

## **GLASGOW CARE & REPAIR**

Southside Housing Association is the managing agent for Glasgow Care and Repair. The service operates across the whole of Glasgow. The service includes:

- Provision of a Handyperson Service funded by Glasgow City Council for homeowners over 65 years old or who have a disability.
- Provision of the Advice Service also funded by Glasgow City Council for the same client group.
- Provision of a Handyperson Service for tenants of Southside, New Gorbals and Govanhill Housing Associations.
- Delivery of other time limited services such as the Home from Hospital Service funded through the Integrated Care Fund Accommodation Based Strategy.
- Delivery of a pilot Home Energy Efficiency Project equity release scheme in partnership with the Energy Savings Trust.
- The Advice Team also manage medical adaptations for Southside Housing Association.

### **Handyperson / Home From Hospital Services**

The Handyperson service is provided city wide to home owners and private rented tenants aged 65+ or younger people with a disability. This service is funded for and delivered on behalf of Glasgow City Council. The service offers help with small repairs and tasks around the home. The service is free, although there may be a charge for materials.

We also provide this service for three Housing Associations in the South of Glasgow.

Glasgow Care and Repair also offers a Home from Hospital Service which similarly provides practical assistance to patients aged 65 or over in preparation for their discharge from hospital to ensure they are returning to a home which is safe and secure.

### **Advice Service**

This service is also funded by and provided on behalf of Glasgow City Council to assist home owners aged 65 or over and people with disabilities, with no adult family living with them, to organise repairs to the fabric of their property or help to carry out adaptation works. This assistance generally comprises of identifying defects and scoping works, obtaining quotations for the work required and liaising with the contractor and client throughout the course of the work.

This service also works closely with other agencies including Occupational Therapy and Home Energy Scotland.

### **HEEPS Equity Lone Scheme**

Glasgow Care and Repair is one of three Care and Repair organisations involved in piloting new equity release scheme in partnership with Home Energy Scotland. The home improvement loan is provided by the Scottish government. At least 55% of the loan has to be used for energy efficiency measures and the remainder used for other external building repair work.

### **Southside Housing Association Adaptations**

In Glasgow adaptations are provided to home owners through Assisted Living (a service provided by City Building). As a social landlord, Southside Housing Association has a responsibility to deliver this service to our tenants. The Advice Team work in partnership with our Development and Investment Team to deliver these adaptations to tenants.

### **Priorities for 2017/18**

The priorities for 2017/18 which have been identified within our internal management plan include

- Appoint a Care and Repair Manager – This is a new post which replaces the previous Handyperson Coordinator post.
- Review current service level agreements and service structure and explore business development options
- Upgrade the IT supporting the service
- Achieve the Care and Repair Quality Mark by carrying out a gap analysis of all working procedures to ensure compliance with the eight customer care and service requirements. Prepare and submit for an evidence based assessment to be carried out by the Foundations Quality Mark team.
- Work with partners and stakeholder to develop working procedures for the HEEPS Equity Loan Scheme and collate robust evidence of the successes and challenges of the pilot.

The role of the successful candidate will include day to day management of the various Care and Repair activities but will be focused on these objectives.