

# POLICY FOR CALEDONIA CARE & REPAIR SERVICE

| POLICY IMPLEMENTATION CHECKLIST            |                                 |
|--------------------------------------------|---------------------------------|
| Policy Guardian:                           | Head of Strategy and Innovation |
| Author:                                    | Development Manager             |
| Version number:                            | 2.0                             |
| Approved by Chief Executive on:            |                                 |
| Approved by Management Board on:           | TBC                             |
| Effective from:                            | September 2023                  |
| Date of Last Review:                       | April 2026                      |
| Date of Next Review:                       | April 2029                      |
| Diversity compliant:                       | Yes                             |
| Equality Impact Assessment required:       | Yes                             |
| Data Protection compliant:                 | Yes                             |
| Health & Safety compliant:                 | Yes                             |
| Procedure implemented:                     |                                 |
| QL system changes made:                    | N/A                             |
| KPIs / reporting arrangements implemented: | N/A                             |
| Training Completed:                        |                                 |
| Posted on intranet:                        | Yes                             |
| Posted on website:                         | Yes                             |
| Publicity material issued:                 | N/A                             |
| Business Services – Implementation Review: |                                 |

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and in a variety of languages

## **Introduction**

This policy sets out how Caledonia Housing Association delivers the Care & Repair service on behalf of Perth & Kinross Council and Angus Council. Referrals are submitted to Caledonia from Occupational Therapists employed by PKC and AC Health and Social Care Partnerships for improvement works that will assist owners and private renters to continue to live in their own home.

In addition to this, the Care & Repair team also carry out small repairs for people who are aged over 60 or disabled or vulnerable who are owner occupiers or tenants of a private landlord, where applicants self-refer. This applies to the PKC area only.

The provision of the service is regulated through a Tender Specification between CHA and PKC & AC.

## **1. Policy**

1.1 It is the Association's policy to provide the Care & Repair service to Perth & Kinross Council and Angus Council as summarised above, and as set out in the Tender Specification. In delivery of this service, we will employ the necessary staff and other resources to provide the service to the standards set out in the Tender Specification.

1.2 It is also the Association's policy to ensure that costs incurred in delivery of the service are recovered from Perth & Kinross Council and Angus Council through payments as set out in the tender specification.

## **2. Aims and Objectives**

2.1 Caledonia Housing Association recognises that the primary aim of its Care and Repair service is to assist people who are aged over 60 who are owner occupiers or private tenants to remain independent in their own homes through help with housing repairs, or adaptations. In addition to owner occupiers aged over 60, the Association will provide a service to owners of any age group with learning or physical disabilities, or with special housing needs.

2.2 The service will also endeavour to support people aged over 60 and disabled people through joint working with other agencies to ensure provision of equipment and adaptations, and the funding of the service.

The service will endeavour to improve the links between housing improvements and health and social care support.

2.3 The Association will strive to meet the national objectives for Care and Repair services, namely:

- To contribute to improving the accessibility of housing for older & disabled homeowners and private tenants
- To target assistance at those in greatest need, particularly those living in unsatisfactory housing conditions.
- To increase the take up of repairs and improvement grants by the target group, should local authority finance become available.

- To provide a service tailored to each person's needs
- To provide quality advice on housing matters.
- To refer people to other agencies where appropriate.
- To ensure inter-agency awareness of the functions of the Care and Repair programme.

2.4 The Association will also work closely with both councils to ensure as far as possible the development of shared objectives; the development of the service within the context of the council's Community Plan and Local Housing Strategy.

### **3. Business Planning**

3.1 The Association will endeavour to ensure its own procedures are compatible with local authority procedures for processing Care and Repair grants, and to seek to improve these as necessary.

The Association will continue to monitor and agree demand for the service, types of building work to be undertaken, and rates of grant support beyond standard limits with both councils.

3.2 Revenue funding requirements for the service will be maintained at the levels approved in the Tender Specification agreed with both councils.

### **4. Appropriate Management Organisation**

4.1 As set out in the tender specification, Caledonia Housing Association will operate as 'Service Provider' of the service.

4.2 The direct management of the service must be part of the Association's main business without recourse to other management arrangements through subsidiary companies or through advisory committees drawing in part on external representation. It is recognised that the Association is committed to keeping these matters under continuous review and will actively reconsider these arrangements if future considerations warrant.

4.3 The Association will define its responsibilities as Service Provider and put in place procedures which recognise the distinct business context of the Care and Repair service, including:

- Employment of staff and compliance with all legal employment requirements
- Provide the service within budgets secured from external grant funding sources
- Prepare a design for the improvements, ensuring that they meet the requirements of the applicant as set out in the OT assessment
- Procure contractors to carry out the works in accordance with all relevant procurement legislation
- The development of a full range of budget management systems for the service
- The establishment of a full range of cost centres for all Care and Repair activity and procedures for claiming grant
- Compliance with all terms of the tender specification, including monitoring and reporting arrangements

- Establishment and maintenance of a performance management framework, including key performance indicators, and the setting and monitoring of targets
- Regular meetings between Perth & Kinross Council, Angus Council and the Association as Service Provider
- All associated procedures, including the full use of computerised systems for the production of management information for the service

## **5. Service Delivery**

5.1 The Care & Repair Service will follow the procedures set out in the two tender submissions to Perth & Kinross Council and Angus Council in during 2025.

5.2 Caseloads will where necessary be prioritised in accordance with agreements with key partners. The service will establish and maintain a framework of contractors that potential users of the service may elect to use in carrying out work. It is recognised however that the ultimate decision on contractor selection rests with the owner.

## **6. Small Repairs**

6.1 This service is aimed at completing minor works, such as joinery, plumbing and electrical repairs; the installation of smoke detectors; handrails and small aids and adaptations.

6.2 The service is designed to provide practical assistance to help people to continue to live safely and independently in their own homes. Care & Repair provides “small repairs” that cost less than £500 and enhanced small repairs up to a value of £1,500. A wide variety of trades can be provided including repairs to locks, doors, windows, roofs, rhones and electrical wiring using local contractors. A small repair aims to alleviate issues of welfare, safety or security where the repair is the responsibility of the individual. The service is free to clients who self-certify that they are within the eligible age and income band.

6.3 Care & Repair provides general advice to older, disabled or vulnerable clients, mainly a signposting service, for those who may have difficulty in accessing some services.

## **7. Other Works**

7.1 Caledonia Care & Repair has sought charitable assistance for those clients that are unable to meet their share towards the cost of Care & Repair works from various sources.

7.2 These repairs are also free to applicants who self-certify that they meet the relevant eligibility criteria, and are carried out provided we have sufficient funds from the relevant partner.

## **8. Hardship Fund**

8.1 CHA holds a ‘Hardship Fund’ which can be used by clients in extreme need and who cannot meet their share of costs. This fund is a legacy of funding initially provided by Perth & Kinross Council a number of years ago.

8.2 Where applicants are clearly unable to fund their share of adaptation works carried out, in the first instance we will seek to increase the council contribution to 100% of the works cost. Where the council are not able to fund 100%, the Care & Repair team will endeavour to source alternative funding through charitable donations from other organisations.

8.3 If, however, the team cannot find alternative funding for the works, requests may be made to utilise the Hardship Fund to pay for the applicant's share of the work. Where this occurs, an application should be prepared setting out the full details of the case, including:

- The nature of the works required
- The amount of funding requested
- The amount of funding remaining in the Hardship Fund
- Evidence that the applicant cannot afford to pay for the work
- Evidence of unsuccessful applications made to other relevant bodies seeking funding
- assistance

8.4 Where such an application is made, authorisation may be granted by the Executive Management Team for amounts up to the value of £1,000 including VAT. Cases above this value will require the prior approval of the Management Board.

## **9. Training**

9.1 All necessary training will be provided to those involved in the application of this policy through the PLP process or the e-learning platform as appropriate.

## **10. Records Management**

10.1 All records regarding the Care and Repair service will be stored securely and in accordance with current GDPR legislation.

10.2 Records will be retained as per the requirements of the contract terms and conditions set out by each council as the Data Controller, and Caledonia's Retention Policy.

10.3 Whilst the Association is not subject to the Freedom of Information (Scotland) Act 2002, we note that Perth & Kinross Council and Angus Council are. We will therefore assist the Council, where practicable, in its compliance with the Act.

## **11. Review of Care and Repair Service**

11.1 Procedures and practices will be kept under review so as to ensure that this policy is being adhered to and to ensure that it continues to meet the requirements of the organisation and is compliant with legislation, best practice requirements and key stakeholders.

## **12. Monitoring and Accountability**

12.1 The responsibility for implementing and overseeing compliance with the policy will lie with the Head of Investment and Sustainability.

12.2 The Care and Repair Team Leader will be responsible for the day-to-day operation of the Care & Repair service, delivery of the service in accordance with the Tender Specification and the management of staff and service provision within the Association.

12.3 The Development Manager will provide the strategic overview for the Care and Repair team and support the Team Leader with any disputes, complaints or staffing issues as appropriate.

### **13. Policy Review**

13.1 The legal framework on which this policy has been based is under constant review and is subject to change, therefore this policy will be reviewed in three years, or earlier if required to reflect significant changes to the Tender Specification.

### **14. Compliance Statement**

It is important that all members of staff, in carrying out their duties for the Group, do so in accordance with the Group's policy framework. Our policy framework ensures we comply with laws and regulations, while giving guidance to inform operations and decision-making. Our policies have been designed to be clear and easy to understand and are available on our website and intranet. If any member of staff is unclear as to their responsibilities under this policy, then they should refer to their line manager and / or the policy author for further guidance. A failure to comply with Group policies can have serious consequences for the Group. Should an employee become concerned about serious non-compliance with the policy, they should speak to their line manager or refer to the guidance set out in the Group Whistleblowing policy.