

NORTH LINCOLNSHIRE COUNCIL

**ASSET MANAGEMENT, CULTURE AND HOUSING
CABINET MEMBER**

REVIEW OF THE HANDYMAN SERVICE - UPDATE

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To provide an update following a report submitted in April.
- 1.2 The in-house handyman service has been subject to a review to explore ways to maintain deliverability.
- 1.3 Public Health grant has been provided to support the service and ensure its continuation.
- 1.4 Joint working with partners is being explored to maximise efficiencies.

2. BACKGROUND INFORMATION

- 2.1 The handyman service offers a quick and effective solution to a wide range of housing-related problems, at a reasonable cost and carried out by trusted individuals. The services provided include fitting security measures and minor adaptations, small building repairs and gardening work.
- 2.2 The service provides an important role in supporting the elderly and disabled to live independently in their home.
- 2.3 The Public Health service recognises the role that the handyman service provides in meeting core public health outcomes. These include; reducing the time taken to discharge patients from hospital, reducing injuries due to falls in people aged 65 and over and reducing hip fractures in the same age group. Consequently, Public Health have provided £49,000 grant funding to support the service.
- 2.5 The review of the service recognises its importance to elderly and disabled residents. It reflects the need to ensure its continuation. However, it also recognises the need to seek efficiency savings in delivering the service.

- 2.6 The service currently has one handyman and an apprentice who is able to undertake the majority of jobs with only light supervision. In time, it is planned to have two full time handymen.
- 2.7 Officers continue to actively review the service with a view to continually reducing overheads. As an example, it now shares a depot and materials are purchased as and when required. The service review will continue, ensuring a better service, greater efficiency and improved value for money.
- 2.8 We continue to explore opportunities for joint working with partners such as Age UK, Ongo and the recently created PHASE.
- 2.9 A recent audit of the service was positive. It provided an overall rating of satisfactory assurance.

3. OPTIONS FOR CONSIDERATION

- 3.1 This report is for information only and is an update to the April briefing outlining the short to medium term future for the handyman service.
- 3.2 Public Health grant funding is available for the next two years to help maintain the service.

4. ANALYSIS OF OPTIONS

- 4.1 Not applicable.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

- 5.1 There are no resource implications arising from this report.

6. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

- 6.1 An Integrated Impact Assessment is not required for this report.

7. OUTCOMES OF CONSULTATION AND CONFLICT OF INTEREST DECLARED

- 7.1 This is an update report and there has been no consultation.

8. RECOMMENDATIONS

- 8.1 That the Cabinet Member notes the current position regarding funding for the service and its continuation.
- 8.2 That consideration be given to the commercial element of the service, and that a report is submitted to the Cabinet Member at a later date exploring commercial opportunities.

DIRECTOR OF PLACES

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Background Papers used in the preparation of this report: None