

APPENDIX 5

ROTA VISIT REPORT BY MEMBERS

*Visits are undertaken to monitor the effectiveness and efficiency of the service provided and the general environment of the premises.*

*If you would like an electronic copy of this form please contact Gareth Ebenezer, Governance Services on telephone 020 7361 2947.*

<b>Visit to:</b> Small Repairs Services (part of Staying Put Services)	
<b>By:</b> David Lindsay	
<b>Date of visit:</b> 21 April 2006	<b>Time of visit:</b> 11.15
<b>Is this</b>	
a) a directly managed Council service	<input type="checkbox"/>
or	
b) an independent sector service	<input type="checkbox"/> Yes
<b>Who did you meet?</b> Lorna Revell	
<b>How many users were there?</b>	None on site. An employee visits users in their homes.
<b>Client group (e.g. Older People):</b>	Those > 60, or disabled, who are resident in RBK&C (any type of ownership).

<b>What services were being provided for users?</b>
Jobs that take up to 1 hour – for example, changing light bulbs, putting up curtain rails, putting in new fuses, rewiring plugs, and unblocking sinks, putting in new tap washers.

<b>What were your impressions about the care given to users by staff?</b> (eg. courtesy shown to clients, adequate staff, quality of food, activities provided, etc)
By definition, this service is provided in people's homes, so no comment possible. However, given both that a charge is made of £9.50 per hour, and that referrals to the service are being received, this would strongly suggest that the service is popular.

**What did you consider were the overall strengths of the service?**

High level of customer service in people's own homes.

Most people – certainly SRS's users - like to be independent, and are helped to remain so by this service.

Continuity – users do get someone they have seen before. Older people in particular benefit by staff continuity.

**What, if any, improvements might be made to services or facilities?**

None

**Other Comments?**

Until 31 March, SRS was provided by Octavia Hill. Since 1 April, it has been provided by Staying Put Services, who have previously provided a service, but only to those in private housing.

SRS provides an invaluable service, the more so as community and family ties diminish. Much of what is offered would in the past have been done by neighbours, friends or family members. Given the well-documented reduction in community, SRS is a needed service, and will likely continue to be so for the foreseeable future and beyond.

**Response by Centre Manager (where applicable)**

Staying Put Services is well known and has a very good reputation in the borough. We have been providing a Small Repairs Service to older private tenants and owner-occupiers in the borough since 1988, with funding from charitable sources and in the past 3 years with a large contribution from Staying Puts reserves.

Eligible residents in receipt of a means tested benefit need only pay for materials supplied. The charge of £9.50 per hour plus materials, VAT and parking in excess of 1 hour is made where the resident does not receive a means tested benefit.

SPS is in its first few weeks of the new contract with RBKC for the Small Repairs Service, to date we have received 87 referrals.

To ensure that residents and professionals are aware of how to contact us and use the service we sent out details at the beginning of April to all LA depts, Councillors, Libraries, Doctors Surgeries, Drop-in Centres, Lunch Clubs and Voluntary Organisations. New leaflets are with our printers now and will be widely distributed

across the borough early May.

**Officer Comments**

This is the first time that RBKC Adult Social Care is funding Staying Put to undertake small repairs. Although they have just started on the 1<sup>st</sup> of April 2006, the officers are confident that the Small Repairs Project will prove to be a very useful service for all eligible RBKC residents.

Ref. Rotaform.tem