



The Handyvan and Beyond

Caring for older people.... but not through social care

South Gloucestershire Council

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Prompts for Action

1. Ageing Population
2. Rising costs of care and shrinking budgets
3. Obligations of the Care Act
4. Opportunity for StreetCare and the Council



South Gloucestershire

110,000 Households and 266,000 residents

By 2037, South Glos' population projected will rise by 52K (to 318.4k)

Age structural changes. By 2037:

- 32k more residents 65+yrs
- 15.2K more residents 80+yrs
- Dependency ratio projected to rise from 57% to 74%



The cost of care

In average you can expect to pay around **£28,500** a year in residential care costs, rising to over **£37,500** a year if nursing care is necessary*.

<http://www.payingforcare.org/care-home-fees>

Source: Laing & Buisson Care of Older People, UK Market Report 2013/14



The Care Act

- Local Governments must take steps to prevent, reduce or delay the need for care and support of local people.



The Opportunity

Corporate need to help vulnerable residents remain in their own home

Core fund available to undertake home maintenance and repairs.

Existing infrastructure within StreetCare



The business case for developing an innovative approach to the service

- Use the existing infrastructure and StreetCare brand
- Define the scope of work and core fund £90k
- Supplement via recovery of productive hrs @ £10 p/h
- Recover all material costs.
- Target 1000 jobs per year (actual 3000 this year)



The StreetCare Brand



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Scope of Work

- Subsidised service for Vulnerable Adults
- Non subsidised service for all residents
- Non subsidised service for home improvements



Why our 'Handyvan' model supports social care objectives

Contribute to the principle of 'well being'

Timely discharge from hospital

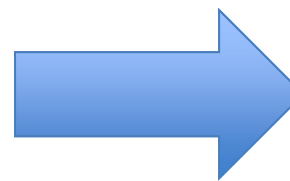
Prevent care needs from becoming more serious

Maintains independent living and dignity



Other benefits

- An assured quality service
- Provides peace of mind
- That is
 - trustworthy,
 - flexible,
 - reliable,
 - responsive, and empathetic.



Enhanced
reputation of
the Council



Customer Comments

- *As an elderly widow on a low income this has given me a support I needed to keep my small property in good repair*



Customer Comments

- *I think the service is marvellous as age prevents you from doing these small jobs.*



Customer Comments

- *It was a great relief to me to find I could get this help through SG Council*



Customer Comments

- *So glad this service is available to carry out the jobs I can no longer do myself, thank you*



Customer Comments

- I have found it very reassuring to have this service at hand being a pensioner and a widow as well as having such a pleasant and helpful handyman, nothing was too much trouble*



Customer Comments

- *As a lone pensioner could not do without this service*



Customer Comments

- *This help is a godsend for elderly people, enable them to stay in their homes for longer*



Customer Analysis

Handyvan Customer Analysis Quarter 1				
	Strongly Agree	Agree	Disagree	Strongly Disagree
It was easy to contact the correct person	72%	28%	0%	0%
The timescale in which the job was organised and completed	69%	31%	0%	0%
The tradesmen who carried out the job were courteous and polite	92%	8%	0%	0%
The tradesmen were effective efficient and tidy	92%	8%	0%	0%
the quality of the work completed was excellent	83%	17%	0%	0%
I would recommend this service	88%	12%	0%	0%



Challenges ahead

- Managing expectation – waiting times increasing
- Very difficult to demonstrate benefits in terms of
 - Incidents avoided
 - Human suffering avoided
 - Pounds, shillings and pence not spent
- Future funding of the service



Where Next

- Review approach
 - Increase income through hour rate
 - More core funding

Or

- Manage expectations and control marketing



Questions & Answers

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