



Subject:	Belfast Handyperson Home Safety Check and Repair Service- Update
Date:	4 April 2017
Reporting Officer:	Nigel Grimshaw, Director City & Neighbourhood Services Department
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Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Some time in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report or Summary of main Issues
1.1	Members will recall that at the April 2015 meeting of People and Communities Committee they agreed and approved the delivery of home safety assessments for older people through the Bryson Energy Handy Person Service.
1.2	The scheme has been operational for 2 years at a cost in the region of £34,377 per year. The funding for this scheme is provided by the Public Health Agency (PHA) and the scheme is managed by Belfast Health and Social Care Trust (BHSCT). Following a procurement exercise, Bryson Energy was awarded the contract to carry out the home safety checks and repairs.

<p>1.3</p> <p>1.4</p> <p>1.5</p> <p>1.6</p>	<p>Members will recall that previously this Committee approved an additional financial contribution from the Council of £10,000 towards the scheme. This money was used to discount the cost of additional repairs requested by the Householder during the Home safety check.</p> <p>The pilot has come to an end and partners have agreed that, given the benefit the service provides to the citizens of Belfast, it should continue long term. The current service contract has been extended for a further 12 months to allow for the future development of the project to be finalised. Partners have requested that the Council considers procuring and managing the service moving forward. Subject to Member approval the PHA have agreed to fund the Council.</p> <p>This report provides an update to Members on the progress of the Belfast Handy Person Home Safety Check and Repair Scheme to date and the plans going forward.</p> <p>Any Committee decision on this project would be subject to consideration of the matter by legal and the Council's procurement unit.</p>
<p>2.0</p>	<p>Recommendations</p>
<p>2.1</p>	<p>The Committee is asked to:</p> <ul style="list-style-type: none"> ▪ approve that from April 2018 the Council procures and manages the Home Safety Check and Repair Service on behalf of partners; ▪ approve that the Council continues a financial contribution of £10,000 to the scheme for the financial year 2017/2018 from existing budgets.
<p>3.0</p>	<p>Main report</p>
<p>3.1</p> <p>3.2</p>	<p><u>Key Issues</u></p> <p>The objectives of this project are:</p> <ul style="list-style-type: none"> ▪ to reduce the risk of falls in the home by making it a safer environment; ▪ to empower people to change their behaviours; ▪ to increase training, skills and knowledge; and ▪ to improve the evidence base. <p>These objectives reflect the objectives listed in the Northern Ireland Home Accident Prevention Strategy 2015-2025. There are also a number of non-monetary benefits which are likely to occur with continuation of the project (Appendix 1).</p>

3.3 A Home Hazard Steering group has been established including staff from the Council, Public Health Agency (PHA), Bryson Energy and Belfast Health and Social Care Trust, to oversee and monitor the effectiveness of the scheme. Membership of this steering group will be further expanded to include more BHSCT staff.

3.4 The Council has continued to promote the service and has made 142 direct referrals to Bryson Energy between April 2016 and March 2017.

3.5 The provision of a Handy Person service has been made a priority under the Age Friendly Belfast Action Plan, under the Belfast Strategic Partnership supported by the Belfast Health Development Unit.

3.6 It was also agreed that there was an opportunity to explore (with the Belfast District Police and Community Safety Partnership (PCSP)) an extension to the scheme into the area of Home Security/Crime Prevention. This link should be set up by April 2017.

3.7 The table below details the yearly targets for 2016/2017.

	Yearly Target	Year to date (April-Feb 2017)
Home Safety Checks	500	436
Repair Hours PHA	140	117
Additional Repair Hours BCC	230	212

3.8 All occupants received a selection of 'helping' aids and equipment (e.g. Helping hand grips, magnifier reader, long length shoe horn, jar opener and sock aids).

3.9 All occupants that received repair work under the scheme were left a Customer Quality of Service (CQS) form to complete and return via free-post. A remarkable 70% return has been observed, with 100% satisfied to very satisfied responses on the handypersons performance and standard of workmanship and overall experience of the Scheme.

3.10 No complaints have been received about the service. There is also an opportunity on the CQS to add further comments and many have chosen to do so expressing their gratitude and appreciation of the service. A selection of comments received are listed in Appendix 2.

3.11	Evaluation of the project to date has reported that the scheme has had a positive impact on those who have received it (Appendix 3).
3.12	It has also been noted that the opportunity for other interventions and onwards referrals (i.e. energy, efficiency, Belfast City Council, NIFRS and Occupational Therapy) has been a significant benefit of the service. For example, in the case of disrepair found in private rented properties the Handyperson scheme has made referrals to the Council's Environmental Health Service.
3.13	The Council previously delivered the older persons home safety scheme and currently delivers the home safety check scheme for children. In addition, home safety schemes for older people in all other areas of Northern Ireland lay within councils.
3.14	The previous two years of the service was a pilot which has been managed by BHSCT. The pilot has resulted in successes and challenges, one of these challenges was the procurement of the service. Partners have therefore requested that the Council will consider managing and procuring this service moving forward.
3.15	The service has increased in popularity over the past year. In addition, a BHSCT city wide Falls Care Pathway for older people at risk of falls will be set up in the coming months and it is expected that this will result in additional referrals for the service.
3.16	A breakdown of the £10,000 contribution from the Council is included in Appendix 4.
	<u>Financial & Resource Implications</u>
3.17	Subject to procurement funding will be provided by the PHA. BCC contribution is included in existing budget estimates.
	<u>Equality or Good Relations Implications</u>
3.18	There are no relevant equality considerations associated with the proposed scheme.
4.0	Appendices – Documents Attached
	Appendix 1 – Non-monetary Service Benefits Appendix 2- Customer Feedback Appendix 3 – Project Evaluation Appendix 4– Belfast City Council Additional Home Repair Costs