



Report To: Housing Portfolio Holder
Lead Officer: Director of Housing

16 March 2016

The Housing Handyperson Service Pilot Proposal

Purpose

1. To seek approval to set up a Handyperson Service for tenants for a one year trial period.
2. This not a key decision.

Recommendations

3. It is recommended that the Housing Portfolio Holder approves the pilot proposal and agrees to a further report to be brought back in January 2017 for consideration following evaluation of the initial 9 months of the service.

Reasons for Recommendations

4. The Handyperson Service remains a demand from tenants voiced through the residents groups.
5. As a chargeable service run for a year the pilot project will be open to tenants and leaseholders.
6. Should the pilot project prove to be viable it could be extended to a further fixed term.
7. During the trial period as a free service demand was proven, however, to provide a sustainable service it requires to be both chargeable and run for a year throughout different seasons.

Background

8. The CLG published the "National Review of the Handyperson Programme" in 2012. The evaluation concluded that the service assisted older people to live independently in their homes in a greater level of comfort and security. Financially the report concluded, based on their modelling assumptions, that the benefits of the service to all agencies outweighed the costs of providing it by 13%.
9. As part of the qualitative tendering submission for the Response Repairs, Voids and Packaged Works there was an aspiration very much favoured by tenants to have a Handyperson Service for small non –repair works such as putting up shelves, putting together self-assembly furniture and small gardening jobs etc. The demand for such a service continued to be voiced from all tenants groups and formed part of the Council's service promises to tenants.

10. In May 2015 the Housing Service in conjunction with Mears our term contractor for the Response Repairs, Voids and Packaged Works contract, ran a trial Handyperson service for two months. The service was free and there was a good take- up. The work requested was as expected particularly as it was the summer months with gardening jobs being very much in demand. It also was clear that tenants wanted the ability to have larger jobs undertaken such as room decoration and larger gardening jobs.
11. As the trial service was free and supported by the HRA, Leaseholders were not able to access the service but did voice a desire to be able to have such a service available to them.
12. The trial project was undertaken by Mears through the Response Repairs, Voids and Packaged Works contract.

Considerations

13. In order for the service to be sustainable it needs to be a charging service with a minimum payment of £10 for a half hours work. Above half an hour will be charged at £20 and £20 per hour thereafter. This will allow larger jobs to be undertaken.
14. Residents will have to provide materials or be charged for them to be provided. Mears will carry a limited supply of hardware.
15. The work can be taken forward by Mears as part of the Response Repairs, Voids and Packaged Works Contract.
16. The work will be scheduled alongside reported repairs to ensure it is viable to run the service alongside the commercial day-to-day repairs service.
17. The service will be reviewed monthly to ensure continued demand and viability.

Options

18. A. To agree to the setting up of a one year pilot of the Handyperson Service as a chargeable service.

This will be monitored closely and a report brought back to the Housing Portfolio Holder after nine months so of operation to review the viability of the scheme at that stage.

19. B To decide not to go ahead with a pilot of the service and to no longer offer a handyperson service.

Implications

Financial

20. A budget of £18,720 has been built in to the HRA Business Plan support the project.

Legal

21. None

Staffing

22. None.

Risk Management
23. Reputational risk should the project not go ahead.

Equality and Diversity
24. This project has a positive impact on the lives of older and disabled people in particular but can be accessed by all tenants.

Climate Change
25. None

Consultation responses (including from the Youth Council)

26. The TPG have been consulted on in the development of the handyperson service and feedback from the trial project has been used.

Effect on Strategic Aims

Aim 1 - C
27. We will make sure South Cambridgeshire continues to offer an outstanding quality of life for our residents.

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