

Care & Repair

Customer
Focus

Respect

Communication

Integrity



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Contents

1. Introduction	3
2. Background and Funding	3
3. Legal and Financial Framework.....	3
4. Contribution to National and Local Objectives	4
5. Service Provision	4
6. Measuring Performance and Review	9
7. Complaints and Compliments	9
8. Equalities Commitment	11
9. Policy Review.....	11

Appendices

- 1. Department Structure**
- 2. Small Repairs Works List**

Care and Repair Policy

1. Introduction

This policy document relates to Inverclyde Care and Repair (C&R) service which is managed by Cloch Housing Association. The C&R service provides advice and practical assistance to older and disabled home owners and private tenants in relation to having their homes repaired, improved and/or adapted. C&R also signpost clients to other agencies to provide advice, assistance and support (The Carers Centre, IHeat, Financial Fitness etc.)

C&R relates to and meets the requirements set out in Outcome 4 of the Local Housing Strategy (2017-2022) which reads *“to ensure that people are supported to live independently at home for as long as possible in their own homes and communities”*.

2. Background and Funding

C&R was established in Inverclyde in 2000 as a joint agreed priority between Inverclyde Council, Argyll and Clyde Health Board and Scottish Homes.

Funding is currently provided by Inverclyde Council.

The Scheme of Assistance sets out the assistance that the local authority will provide to owners of private houses to help them to keep their property in good repair. The Scheme of Assistance also covers the provision of grants for equipment and adaptations for private owners and for tenants of private landlords who have particular needs.

3. Legal and Financial Framework

Inverclyde Care & Repair Service is funded by Inverclyde Council.

Cloch Housing Association is the managing agent for C&R and as such is the **“corporate body with ultimate employment, legal and financial responsibility for the activities of Inverclyde Care and Repair”** (Terms of Agreement). C&R staff are employed by Cloch Housing Association with the same terms and conditions as all other sections. On a day to day basis, responsibility for the service rests with the Project Manager and the Property Services Manager.

The Association has a separate account structure for the revenue funding of the C&R service, ensuring that any income and expenditure for the service can be identified easily. This is audited externally on an annual basis alongside the overall association accounts.

To maintain clear audit trails, C&R also has separate accounts for receiving client monies and for any charitable contributions made to clients. The service currently operates with a three-year business plan; however, commitment for revenue funding is normally awarded on an annual basis. The Association endeavours to liaise with the funding agencies to ensure that revenue funding is in place prior to the start of the new financial year.

4. Contribution to National and Local Objectives

The Association aims to ensure that the operation of C&R relates to both local and national related policy objectives.

At a national level, the Scottish Government continues to support the development of C&R. This commitment was reflected in the work of the Housing Improvement Task Force, which looked at private sector housing and the problems within it. Its final report (Stewardship and Responsibility – A Policy Framework for Private Housing in Scotland) made it clear that overall responsibility for home maintenance should rest with the owner occupier, but that a scheme of assistance should be available for older and vulnerable home owners and private tenants. It is C&R's remit to assist the client in accessing works and funding through the Scheme of Assistance.

At a local level, the Local Housing Strategy (2017-2022) sits within the context of the Inverclyde Alliance Single Outcome Agreement (SOA) which supports the delivery of 6 strategic outcomes set out in the Local Housing Strategy:

Outcome One: Access to Housing.

Outcome Two: Sustainable places.

Outcome Three: Preventing homelessness.

Outcome Four: Housing and health.

Outcome Five: Affordable warmth and climate change.

Outcome Six: Improving housing quality

The Associations 3-year business plan for C&R focuses on developing better relations with the Health and Social Care Partnership (HSCP), given the close links between both parties.

The Association is also committed to maintaining and developing constructive working relations with the local authority grant section to ensure that our delivery of the C&R service is relevant to the overall objective which is to ensure residents of Inverclyde can remain comfortably and independently in their own homes for longer.

5. Service Provision

The Association is committed to providing a high quality C&R service. It aims to do so by ensuring that all individuals who are eligible for the service have fair and equal access, and that the needs of our clients are our priority.

C&R has a clear criterion that outlines who the service is available to;

- Home owners within Inverclyde who are over 60 with a long term illness or disability;

- Tenants of a private landlord within Inverclyde who are over 60 with a long term illness or disability;
- Those in fuel poverty (referrals are made to Home Energy Scotland (HES) for assistance).

There are three core elements to the service that are currently provided to our clients:

- Information and Advice;
- Practical Assistance;
- A Small Repairs Service.

Procedure notes are available to staff to provide guidance in delivering all elements of the service.

Information about our service is detailed on our promotional literature and the Association's website. Promotional material is clearly written and summarises the main services offered by C&R. Leaflets are available in a number of different agencies locally, including libraries and local advice agencies. We aim to ensure that as many potential clients as possible have access to information regarding C&R and the services we provide. C&R works closely with other local agencies to ensure that they are aware of the service and can advise their clients accordingly.

To ensure C&R can deliver this level of assistance we will employ qualified and experienced staff to provide assistance to the eligible client group; including technical staff, staff trained in seeking funding and staff trained to provide advice and assistance where required.

C&R utilises the ACT database for storing client information as well as gathering statistical information and monitoring performance. In addition to the ACT database we maintain paper files while a case is active. Once a case is closed the paper files are scanned to ACT and destroyed.

5.1 Information and Advice Cases

Staff within C&R offer information and advice to clients on issues such as:

- Funding essential repairs and maintenance; free advice will be offered to clients regarding repairs, maintenance and adaptation to their homes that are out with the qualifying criteria for statutory disability adaptation grant work. This will include assisting clients to apply for potential sources of funding, including signposting to independent financial advisors and credit unions. Where relevant C&R will also assist the client in applying for charitable funding.
- The rights and responsibilities of ownership; free advice will be offered to clients in relation to carrying out both repairs to their own home and, common repairs (where clients live within a block of flats and providing a minimum of two residents in the block meet the qualifying criteria and agree to the assistance). This advice will include identifying suitable contractors and obtaining quotes.

- Financial services and/or debt counselling, benefits and pensions; clients will be assisted with referrals being made to agencies such as Financial Fitness or independent financial advisors.
- Alternative housing options; C&R staff can offer advice and assistance in relation to alternative housing. This includes assistance in applying for social housing.

Staff within C&R will attend regular training courses to ensure they are competent in providing current and relevant advice or information that relates to the clients' circumstances.

Information and advice will be provided in the following ways:

- Provision of leaflets;
- Signposting to other relevant agencies;
- Telephone calls;
- Home visits or office interviews;
- Attending events and seminars;
- Email or web contact;
- Written correspondence.

Clients may need to be referred to other agencies and/or services following consultation with C&R. No such referral will be made without the permission of the client.

C&R will ensure all contact details, written material and referral forms held in relation to other services that may be of assistance to our clients will be up to date and available to clients.

5.2 Practical Assistance

C&R assists with the following:

- Practical assistance with disability adaptation work;
- Practical assistance for repairs and maintenance.

5.2.1 Practical Assistance with Disability Adaptation Work

“To provide assistance to disabled persons in order that improvements and/or adaptations can be carried out in occupied private rented and owner occupied dwellings to make them suitable for the needs of the disabled person.” (IC Service Specification; Provision of a Care & Repair Service Dec 2015)

The service users will be identified by the receipt of a referral from Inverclyde Centre of Independent Living (ICIL) which confirms the clients' details, assessed works required and any other relevant information. C&R have a close working relationship with ICIL staff to ensure delivery of an efficient and helpful service.

C&R will provide assistance to the client throughout the adaptation process including:

- Visiting the client to inspect what works are required;
- Preparing a specification of works required;
- Seeking quotes from suitable contractors;
- Ensuring clients' choice is preserved;
- Assisting the client to apply for grant funding;
- Where required, assisting with applications for charitable funding;
- Assisting the client to resolve any unforeseen issues that may arise during works;
- Inspecting works on completion to ensure the specification has been met;
- Arranging payment of grant funding directly to the contractor on completion of works;
- Ensuring appropriate aftercare is available to the client for 12 months after completion of works (Defect Liability Period).

C&R will maintain a list of suitable contractors who are capable and experienced in delivering a high standard of disability adaptation work.

The framework will be robust and the awarding of work to individual contractors will be transparent. In the main, clients will receive a minimum of two quotes for works required from the framework of contractors available, clients are not obliged to accept either of these quotes and may choose to select their own preferred contractor, advice, support and assistance will continue to be provided should the client select their own preferred contractor.

Where the client chooses to arrange for their own contractor to undertake works, comparative quotes will be provided to Inverclyde Council's Grants Department from our framework contractors to ensure that value for money is being obtained from contractors out with the framework.

C&R Technical Officers will assist the clients by scrutinising tenders for work and ensuring that works are completed in line with the specification agreed.

Grant contribution awarded from Inverclyde Council will be based on the lowest quote regardless of which contractor the client chooses to carry out works within their home.

C&R will assist the client to identify and apply for various sources of funding, including grants from the local authority and, where appropriate, charitable funding.

C&R will also assist the client in ensuring payment for works completed is made to the appropriate contractor(s) from all relevant sources.

5.2.2 Practical Assistance for Repairs and Maintenance

"To provide practical assistance to eligible homeowners and private renting tenants across Inverclyde to help them repair, maintain and adapt their homes" (IC Service Specification; Provision of a care & Repair Service Dec 2015 check updated spec for changes made once released).

Clients requiring this assistance are most likely to self-refer, or be referred/sign posted to C&R from another service.

Practical assistance will be provided on various issues including:

- Identifying repair and maintenance problems;
- Organising quotes from reputable contractors;
- Accessing financial assistance from a range of sources;
- Supervising contractors for vulnerable clients;
- Ensuring safe and robust payment methods for vulnerable clients;
- On-site monitoring of works to ensure appropriate levels of workmanship.

C&R will maintain a list of appropriate contractors who are capable and experienced in delivering a high standard of repair and maintenance work.

The bank of suitable contractors will be robust and the awarding of work to individual contractors will be transparent. In the main, clients will receive a minimum of two quotes for works required from the framework of contractor's available, clients are not obliged to accept either of these quotes and may choose to select their own preferred contractor. Advice, support and assistance will continue to be provided should the client select their own preferred contractor.

Practical assistance for repairs and maintenance differs from the assistance available for disability adaptation work in relation to funding. Inverclyde Council do not generally fund repair and maintenance works, although this route of funding will be investigated, therefore financial assistance will be more focussed on applying for charitable funding on the client's behalf (if appropriate), and/or sign posting a client to an independent financial advisor or credit union to discuss options for funding this type of work.

5.3 Small Repairs Service (SRS)

“To provide the eligible client group with a subsidised service that carries out an agreed specified list of essential minor repairs that impact on the life of the occupant. The service is intended to be minor works and will therefore be restricted by time.” (IC Service Specification; Provision of a care & Repair Service Dec 2015).

C&R currently employ 2 full time Small Repairs Officers (SRO's) to carry out minor repairs at clients' homes both internally and externally.

The type of work includes joinery, electrical, plumbing and minor exterior works to the living accommodation and main access route to the accommodation.

A list of works typically delivered by the Small Repairs Service (SRS) is provided in Appendix 1 of this policy, however is not exhaustive. Examples of work that are not eligible is also attached and again is not exhaustive.

The SRO's are appropriately trained and experienced in carrying out small repairs in a variety of trades (joinery, plumbing and electrical). Due diligence and care is taken in delivering this service.

The SRS is chargeable at a rate of £15.00 per visit or £45.00 for annual membership, which gives unlimited visits within the 12 month period of joining. Charging for the Small Repairs Service will be reviewed annually.

Any materials required are recoverable from the client, who will be invoiced for materials on completion of works.

The Small Repairs Service also accepts referrals for grab rails from ICIL. ICIL are invoiced monthly for the installation of grab rails.

The SRS is currently available to Cloch Housing Association tenants and may diversify in the future to include tenants of other Registered Social Landlords (RSL's).

6. Measuring Performance and Review

C&R measures performance through the recording and monitoring of Key Performance Indicators (KPI'S).

KPI'S have been agreed with the Senior Management Team and Inverclyde Council to ensure proper and transparent monitoring of both service delivery within the section and the service delivered by contractors on our approved contractor list. These are reported to the Housing & Property Services Subcommittee (H&PSSC) and Inverclyde Council.

C&R also issue satisfaction surveys to all service users and use feedback provided to improve the service. Complaints and Compliments highlighted within the surveys are logged and reported to Inverclyde Council and the Housing & Property Service Subcommittee on a regular basis.

This policy will be reviewed every three years or as required to assess its effectiveness and to consider any changes required in the light of experience, new guidance, good practice, and legislation.

7. Complaints and Compliments

The Association considers a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by our repairs service. All complaints will be recorded and dealt with under our separate Complaints Policy and Procedures in accordance with the requirements of the Scottish Public Services Ombudsman. The Property Services Manager or Director has the discretion to depart from the standard service in an exceptional case where there are good reasons to do so. This may be because of a disability or vulnerability or some other factor which makes the decision unreasonable. The reasons for doing this will be recorded and the policy may be reviewed as a result.

Any tenant or owner who feels aggrieved by their treatment under this policy can ask for a copy of the Associations Complaints Handling Procedure, which is available on the Association's website or at our office. They also have a right to complain to the Scottish Public Services Ombudsman. The Complaints Handling Procedure details the way in which they can complain and the timescales for responding.

8. Equalities Commitment

Cloch Housing Association Ltd is committed to tackling discrimination on the grounds of sex or marital status, racial grounds, or grounds of disability, age, sexual orientation, language, social origin, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

Cloch seeks to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of our work.

9. Policy Review

The policy review will take place every 3 years or following significant legislative or regulatory change.

Inverclyde Care & Repair Staff Structure – October 2017

Paul McColgan
Property Services Manager

Alison McManus
Project Manager

Alan Locke
Technical Officer

Mareta Greig
Project Officer

Brian McEwen
Technical Officer

Jim McFarlane
Small Repairs Officer

John Magee
Small Repairs Officer

Kimberley Johnstone
Project Assistant

Margaret Tosh
Project Assistant



Jobs completed by Small Repairs Officer

Electrical:

- Fault find and repair lights and sockets
- Replace sockets/light switches
- Replace lighting pendants
- Replace bulbs
- Repair table lamps
- Replace Immersion Thermostats (not elements)
- Replace Fire Elements
- Replace Security lighting (as long as the cable is already there)
- Replace Bathroom Fans/Transformers
- Replace rings on cookers (dependent on age)
- Install and repair door bells (Battery Operated only)
- Bond pipe work
- Install Battery Operated Smoke Alarms
- Replace Mains Operated Smoke Alarms
- Install Carbon Monoxide Detectors (Battery Operated only)
- Adjust Time Clocks
- Replace Central Heating Time Clock (Dependent on age)
- Install BT sockets (alert alarms only)
- Replace filters, Hoovers/Extractors etc.
- Replace Storage Heater Elements (check asbestos list first)
- Fault find/repairs shower circuits up to the Unit (don't replace parts inside unit)
- Replace extractors Minor works associated with sensory impairment aids supplied by the Council's Joint Equipment Service

Plumbing:

- Replace Tap Washers
- Replace Tap Head Gear
- Fit Lever Tap kits (dependent on existing taps)
- Re-Silicone baths and showers
- Adjust/Replace Ball Valves (not lofts)
- Bleed Radiators
- Repair Small Leaks
- Connect Washing Machines to existing pipe work
- Unblock Traps
- Replace Toilet Seats
- Unblock WC
- Replace Plugs/Chains
- WC Cistern handles
- Top up Central Heating (combi boiler)
- Fit Shower Screens/Curtains/Hoses/Riser Rails
- Replace Bath Panels
- Repair outside taps (no install)

Joinery:

- Repair Door Locks on wooden doors only
- Fit Spy Holes
- Replace letterbox
- Fit Handles/Hinges
- Adjust Doors (after new carpet fitted etc.)
- Fit Grab Rails (visual survey required)
- Fit Draught Excluders

- Fit Shelves
- Fit Curtain Track/Poles
- Small Flat Pack
- Fit Bathroom Accessories/Cabinets
- Lower Small Kitchen Cabinets
- Repair Drawers/Runners
- Check broken floorboards
- Door repairs including easing, hinge repairs adjustment
- Repair broken window handles

Other:

- Hang Curtains
- Fit Blinds
- Replace Batteries
- Move Small Furniture
- Replace Thresholds
- Hang Pictures/Mirrors
- Replace Pulley ropes
- Silicone Doors/Window (internal only)
- Clean Gutters (bungalow level)

Cannot Do:

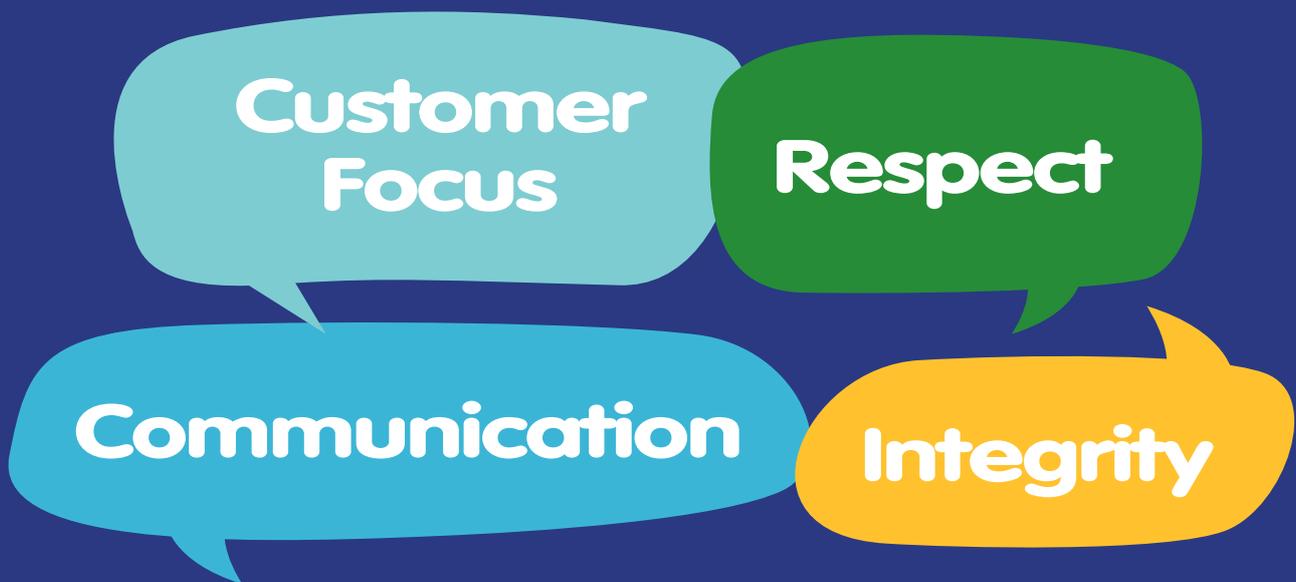
- White Goods Repairs
- Replace Taps
- Hang Doors
- Electrical Installations (require certificate)
- Shower Replacement (require certificate/possible upgrade)
- Gas Works (Gas Safe)

- Paint/Plaster/Wallpaper
- Tiling/Grouting
- Outside work (sheds/garages/grass hedges/fences etc.)
- Lofts/Under floor Work
- Double Glazed Units
- Street Drains
- Hand rails (completed via Inverclyde Centre for Independent Living)

PLEASE NOTE

Jobs undertaken should take no longer than 2 hours.

If there is a repair you have which is not listed, please call the office to check if the repair is possible on 01475 787975.



CLOCH HOUSING ASSOCIATION LTD	
Policy Name	Care & Repair
Policy Category	PS
Policy Number	094
Date Adopted	01/12/2004
This Review	28/11/2017
Next Review	November 2022
Equalities Impact Assessment Required	No Assessment
Link to other policies	No
Consultation	Yes
Need for Procedure	Yes