

Funding Partnership

Achievements

Services are assessed and delivered more equitably

The One Stop Shop includes central administration of several separate budgets provides better financial control, greater flexibility to respond to assessed need, and enables close monitoring of the experineces, timescales and outcomes for people using the service. The Care & Repair Manager is either directly managing or aware of the budgets available to deliver adaptations across the whole local authority area, and in all tenures. This oversight makes local inconsistencies – in the level or type of referrals, or in the prioritisation of assessments, for example – easier to spot. They can then be discussed with colleagues and addressed as necessary.

Budget setting is better informed

Information about budget availability, waiting lists, assessed needs and the types of adaptations being delivered through the One Stop Shop are all available from the one source. Working closely with housing colleagues in Scottish Borders Council and the housing associations, the relevant strategies and budgets can be much better informed by knowledge of trends and unmet needs.

Savings have been achieved through streamlined budget administration

Providing advice and helping with the calculation of grant entitlement for private sector clients reduces time input and administration costs to the statutory grant funding bodies.

“The significant benefit is the equitable approach this allows to all people of the Borders regardless of tenure or ownership.”

Care & Repair Pilot Evaluation (2015)

Borders **one stop shop** with **dedicated occupational therapists** and a cross tenure **funding partnership** has speeded the process, widened access and shown **value for money**

BORDERS CARE & REPAIR

How they did it

Collecting budgets together

Scottish Borders Council (SBC) first commissioned a trial for the delivery of the Private Sector Housing Grant (PSHG) funded adaptations to the Borders Care & Repair Service in 2005. To comply with the Scheme of Assistance procedures, budget setting, administration and assessment of grant applications, and financial monitoring is still managed by SBC. Borders Care & Repair are contracted to deliver adaptations across the private sector on behalf of SBC, and are provided with an annual cash planning figure that they can work to. This is particularly important for the One Stop Shop allowing it to provide informed advice to people needing an adaptation or requiring assistance with a grant application.

The funding for adaptations in housing association properties is allocated to each association separately by The Scottish Government each year. Since 2011, Care & Repair has managed the allocated budgets for the locally based housing associations along with budgets for minor adaptations. The housing association partners have agreed with the Scottish Government that their budgets can be used flexibly between the organisations where a surplus exists for any landlord towards the end of the year. Peaks and troughs can be managed more easily where there is some flexibility available between the housing association budget headings.

Knowing budget requirements

Care & Repair now deliver minor and major adaptations across a total of 12 budget headings across all tenures. Their insight into trends and demand helps them to provide information to their housing partners to inform applications for Stage 3¹ grant funding from Scottish Government and budget setting each year. Patterns of assessed and unmet needs are starting to emerge as the service is rolled out fully beyond the initial pilot areas, and will develop further over time. This will provide important input to the development of Strategic Commissioning Plan, Local Housing Strategy and associated funding strategies.

Saving Costs

People needing an adaptation can directly access the One Stop Shop for advice and assistance, but Scottish Borders Council remain responsible for assessing and administering PSHG applications. The Care & Repair Team provide help to clients in the private sector with the application process by working closely with the SBC grant officers to provide expert information and advice, work with the in-house OTs to develop appropriate specifications, and help clients to find suitable contractors and obtain tenders. The single point of contact for clients provides a more streamlined service and reduces time input in administration costs for the statutory sector.

Some procurement efficiencies have also been achieved across the housing partners by using Care & Repair as a common point of delivery, with greater ability to commission works in volume from a shared pool of contractors.

A full breakdown of statistical evidence, charts and individual outcomes can be found in the [Borders Care & Repair Pilot Evaluation Report](#).

1 Housing Associations apply to the Scottish Government each year for 'Stage 3' housing association grant to fund major adaptations to existing properties.



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Useful Documents and Links

Borders Care & Repair Pilot Evaluation (October 2015)
– in particular, the following appendices:

- Appendix 1: Individual Customer Stories
- Appendix 2: Outcomes for Individual Cases
- Appendix 3: Referral Form, Screening Form and Discharge Summary
- Appendix 5: Stakeholder Assessment Questionnaire

The following Practice Notes are available:

- One Stop Shop
- Dedicated Occupational Therapists
- Funding Partnership
- Governance and Value for Money
- People's Stories

All Adapting for Change Practice Notes are available from **The Improvement Hub** and **Scotland's Housing Network**

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