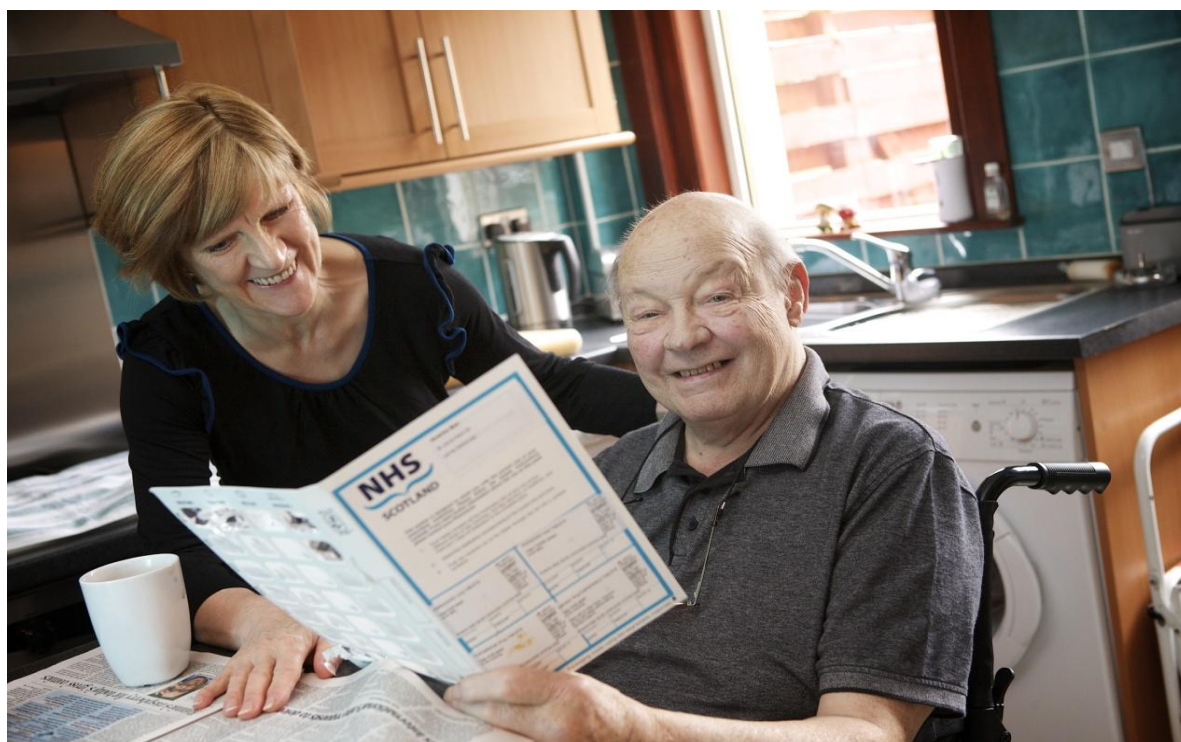


Care & Repair

West Lothian



Social Return on Investment (SROI) Analysis

**An evaluation of social added value for
Horizon Care and Repair West Lothian**

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**Accredited by the Social Return on Investment Network
June 2013**



This is a **Social Return on Investment** report on the value of Care and Repair West Lothian, a service delivered by Horizon Housing Association. Horizon has been the managing agent of Care and Repair West Lothian (CRWL) since 2001 and has assisted in the region of 9500 older and disabled home owners with essential adaptations or repairs to their homes. In 2012, Horizon Housing Association also became the managing agent for the delivery of Care and Repair Services in North Lanarkshire.

CRWL aims to help older people and people with disabilities to maintain their independence and live comfortably and safely in their own homes within their community. CRWL's core service is to provide advice and information, and to facilitate repairs, improvements and/or adaptations to homes in the private sector, in response to identified need. Since 2004, CRWL has enhanced its service by successfully establishing a small repairs service, which provides older and disabled people from all tenures with practical help and advice in undertaking small repairs and handyperson jobs within their homes.

POLICY CONTEXT

Care and Repair West Lothian assists the local authority, Community Health Care Partnership and NHS Lothian to achieve their health, social care and housing objectives in addition to enhancing social justice for older and disabled people. The range of relatively simple services nevertheless play an important role in serving Scottish Government and West Lothian Council objectives, policies and strategies including reshaping care for older people, planning for the housing and support needs of an ageing population, improving health and quality of life for older people and creating more chances for older people to participate and to be involved in their communities.

THE SROI ANALYSIS

The analysis within this report is based upon the evaluative Social Return on Investment (SROI) model which attributes values to identifiable impacts, in order to calculate the value returned relative to the cost of service provision.

This report presents an analysis of the social added value delivered through the total investment of £489,463 in Care and Repair West Lothian from April to December 2011 of which £135,339 is revenue funding provided by West Lothian Council under a Service Level Agreement contract.

The methodology included analysis of 500 survey returns, one to one interviews with 50 clients and 12 other stakeholders, and database analysis of data for the 9 month review period.

STAKEHOLDERS

Main stakeholders, who they are, how many and scope restricted to:

- Small Repairs Service Client Households
- Major Works Service Client Households
- West Lothian Council

- NHS Lothian
- CRWL Approved Contractors

CARE AND REPAIR WEST LoTHIAN OUTCOMES

The impact map constructed for Care and Repair West Lothian following stakeholder consultation showed that a range of outcomes were being created, which include:

- Reduced falls and accidents in the home.
- Increased ability to remain living at home.
- Increased sense of security and safety.
- Reduced cost of housing elderly and disabled people.
- Reduced time spent gaining access to clients' homes.
- Reduced cost of provision of care services in the home.
- Reduced delay to hospital discharge process.

Mr M was supplied with a wet floor shower. Following a stroke, Mr M had a couple of times been stuck in the bath. On another occasion, he had sustained a fall in the bath and had to be admitted to A & E. Prior to the installation, Mr and Mrs M knew nothing about C and R Services in West Lothian. They have lived in their current home for 54 years. Mr M can now manage to wash himself in the shower. Previously he had to have help in the bath. He feels much more confident now and of course, much safer in the bathroom. The wet floor shower installation has given both Mr and Mrs M greater control over their lives

RESULTS

The total impact calculated from the impact map for Care and Repair West Lothian from April to December 2011 under the assumptions made was £4,024,010. The value of this impact in future years is discounted to net present values, using a discount rate of 3.5%. The total present value of Care and Repair West Lothian is calculated as £7,356,818. The total invested to generate the total present value, was £489,463. The SROI index is a result of dividing the total present value by the investment.

This gives a **social return of £4.53 for every £1 invested in Care and Repair West Lothian.**

This reflects the level of capital investment required for the Major Works Service.

Mr C uses a wheelchair to get around inside and outside of his home. He was growing increasingly worried about his ability to remain living at home, as he had fallen out of his wheelchair on a number of occasions while trying to get items off shelves and units. CRWL installed a selection of shelves throughout the house at a height appropriate to Mr C. This simple task has made all the difference to Mr C and his personal confidence and control.

SOME ILLUSTRATIONS OF THE SOCIAL RETURN FOR STAKEHOLDERS

For older and disabled people

- Increased confidence and control over own life
- Reduced falls and accidents in the home
- Increased sense of security/safety
- Increased ability to remain living at home
- Reduced demand on family time
- Reduced demand for care services in the home
- Reduced stress from supporting/caring for spouse
- Reduced social isolation
- Reduced expenditure on bogus callers
- Reduced expenditure on basic home maintenance

For West Lothian Council

- Increased capacity of Occupational Therapy service
- Reduced time spent delivering services in the homes of clients due to key safe installation.
- Reduced cost of re-housing older and disabled people in sheltered and very sheltered accommodation.
- Fulfils service provision gap in Council and provides additional support required by client group.

Mrs R asked for new internal door handles to be fitted so that she could open and close doors more easily. She is 88 years old and walks with the aid of a Zimmer frame. The work was of great practical assistance to her and allowed her to make full use of her house where previously all doors had to be left open to allow Mrs R access to her home. Now she can use all parts of her house without being worried about getting in and out of a room or in keeping the heat in a room. Mrs R said "being able to open and shut the doors myself for the first time gives me independence. Now I can move around my home when I want to". Fuel costs may also have been reduced but this was not quantified. Mrs S has daughters in Edinburgh and in Canada but neither could have helped.

For NHS Lothian

- Reduced NHS expenditure as a result of reduced falls and accidents in the home.
- Reduced time spent gaining access and delivering services in the homes of clients due to key safe installation.
- Reduced cost of provision of care services in the home due to clients reduced demand as a result of adaptations.
- Reduced delay to hospital discharge process.

For contractors and the local economy

- Increased growth of company through having CRWL contracts as long term steady flow of business
- Increased business due to repeat business from former CRWL clients
- Increased business due to word of mouth by former CRWL clients
- Increased business due to CRWL approved contractor status being used in tender process for other local authorities

- Reduced expenditure on direct marketing to client group

RECOMMENDATIONS

The report sets out recommendations for the Care and Repair West Lothian service, Horizon Housing Association and stakeholders in particular the local authority and NHS. These include:

- That Horizon Housing Association considers enhancing its small repairs service to provide a greater number of technical trade jobs beyond a typical handyman task.
- That there is a greater role for the NHS to play in supporting the provision and development of the service. The findings of the report clearly demonstrate significant cost benefits to the NHS through the provision of the service, and improved communication and partnership working would develop the service further and increase the return.
- That stakeholders review current arrangements for promotion of the service, with an awareness that increased demand for the service may result in a requirement for review of the current model of service delivery
- That West Lothian Council consider revising the Service Level Agreement to broaden the scope of the service, and consider models for resourcing this, including the possibility of a token charge to clients.
- That West Lothian Council considers scope to make greater use of CRWL to streamline elements of the adaptations grants process, which would in turn increase the social return.



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