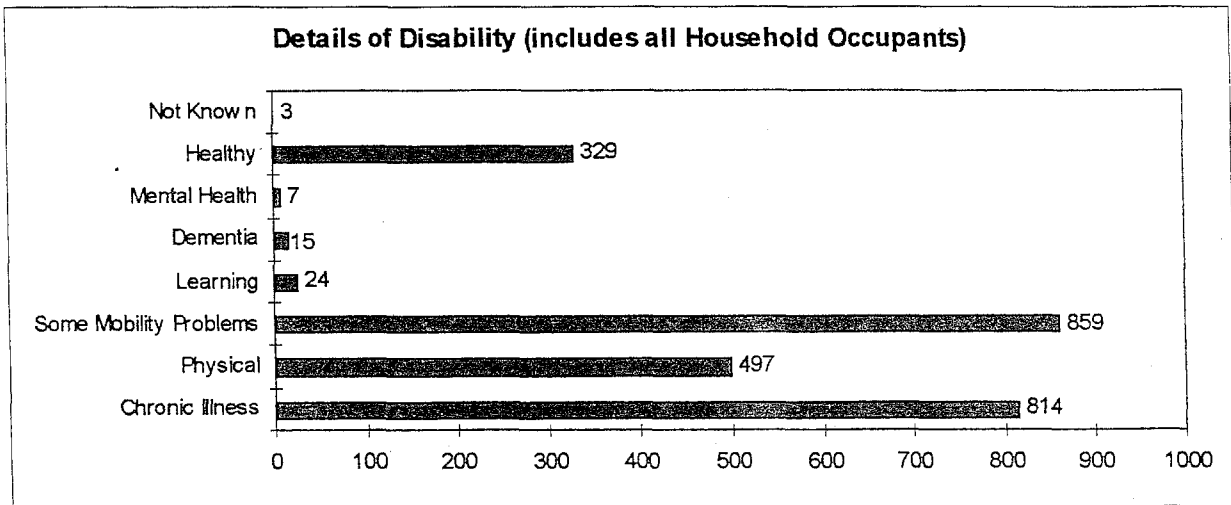
8.2 Household



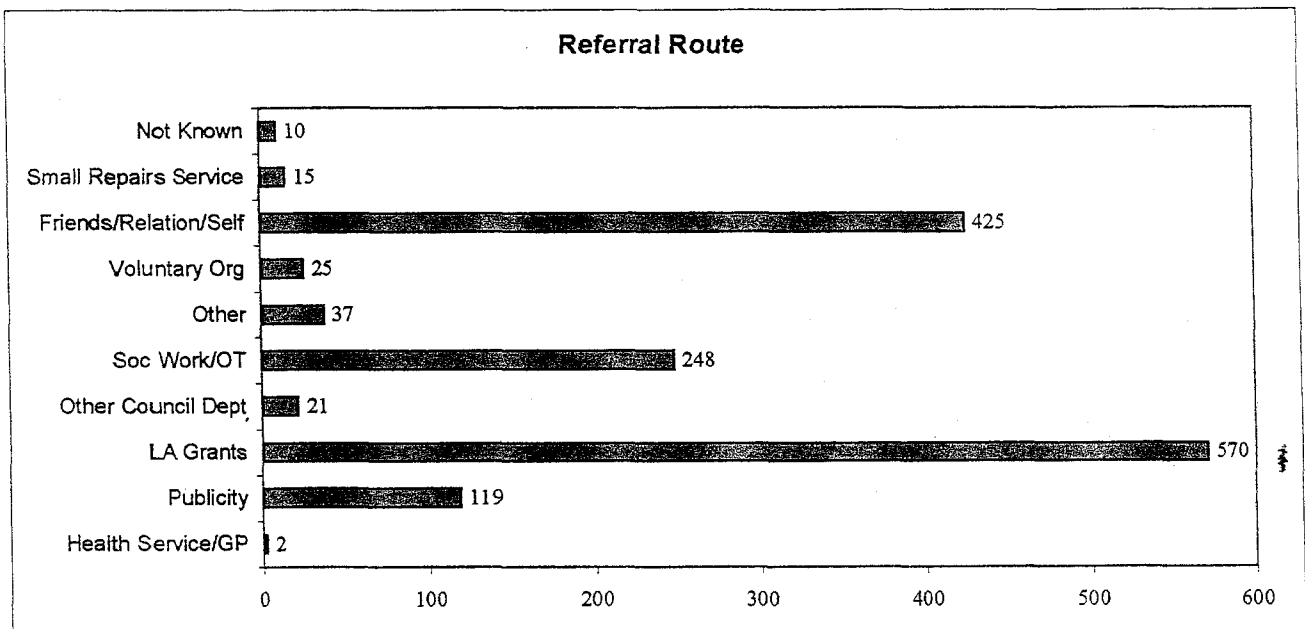
8.3 Length of Residence



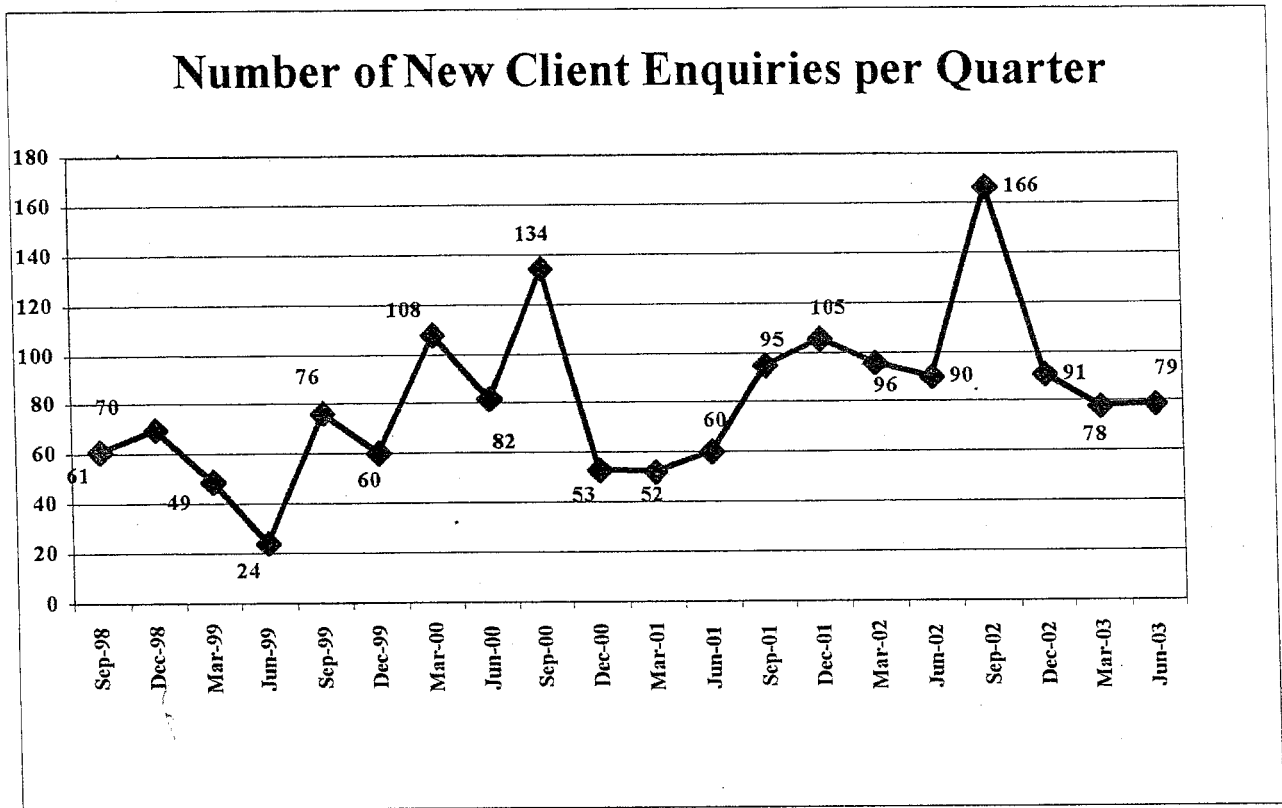
8.4 Details of Disability



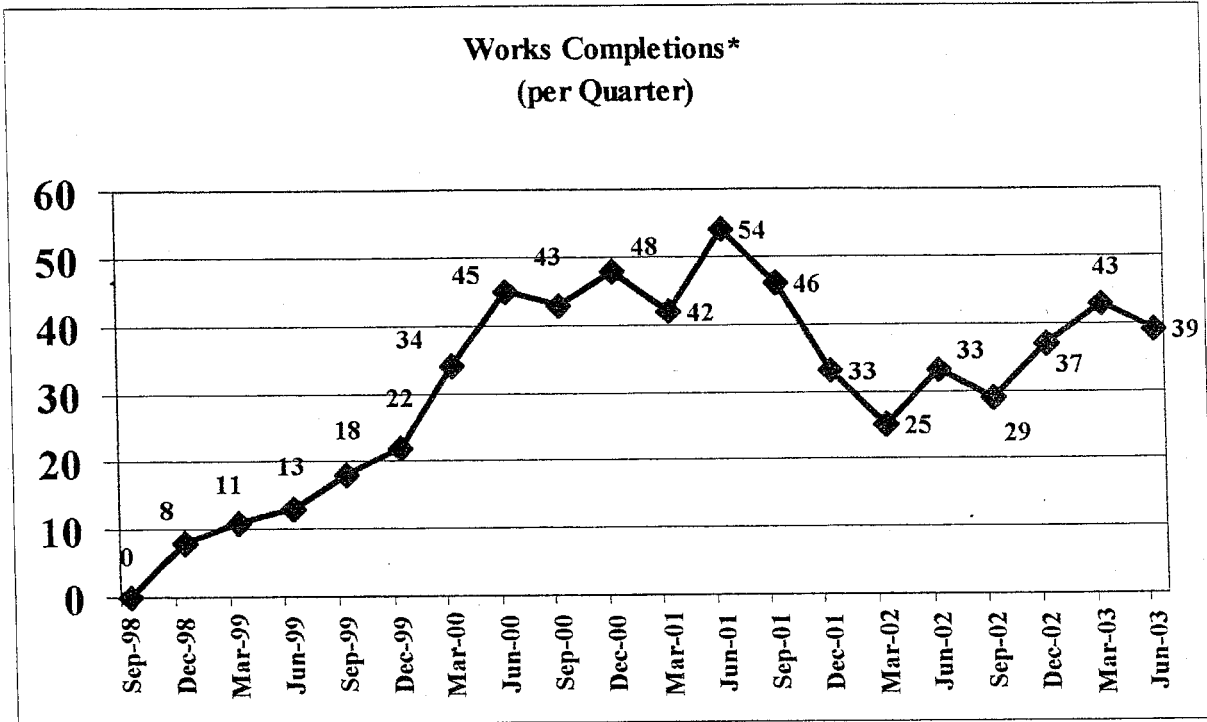
8.5 Referral Route



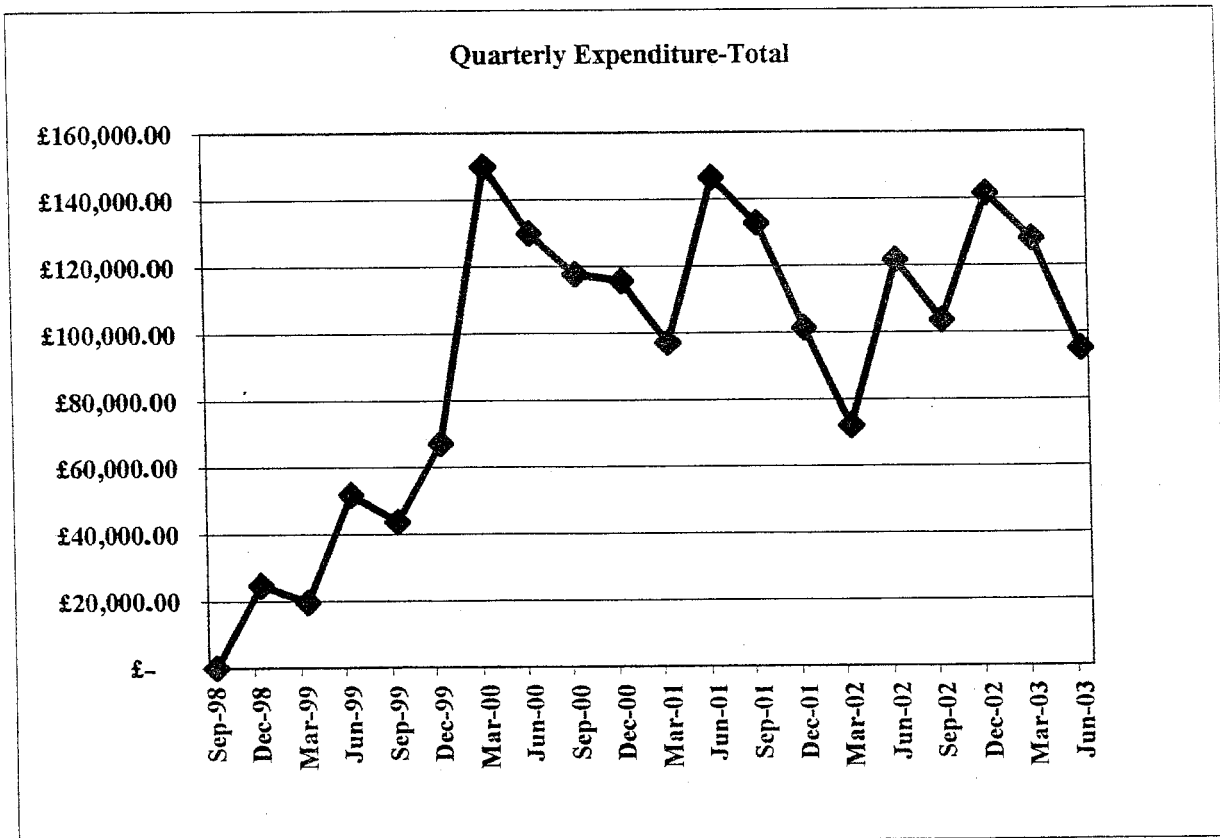
8.6 Total Caseload – Quarterly Referrals



8.7 Works Completions per Quarter



8.8 Total Quarterly Expenditure



SMALL REPAIRS SERVICE

FINANCIAL YEAR 2003-04 - QUARTER ENDING: 30 June 2003

WORKPLAN TARGET COMPLETIONS: 400

(1)

QUARTERS	AWAITING VISIT	SERVICE ENQUIRIES	ADVICE COMPLETIONS	WORK COMPLETIONS
Q1: 30 June	122	155	13	124
Q2: 30 September				
Q3: 31 December				
Q4: 31 March				
YEAR TOTAL		155	13	124
CUMULATIVE TO DATE		992	*(144)	726

(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					5	1	2	5
Q2: 30 September								
Q3: 31 December								
Q4: 31 March								
YEAR TOTAL								

(3) SMALL REPAIR BREAKDOWN - CURRENT YEAR

QUARTER	JOINERY	PLUMBING	SMALL ELECTRICAL	BRICK WORK	PLASTER WORK	PVC	SECURITY	HOUSEHOLD	OTHER
Q1: 30 June	56	35	14	3				13	3
Q2: 30 September									
Q3: 31 December									
Q4: 31 March									
YEAR TOTAL									

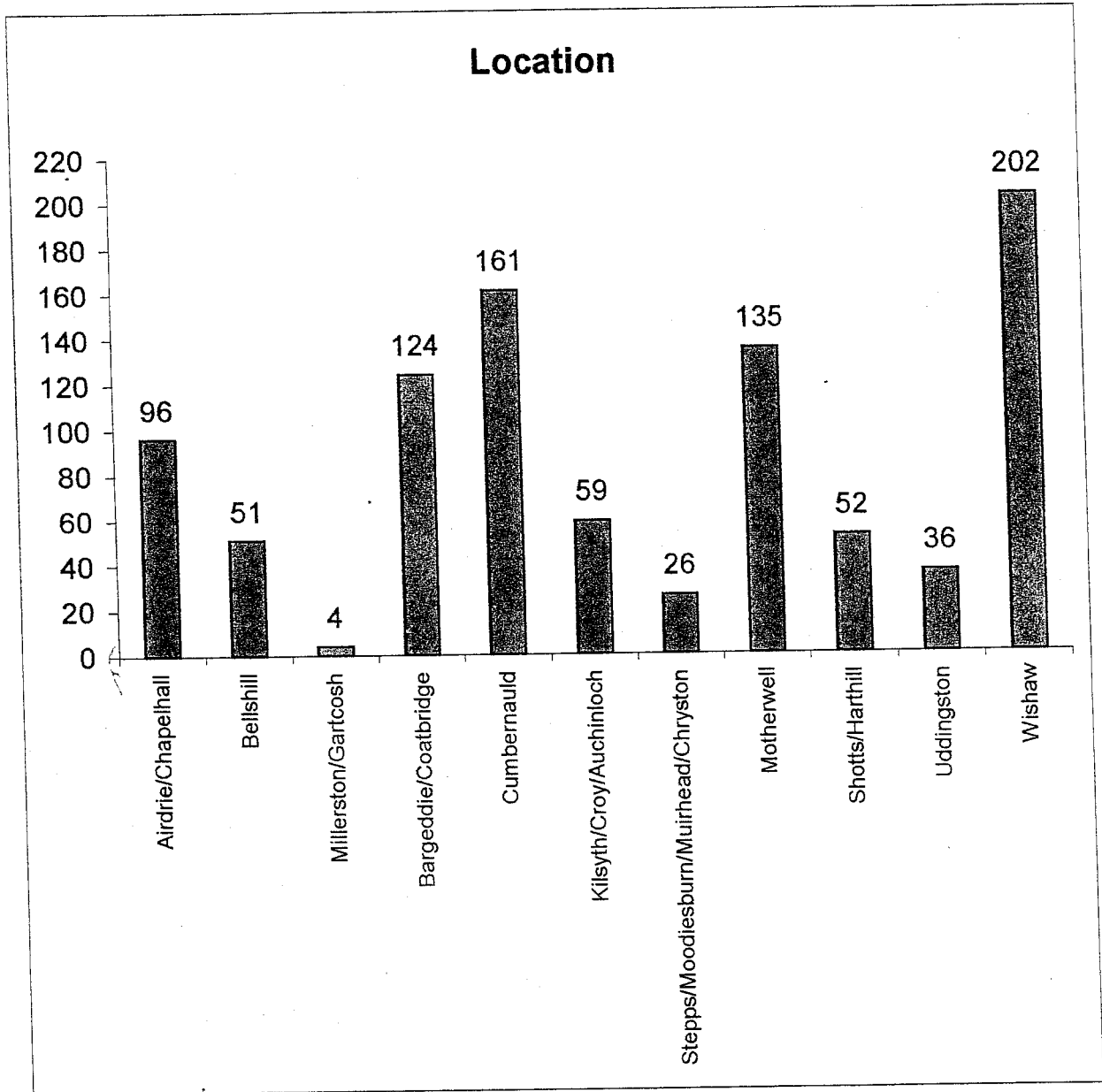
(4) PREVIOUS YEARS - SMALL REPAIRS OUT TURNS

DESCRIPTION	2001/2002	2002/2003	TOTAL
SERVICE ENQUIRIES	415	422	837
ADVICE COMPLETIONS	*(54)	*(77)	*(131)
WORK COMPLETIONS	301	301	602

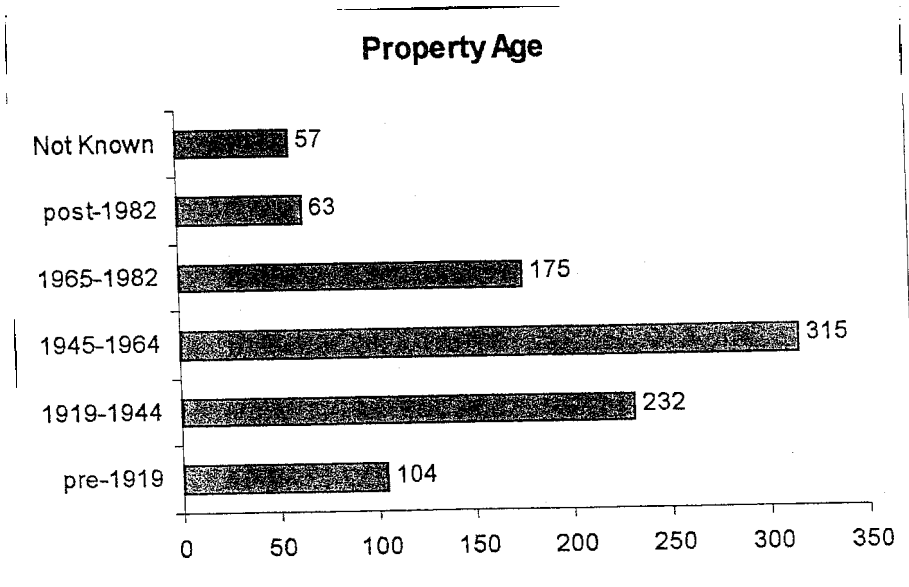
*For previous years advice completions included with work completions

5. Property Details

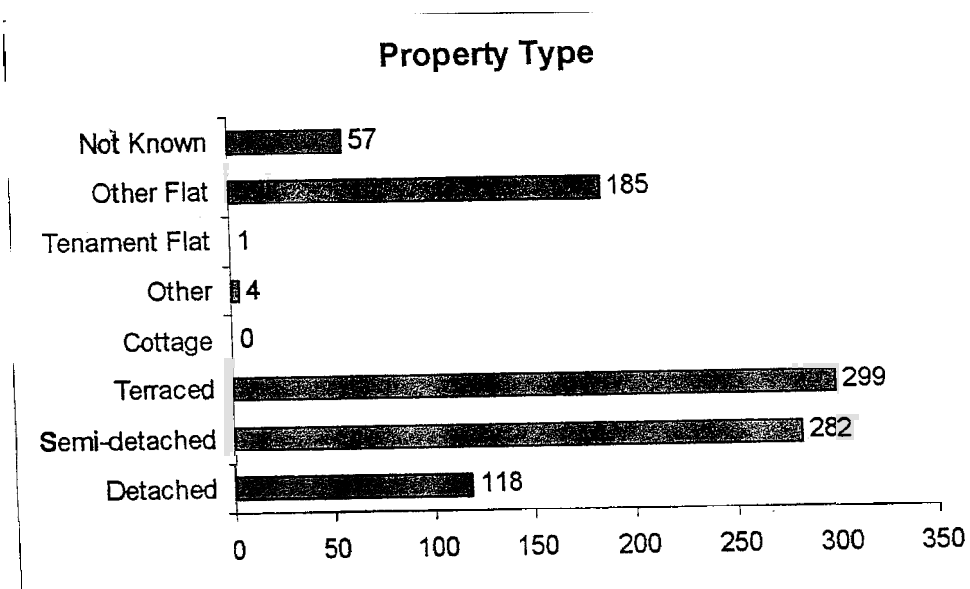
5.1 Location



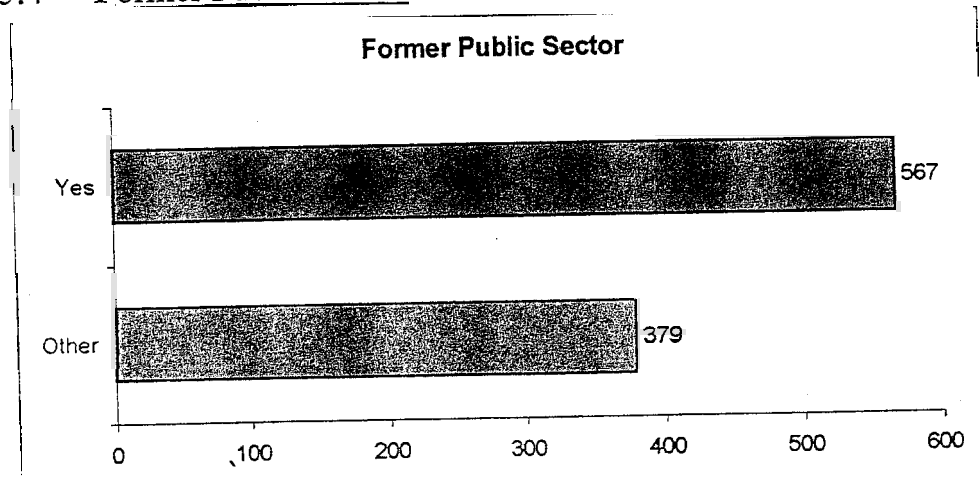
5.2 Property Age



5.3 Property Type

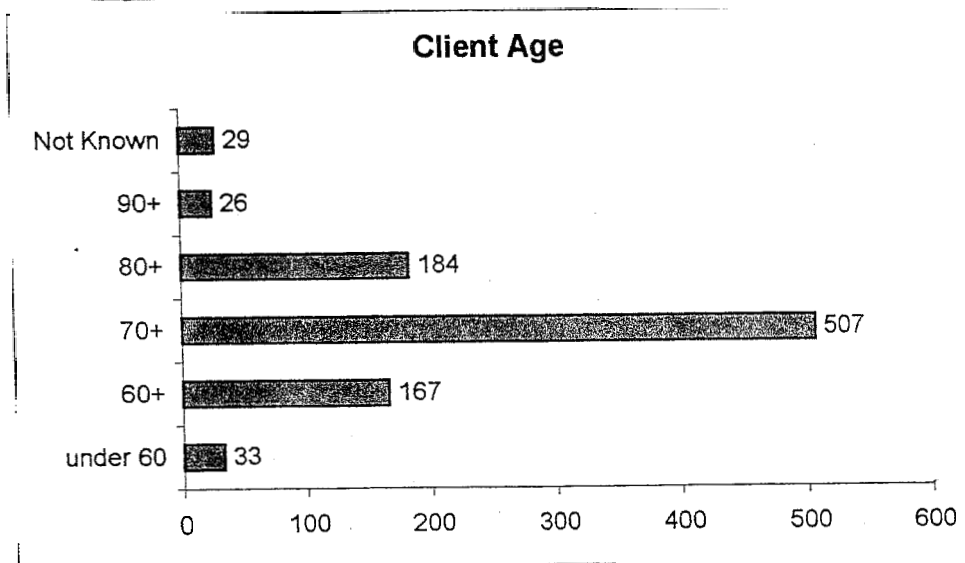


5.4 Former Public Sector

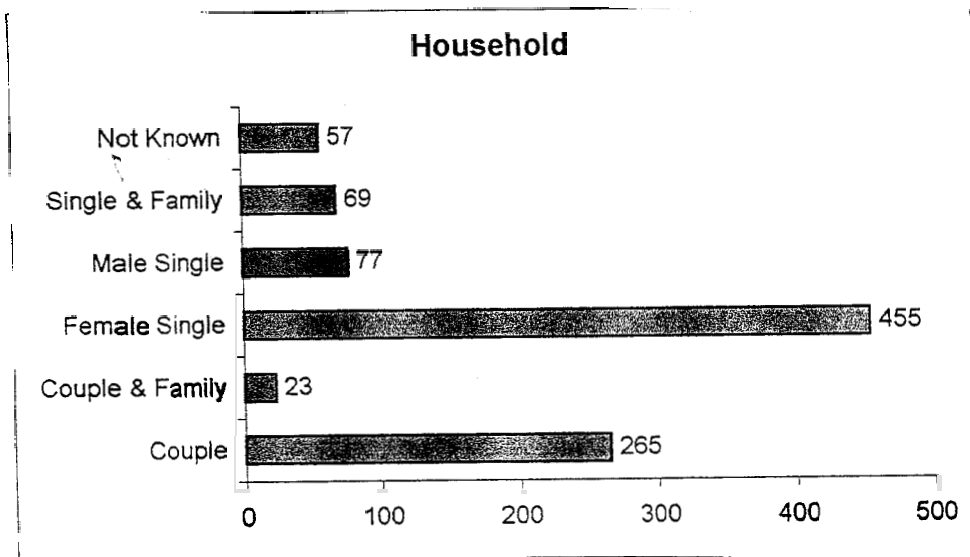


6. Client Details

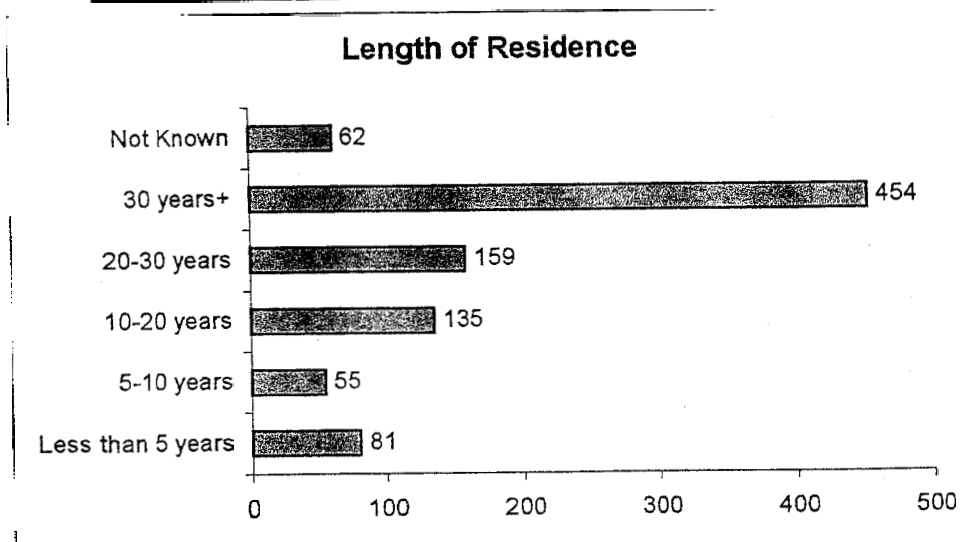
6.1 Age



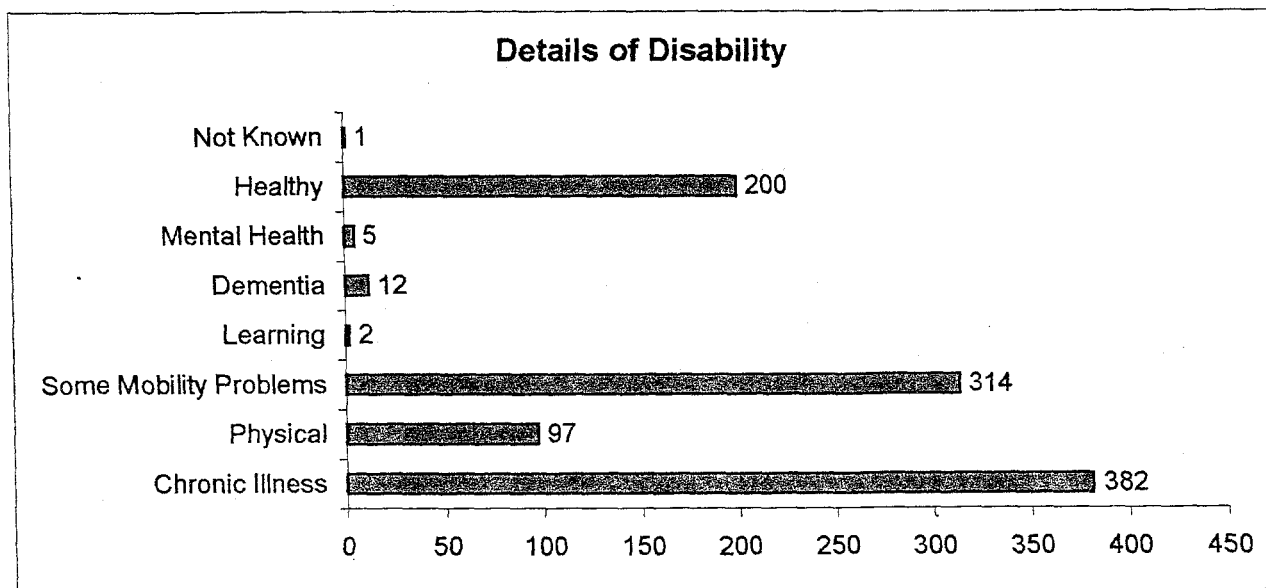
6.2 Household



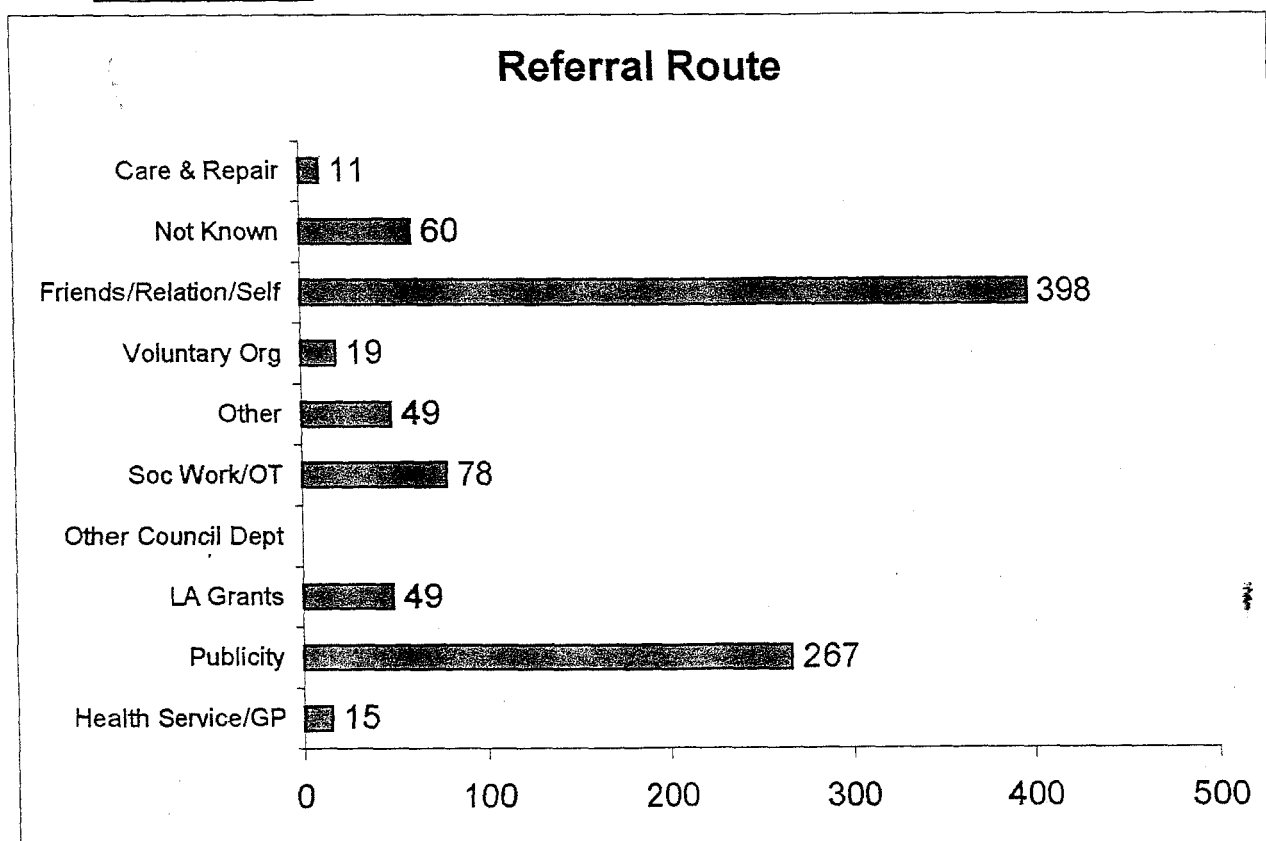
6.3 Length of Residence



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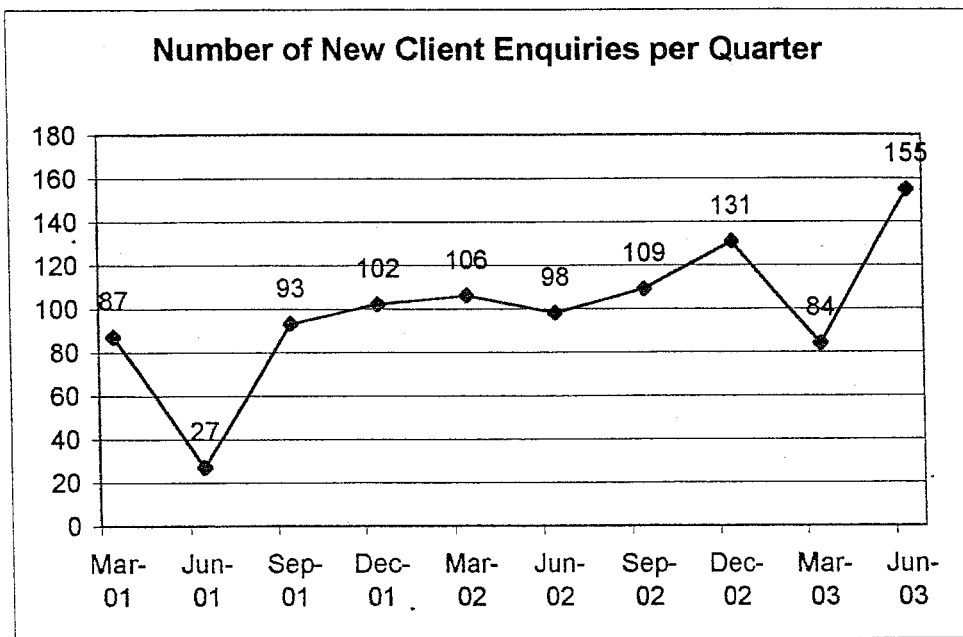
6.5 Referral Route



Note: Graphs 5.1 to 6.5 indicate clients visited and recorded. Small Repair clients visited but not completed are not recorded elsewhere as in progress.

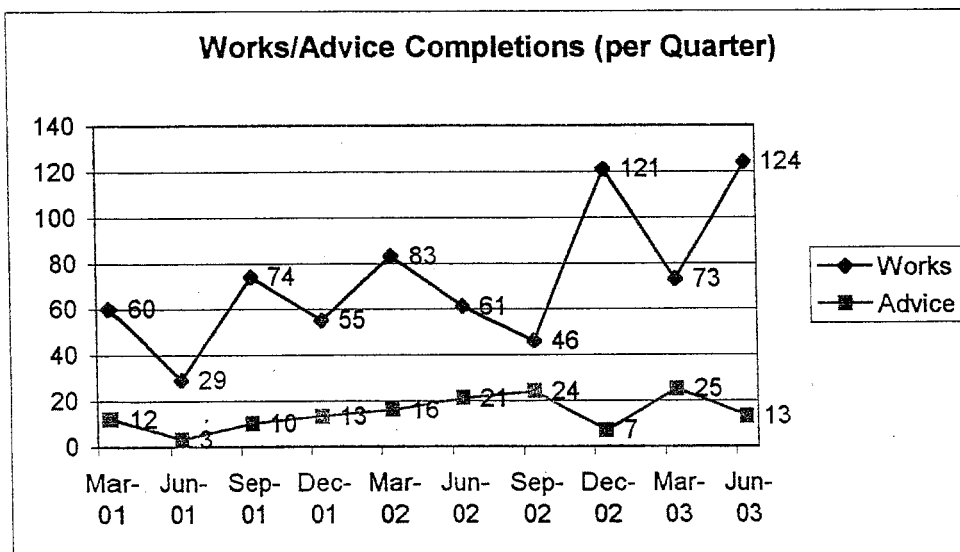
7. New Enquiries per Quarter

7.1



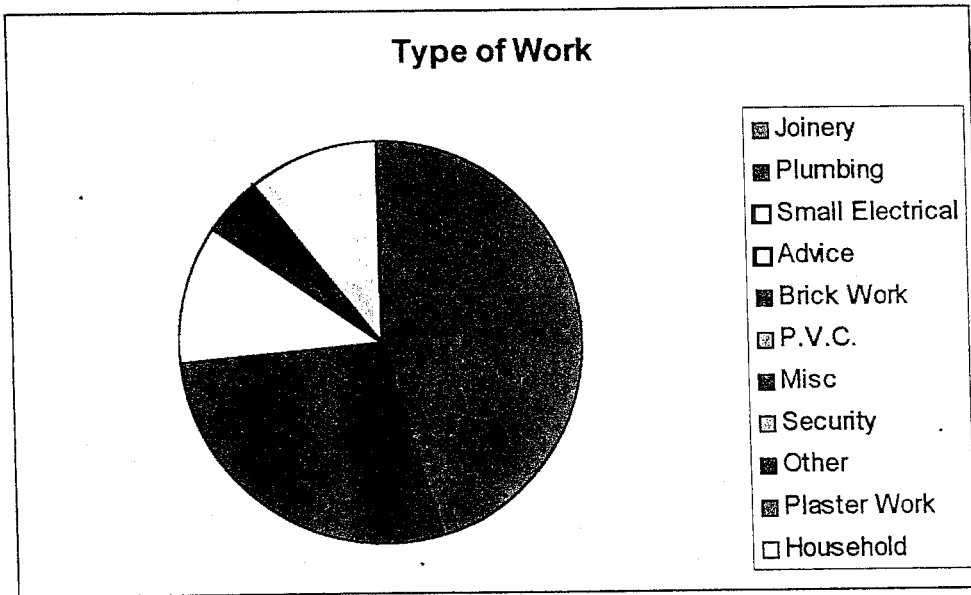
8. Work/Advice Completions per Quarter

8.1



9. Type of Work

9.1 Current Quarter



Note: The average material costs per completed job have been calculated at £5.35 for the quarter to 30 June 2003.

9.2 Cumulative to Date

