

Subject: Better Care Fund Locality Plan – Making the Plan Operational

Report to: Housing & Neighbourhoods Committee 15th September 2016

Report by: Vicky George Group Manager Housing Health & Wellbeing

SUBJECT MATTER/RECOMMENDATIONS

This report details the next steps in making operational the Better Care Fund locality plan. It seeks approval to commence the recruitment process to engage two officers who will be crucial to the delivery of the plan and achieving the capital spend. In addition it outlines a new fee structure to be applied to both this project and the works undertaken by the Safe at Home, Home Improvement Agency and requests that Housing & Neighbourhoods Committee recommend to full Council approval of the schedule of fees.

1. INTRODUCTION/BACKGROUND

This report follows on from the report to EMT and Housing & Neighbourhoods Committee in July, which endorsed the Better Care Fund/Disabled Facilities Grant Locality Plan.

This report sets out the next steps to making the plan operational and seeks approval to commence recruitment and to recommend that full council approve the schedule of fees.

2. MAKING THE BCF PLAN OPERATIONAL

A small strategic working group has been established to oversee the initial set-up. The working group has met and considered the additional staff resource required to deliver the plan and also schedule of fees, which will be charged to pay for the service delivered.

Staffing

Two additional temporary posts will be required to deliver the plan, a Project Officer (full-time) and an Administrative Officer (25 hours p/w). The posts will initially be recruited for one year.

Job descriptions and person specifications for these posts are attached to this report. The grades of the posts are still subject to job evaluation but for the purposes of establishing a base revenue budget, grades seven and five have been used.

Schedule of Fees

The working group has agreed a schedule of fees, which have been calculated to ensure the cost of the service, can be met by attributing eligible revenue costs to capital

A schedule of fees has been calculated based on time spent to get a job on site. This has been shared with the Capital Accountant to ensure that it complies with the guidance concerning revenue costs that can be attributed to capital

The resulting fees are a combination of a flat fee plus 12.5% of the cost of works. The table below sets out the schedule of fees

	Base Fee
BCF works to the value of £1,000	£200
BCF works to the £5,000	£250
DFG works (average cost £5,300)	£350

In determining the schedule of fee's for BCF it has been necessary to review the current schedule of fees used by Safe at Home to ensure the fees are consistent across both the DFG and BCF works. As a result of this work Safe at Homes fees will rise from 10% of the value of the works or 12.5% if plans are required; to a base fee of £350 plus 12.5% of the value of the works or if plans are required £350 plus 15% . Stair-lifts costing less than £1,500 will remain at the flat fee of £150.

There is a difference in the flat rate fee for BCF works and DFG works because we have made the assumption that BCF works are likely to be less complex and will have a lower average value. This assumption will be tested and can be reviewed if necessary once the scheme is running.

3. **FINANCIAL IMPLICATIONS**

Revenue

A draft revenue budget for the BCF scheme is attached, which shows that the revenue cost would be in the region of £75,028 per annum. A fee structure would provide an income stream to offset against the revenue expenditure. The fee structure calculated for the purpose of BCF would apply to Safe at Home, which result in a net increase to income of approximately £50,000 based on 2015/16 figures for works completed.

Capital

The BCF/DFG grant for 2016/2017 is £941,786. In addition the Council agreed approved borrowing of £233,000 making a total pot of £1,174,786.

The BCF/DFG Locality Plan set out the issues with achieving this level of spend on DFG alone, owing to the particular circumstances surrounding staff resource at this time. It is important that the grant is fully spent or at least committed to protect future year's allocations particularly as there is unmet demand.

4. **RISK IMPLICATIONS**

There are some financial risks and these are listed below together with the mitigation:

Risk	Mitigation
Failure to realise demand for this project resulting in reduced fee base to offset the revenue costs of service delivery.	<ul style="list-style-type: none">• Optimising demand by taking referrals from a cross-section of front-line services• There is more than enough work within the DFG arena at present so while the service is getting off the ground the Project Officer will be able to assist with this work and earn fees.• Additional staff resource is temporary and the contracts can

	be terminated with a month's notice should the demand not be realised.
Failure to spend the higher BCF DFG allocation could lead to reduced allocation in future years. This in turn will impact on the Councils ability to deliver the statutory function of DFG and may result in the need to undertake additional borrowing to fund the service in future.	<ul style="list-style-type: none"> • The agreed BCF locality plan setting out different approaches to maximise potential spend • Additional staff resource to ensure demand is more swiftly dealt with and fees are realised.

5. **CONCLUSIONS**

The Council has the statutory responsibility for delivering DFG and has always spent the grant from central government and used permitted borrowing to ensure the statutory obligation can be met. The increased allocation for 16/17 is welcomed but brings with it challenges because there is no additional revenue resource. By establishing a fee base the revenue costs for delivering both DFG and the BCF scheme can be met. Although there may be a shortfall initially it is envisaged that once the BCF scheme is established the service will become self-funding via fees and potentially could return a surplus.

It is important that the Council spends the allocation or gets as close to it as possible in order to protect future years allocations and in doing so minimise the need for additional borrowing to deliver this statutory service.

6. **RECOMMENDATIONS**

Approve recruitment to the new posts.

Recommend to full Council that they approve the schedule of fees for both BCF and DFG elements of work

7. **BACKGROUND PAPERS**

- Job Description - Better Care Fund Project Officer
- Job Description – Better Care Fund Administrative Officer
- Draft revenue budget for Better Care Fund Project

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	None
Section 151 Officer Consultation:	8th September 2016
Existing Council Policies:	Private Sector Housing Adaptation and Improvement Policy 2015
Financial Implications:	Addresses use of approved capital budget. Sets fees for recovering revenue costs associated with delivery of capital works
Legal Implications (including human rights):	Ensures delivery of statutory obligations to enable residents to continue to live in their own homes
Risk Implications:	As above
Equality Issues/EQIA assessment:	As above
Crime & Disorder:	None
Every Child Matters:	Ensures delivery of statutory obligations to enable residents, including children to continue to live in their own homes

GREAT YARMOUTH BOROUGH COUNCIL

POST NO.

BETTER CARE FUND PROJECT OFFICER

JOB DESCRIPTION

GROUP:	Housing Health & Wellbeing
SECTION	Private Sector Housing
RESPONSIBLE TO:	POST NO 308 – Senior Projects Officer
GRADE:	Subject to JE (Fixed Term (casual car user))

The Better Care Fund (BCF) project is a proactive prevention service aimed at vulnerable people where works of improvement or repair made to their homes would deliver a clear benefit to their health and wellbeing and subsequently reduce demand for services in the Health and Social Care sectors.

The BCF Project Officer will be responsible for providing comprehensive technical advice and assistance to vulnerable householders seeking help to repair, improve or adapt their homes, from initial application for assistance through to completion of works. The key aims are to:

- provide an efficient, client-based service for vulnerable people who need assistance in establishing, retaining or regaining independence through repairs/modifications or adaptations to their homes;
- help vulnerable clients including older people and people with a disability remain in their own homes;
- to help reduce the number of vulnerable households living in non-decent homes;
- provide a fast-track service to implement works or adaptations needed as part of a hospital discharge package or to prevent hospitalisation or admission to care;
- ensure effective co-ordination between health, social services and housing staff to provide effective delivery of home repairs/improvements and adaptations for vulnerable individuals.

Duties of the Post

1. To visit clients to ascertain their needs and eligibility.
2. To undertake detailed property surveys for the purpose of provision of repair/renovation or adaptation works to meet the clients' needs.
3. To assess the building work required bearing in mind the needs and aspirations of the client. Investigate ways of meeting the needs identified and make decisions as to whether it is reasonable and practicable to carry out appropriate works to the property.

4. Decide upon a course of action, prepare schedules of work, develop specifications and design drawings as appropriate for each property- Where appropriate submit Building Regulation and Planning applications, liaise with appropriate Officers, and obtain approvals. Appoint external consultants, (e.g. Structural Engineers, Surveyors) where appropriate. Ensure all works comply with the standards/requirements.
5. To provide initial estimates and obtain tenders from approved contractors for work. Check the tenders for accuracy and completeness, checking quantities, costs, specifications and plans. Act as the 'Client' and 'Principle Designer' in relation to CDM2015. Ensure proper contractual arrangements are made between the client and the builder and appropriate contractual documentation used. Calculate financial assistance to be offered.
6. To inspect and monitor building works to ensure that all works are carried out to the approved standard within budget and act on the applicant's behalf including advising, instructing and directing contractors on site. To keep the client and other interested parties informed of progress and respond as appropriate to issues they may raise.
7. To evaluate works in progress and make interim payments to contractors, obtain approval for any variations to the works, agree costings and secure additional funding if necessary.
8. To carryout final inspections, check contractors, defects liability' and final accounts to ensure works are completed within approved budget. Review the approval for financial assistance, prepare and process certificates of payments and completions for signature.
9. To liaise effectively with other technical officers and professionals within the Council (e.g., Planning, Building Control) and with other agencies in order to ensure that cases are progressed according to the project targets and priority systems.
10. To liaise with Norfolk Social Services and the Great Yarmouth and Waveney Clinical Commissioning Group in respect of works undertaken for vulnerable people under the project and to attend joint meetings as necessary to advise on technical and practical issues regarding these works .
11. To monitor contractor performance and provide feedback to the Programme Officer.
12. To monitor spend and liaise with the Programme Officer on budget related matters.
13. To maintain case notes, progress forms and accurately update computerised financial records and to contribute to the effective collection of performance statistics and financial monitoring.
14. To be responsible for the production of performance information including outputs and outcomes relating to the project and to provide progress reports to the partner agencies.
15. To keep up to date with developments in the construction and maintenance of buildings, changes in relevant legislation and regulations and to attend relevant seminars, courses and conferences as necessary.
16. To work in close cooperation with the BCF administration assistant in order to progress cases and work effectively.
17. To promote the project and to attend board meetings as required

18. To assist in the development of jointly agreed procedures within the Borough Council and with Safe at Home, Norfolk Social Services, Great Yarmouth and Waveney CCG and other agencies, as appropriate, and to participate in their implementation.
19. To undertake any other duties consistent with these listed above and appropriate to the grade of the post.

Draft

Employee Person Specification

Designation: BCF Project Officer (Technical Officer)		
Post No:		
Date August 2016	ESSENTIAL	DESIRABLE
Physical characteristics	<ul style="list-style-type: none"> ▪ Physical ability to undertake key tasks of post; e.g. <ul style="list-style-type: none"> ▪ drive ▪ inspect properties internally and externally ▪ use ladders and other surveying equipment as needed 	
Educational attainment	<ul style="list-style-type: none"> ▪ BTEC/HNC or equivalent qualification in a building related subject, plus two years relevant work experience or extensive and relevant work experience without relevant qualifications. 	<ul style="list-style-type: none"> ▪ Member of CIOB or RICS
Work experience	<p>Worked in construction related sector for a minimum of two years and has:</p> <ul style="list-style-type: none"> ▪ Practical experience of preparing specifications and detailed schedules of work. ▪ Practical experience of letting of contracts for building works. ▪ Practical experience of site supervision including liaising with contractors and statutory bodies. ▪ Experience of working with vulnerable households and dealing directly with the general public. 	<ul style="list-style-type: none"> ▪ Proven track record on delivering construction projects.
Knowledge & skills required	<ul style="list-style-type: none"> ▪ Practical experience in and application of 	<ul style="list-style-type: none"> ▪ Knowledge of relevant housing and

	<p>planning and building regulations and processes.</p> <ul style="list-style-type: none"> ▪ Ability to produce, to a professional standard schedules of works, specifications and drawings. ▪ Computer literate. ▪ Good verbal and written communication skills in dealing with public and colleagues at all levels, to include the ability to write clear concise user friendly letters and reports. ▪ Holder of a current driving licence. ▪ Ability to manage own case load effectively and to meet required targets. ▪ Good interpersonal skills. 	<p>construction related legislation</p> <ul style="list-style-type: none"> ▪ Working knowledge of Auto CAD ▪ Working in a multi-agency environment.
Aptitudes & interests	<ul style="list-style-type: none"> ▪ Willingness to undertake further training as necessary. ▪ Commitment to continued professional development. ▪ Ability to work as part of a team. ▪ Ability to work under pressure. 	
Disposition	<ul style="list-style-type: none"> ▪ Client orientated. ▪ Discreet, caring and enabling approach ▪ Highly motivated, committed to achieving project goals and joint working principles. ▪ Calm under pressure. 	
Motivation	<ul style="list-style-type: none"> ▪ High level of commitment and enthusiasm. 	

BOROUGH OF GREAT YARMOUTH
POST NO :
BETTER CARE FUND ADMINISTRATIVE ASSISTANT

JOB DESCRIPTION

DEPARTMENT:	HOUSING HEALTH & WELLBEING
SERVICE AREA:	PRIVATE SECTOR HOUSING
RESPONSIBLE TO:	BETTER CARE FUND PROJECT OFFICER
GRADE:	Subject to JE
HOURS:	25 p/w over 5 days (flexible to meet service demands)
FIXED TERM	Initially 6 months but could be up to 1 year

This post provides administrative assistance to the Better Care Fund Project Officer and supports the effective delivery of the Better Care Locality Plan for Great Yarmouth.

DUTIES

1. Receiving and deal with enquiries from members of the public both in person and by telephone, and explaining the assistance that could be provided.
2. Receive, assess and process applications for BCF Renewal Assistance
3. Liaise with the colleagues from both the statutory and voluntary sector to give advice & information relating to the BCF scheme.
4. Answering queries in the absence of the BCF Project Officer and arranging appointments on their behalf.
5. Carry out Test of Financial Resources calculation where applicable to establish a clients' contribution towards the cost of their works and advise them in writing of the result.
6. Liaising with contractors on the client's behalf to arrange minor works.
7. Issuing works orders to contractors
8. Deal with all correspondence relating to the BCF Renewal Assistance Scheme

9. Produce standard correspondence templates
10. Receive review and process contractors invoices
11. Responsible for devising and developing information resources and databases to hold information including client details, nature of the works and outcomes
12. Responsible for the collection, collation and regular production of performance monitoring information
13. Assist with promoting the project through a variety of mediums including GYBC website, production of information leaflets and presentations to colleagues across a range of organisations.
14. Attend meetings as and when required by the BCF Project Officer
15. To undertake any other duties consistent with those listed above and appropriate to the title and grade of the post.

Pro-forma Employee/Person Specification

Designation: BCF Administrative Assistant		
Post No:		
Date: August 2016	ESSENTIAL	DESIRABLE
Educational Attainment	2 GCSEs at grade A-C or equivalent qualifications in Maths & English	Business administration qualification
Work Experience	Experience of working in a busy office. Experience of dealing with the public. Worked with Microsoft Office applications especially Word and Excel.	
Knowledge & Skills Required	Efficient self-starter Good communication skills, verbal and written. Literate and numerate Good organisational and inter-personal skills Good knowledge Microsoft Office applications including Word & Excel. Keyboard skills	Knowledge of benefits system
Aptitudes and Interests	Ability to work on own initiative, assess priorities and plan own workload. Able to keep accurate records. Able to deal tactfully and helpfully with people in difficult and sometimes emotional situations. Ability to communicate effectively, either by telephone or in person and to advise people about procedures.	
Disposition	Client orientated Discreet, caring and enabling approach Motivated to achieving the project goals and joint working principles Reliable and conscientious. Can work under pressure.	
Motivation	High level of commitment and enthusiasm.	
Circumstances	A flexible approach to working hours and duties.	

Draft Revenue Budget

BCF REVENUE BUDGET		
ACTIVITY	BUDGET	COMMENT
Staffing Costs		
Staff	56578	
Staff other	10,000	Based on current similar revenue budget
Total staff costs	66578	
Other Costs		
Training	500	
Empees Neg Ins	500	
Protect Cloth	50	
Servs Specialist	2500	Will be recoverable against the grant
Postages	1000	
P & S General	1000	
Mobile Phones	400	
Car Allowance	2500	
Total other costs	8450	
TOTAL	75028	