

Integrated Impact Assessment – Summary Report

Each of the numbered sections below must be completed
Please state if the IIA is interim or final

1. Title of proposal

Care and Repair Contract Saving

2. What will change as a result of this proposal?

Care and Repair Edinburgh provide a care and repair service for those over 60 and those with disabilities in Edinburgh as identified in Edinburgh's Scheme of Assistance for Homeowners August 2016. The contract provides and fits key safes, handrails and grabrails, carries out small repairs and minor adaptations, assists with advice for grants for adaptations, volunteer service for practical assistance around the home and a trade referral service for other services that CRE do not cover. This service provision supports individuals to lead independent lives at home within a safe and secure environment for as long as possible and assists those in hospital awaiting hospital discharge to return home quickly. Customers are charged for the services although there is no charge for the volunteer handyperson service (although the cost of the materials is charged to the customer), the assistance with adaptation grants nor trade referrals.

The contract is for 4 years to 31 March 2027 (with an option to extend beyond 2027 for up to 4 years), The contract began on 1 April 2023 with a contract value of £255,665 however a 10% saving was applied in 2024/25 reducing the contract value to £230,098.50.

The proposal is to now apply a further saving of £15,417.

To accommodate last year's saving, Care and Repair made a number of changes including three redundancies and staff re-structuring, reduction in overheads including reduction in number of vehicles through compressed hours for workmen, freeze on staff wages, switch to Ringo rather than purchasing council parking permits, in-house documents storage, renegotiation of Service Level Agreement with Age Scotland, outsourced HR and Finance and increased charges to customers.

In an effort to accommodate this further saving, a nominal parking charge to customers will be introduced and continued efforts to increase fund raising, which will link into their 40th anniversary, will be made. However, given the extent of the savings and resultant changes incorporated last year, Care and Repair see little scope for further efficiencies and there will be a significant impact on the services provided.

The charity also faces additional costs including rise in material costs and increased employer National Insurance contributions, installation of new CRM at approx

£11,000 pa (as previous CRM used free of charge as managed by Age Scotland) amongst others.

It should be noted that, if the contract were to become uneconomically viable for Care and Repair Edinburgh, or any other provider, an alternative would need to be identified to provide the “Scheme of Assistance”.

3. Briefly describe public involvement in this proposal to date and planned

There has been no public involvement with regards to the proposed saving.

4. Is the proposal considered strategic under the Fairer Scotland Duty?

No

5. Date of IIA

29 April 2025

6. Who was present at the IIA? Identify facilitator, lead officer, report writer and any employee representative present and main stakeholder (e.g. Council, NHS)

Name	Job Title	Date of IIA training
Sarah Bryson	Strategic Planning and Commissioning Officer, EHSCP	5 Feb 2025
Sam Kotecki	Contracts Officer, EHSCP	
Gillian Donohoe	Senior Housing Development Officer, CEC	
Rachel Hamilton	Senior Occupational Therapist, EHSCP	
Emma Szadursk	Service Manager, EHSCP	
Allison Strachan	Director Care and Repair Edinburgh	
Andrea Donnelly	Operations Manager, Care and Repair Edinburgh	
Lukasz Kuc	Acting Home Care Co-ordinator	
Olalekon Somefun	Project Manager, EHSCP	

Evidence available at the time of the IIA

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
Data on populations in need – where available use disaggregated data	<p>Yes</p> <p>Population and demographics - Edinburgh Health & Social Care Partnership (edinburghhsc.scot)</p> <p>Draft Strategic Plan 2025-2028 - Edinburgh Health & Social Care Partnership</p>	<p>The Strategic Plan is currently in draft. It provides a summary of the context and needs of the client groups who use this service (older people and those with disabilities). The demand for Health and Social Care services continues to grow. The population in Edinburgh has increased by 36,100 people since the last census in 2011. It is expected to grow by a further 9,000 people during the next 3 years. Most of this population growth is happening in people over the age of 65 and each of the older population age groups in Edinburgh are expected to grow by at least a fifth.</p>
Data on service uptake/access	<p>Yes – provided within quarterly returns from the Provider</p>	<p>5014 service users in 2024/25. People who use this service are older people or people with disabilities</p> <p>CRE Adaptations – 69 CRE Easiaccess - 433 CRE Handyperson Service – 463 CRE Joinery Repairs Service – 1048 CRE Keysafe – 1293 CRE Trader Referral Service – 1036 CRE Volunteer Service – 672 Total - 5014</p>
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation.	<p>Yes</p> <p>Figures are available re uptake of Hardship Fund</p> <p>Poverty in Edinburgh – data and evidence, Edinburgh Poverty Commission, 2020</p>	<p>Care and Repair maintain a hardship fund which can be utilised for those who cannot afford to pay and covered costs to a value of £21,580 in 2024/25</p> <p>Disability is a key factor increasing the risk of poverty for any household. 23-25% of households with a disabled child or adult are in poverty, compared to 17% of those with no disabled resident.</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
Data on equality outcomes	Yes	<p>100% of the people who use this service are older people or people with a disability. For 2024/25: 3595 females, 1416 males. There is no breakdown available re ethnicity</p> <p>The outcomes for those that use the service are positive. The service allows those with disabilities or long-term conditions, or who are frail, to be able to live, as far as reasonably practicable, independently and at home. They are supported to live at home, within a safe and secure environment, for as long as possible. People in hospital who are awaiting hospital discharge are assisted to return home as quickly as possible</p> <p>Packages of Care and Telecare Services are dependent on the Care and Repair Service.</p> <ul style="list-style-type: none"> • Adaptations and minor repairs can prevent unnecessary admissions to hospital and other healthcare services by reducing risk of accidents. • Timeous fitting of keysafes and minor adaptations can reduce demand on hospital services by speeding up hospital discharge • Keysafes, also allow individuals to have community alarms fitted for their personal safety (ATEC24). • Handrails and grabrails fitted within the week can also assist safety in the home and prevent falls and further hospital admission. • Faster hospital discharge can prevent deterioration of

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
		<p>individuals' physical and mental health and reduce the requirement for other health and care services and occurrence of re-admittance.</p> <ul style="list-style-type: none"> • Adaptations can reduce or eliminate the need for homecare services and support from carers. • Fitting of adaptations can improve the physical and mental health of individuals through improved access and better quality of life and so reduce the need for other health and care services. • Reduced stress for unpaid carers. • Reduce dependency which can cause depression and a feeling of helplessness, as people are not able to cope with daily living.
Research/literature evidence	Yes (A Return on Investment Tool)	<p><i>a Home-based assessment and environmental modifications for older people at risk of falls</i> intervention provided a £2.75 return on Investment for each £1 spent</p>
Public/patient/client experience information	Yes	<p>Care and Repair request feedback from service users regarding the quality of their service provision. The feedback and survey results demonstrate a high satisfaction level and quality service. Customers noted their thanks for the helpful, professional and prompt service provided, praised staff and would recommend to others.</p> <p>Feedback received from key frontline, EHSCP staff including OTs and HomeCare co-ordinator notes</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
		that the work is completed timely, of good quality and beneficial. The service is professional and good advice including safety advice is provided. Communication is clear which helps clients feel reassured and involved in decision-making. The service is particularly valuable for clients with limited social networks or difficulty finding trustworthy support. Financial assistance for eligible clients is a significant benefit. Advice supplied re major adaptations was also beneficial. No negative feedback was received.
Evidence of inclusive engagement of people who use the service and involvement findings	No	There has been no engagement with the people who use this service regarding any proposed change to contract funding
Evidence of unmet need	No	Demand for the service is high and this is managed by the Service Provider. Waiting lists are kept to a minimum and requests for emergency work, including to facilitate hospital discharge, are accommodated when possible.
Good practice guidelines	Equipment and adaptations: guidance on provision January 2023	This guidance is issued as statutory guidance under the terms of Section 53 of the Joint Working Act, and as such Health Boards, local authorities and Integration Authorities must have regard to the advice provided. The guidance outlines the responsibilities of all relevant agencies, with the aim of supporting partnerships, across Scotland, to deliver a more equitable and accessible approach to the provision of equipment and adaptations. Equipment and adaptations are an essential component of an

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
		integrated health & social care service. Timely provision of these often simple solutions, enable people affected by disabilities and health conditions to achieve their individual outcomes, living in their own home, or a homely setting, for as long as possible. This enables them to participate fully in daily life and achieve the quality of life they wish, as well as being a cost effective model of intervention.
Carbon emissions generated/reduced data	n/a	
Environmental data	n/a	
Risk from cumulative impacts	Savings Programme 25/26, EIJB 25 March 2025 Disinvestment of Deaf Action Equipment contract	Savings programme 2024-25 - cumulative IIA - Edinburgh Health & Social Care Partnership Clarity as to how services previously carried out through the Deaf Action Equipment contract will be delivered has still to be fully clarified - there is potential that people with hearing loss may be impacted by changes to both these contracts.
Other (please specify)		
Additional evidence required		

8. In summary, what impacts were identified and which groups will they affect?

Equality, Health and Wellbeing and Human Rights and Children’s Rights	Affected populations
Positive No positive impacts identified	

Equality, Health and Wellbeing and Human Rights and Children's Rights	Affected populations
<p>Negative</p> <p>Further savings applied to the Care and Repair contract will have a significant impact on service delivery which may include; longer waiting times, through further reduced staffing levels, for delivery of services including the fitting of keysafes, grabrails, easiaccess and repairing trip hazards and increased charges for customers some clients may not have the means to pay if prices are increased. This may mean that they go without the service or have a lengthy waiting time if reliant on EHSCP/CEC internal services.</p> <p>These delays and increased charges may result in:</p> <ul style="list-style-type: none"> • increased number of falls/accidents as customers have an increased wait for service or do not get service, leading to unnecessary admissions to hospital and other healthcare services • delays in hospital discharge which may result in deterioration of individuals' physical and mental health which may also increase likelihood of re-admittance. Delays in discharge would also have significant costs for the EIJB • increased dependency for individuals and poorer self-management and control which may lead to a feeling of helplessness and poorer mental health, loss of dignity and reduced confidence. • delays in the introduction of packages of care and Telecare service if waiting on the fitting of a key safe • Reduced mobility for individuals and reduction in access within and out of their homes, leading to an unhealthier lifestyle, increased social isolation, reduced access to outside space and poorer mental health • more demand on Care and Repair's limited hardship fund for those who do not have the means to pay which is proving much harder to get funding for year on year • increased pressures and stress on carers • increased pressures and costs for internal services <p>Any reduction in use of Care and Repair services could result in more customers turning to our internal services where they are available, and where the individual</p>	<p>Older people, people with disabilities, women, those vulnerable to poverty and carers</p>

Equality, Health and Wellbeing and Human Rights and Children's Rights	Affected populations
<p>meets eligibility criteria. This could increase demand and pressures on already stretched EHSCP services and further lengthen the already excessive waiting times for the EHSCP services (grabrails, keysafes etc) with the resultant negative impacts noted above (increased risk of falls, increased risk of hospitalisation etc).</p> <p>There may not be capacity in the system to cope with additional demand.</p> <p>There will also be delays to hospital discharge and so increased costs to EHSCP.</p> <p>Clients must be assessed before they can get an internal service. This will put further pressure on OTs' time and there may not be the capacity to carry out the additional assessments required.</p> <p>Currently, clients are waiting for a minimum of 12 weeks to be assessed and then will have a further wait for the grabrail to be fitted whereas Care and Repair can fit a grabrail within the week.</p> <p>The EHSCP is restricted in what it can provide. Customers who go through our internal service can only get one grab rail fitted and can only get equipment deemed essential – the preventative benefits of minor adaptations, repair of trip hazards, installation of easiaccess systems etc would therefore be lost if there is a reduction to the Care and Repair service.</p> <p>A loss of the Care and Repair service will also result in an increased number of calls to Social Care Direct.</p> <p>There is currently no internal capacity to fit keysafes which are required before Telecare and packages of care can proceed.</p> <p>The additional need and demand for the services through EHSCP would also lead to significant increased costs for EHSCP on already stretched budget. (individuals pay for the Care and Repair service however if going through internal services, the costs are met through EHSCP)</p> <p>A funding cut to Care and Repair may lead to a reduction in the services provided by the Care and Repair volunteers. The volunteers provide practical and safety assistance in the home e.g. changing a lightbulb, assistance with digital technology, preparing the home for hospital discharge/hospital bed delivery etc as well</p>	

Equality, Health and Wellbeing and Human Rights and Children's Rights	Affected populations
<p>as providing social contact for the customers and help reduce social isolation. The electrical service can also instal Ring doorbells and external security cameras which can prevent older and disabled people from feeling unsafe and vulnerable in their homes.</p> <p>A funding cut may also mean a further reduction in the assistance provided with regard to major adaptation grants. This would lead to increased demand for the service within EHSCP, however it is not clear where this service could be provided</p> <p>Funding pressures may mean less time for Care and Repair staff to interact with customers leading to increased social isolation for the customer – quite often the customers have very limited social interactions and so this may be a significant loss for the individuals.</p> <p>Older people and people with disabilities rely on tradesman in their homes who they can trust - Care and Repair is a well-known and trusted service which continually receives positive feedback on quality and service.</p> <p>Impact on Staff - Cuts applied to the contract will have impacts on staff moral and stress levels as they are being asked to do more for less, saw colleagues made redundant, received no pay rise last year and face increased cost of living.</p>	

Environment and Sustainability including climate change emissions and impacts	Affected populations
<p>Currently, staff work in postcode areas to try and reduce carbon emissions and keysafes are recycled where possible. It is hoped that this can be maintained. Consideration to be given to reducing the amount of printed correspondence.</p>	

Economic	Affected populations
<p>Positive None</p>	

Economic	Affected populations
<p>Negative Cuts to the contract may result in increased charges for individuals. Cuts to the Care and Repair contract may see increased demand for the services to be provided internally through EHSCP which will result in a significant rise in costs for EHSCP and additional pressures in the system. Any cut to the contract 2025-26 may mean the dissolution of the charity within the next few years as they are currently running a deficit year on year. CRE now have very few opportunities to cut costs going forward with reduction in contract and staff together with increased cost of living and raw materials. Should this happen, the EIJB funding (minus any approved saving) would need to be reinvested in an alternative provider or an in-house service.</p>	

9. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human rights including children’s rights, environmental and sustainability issues be addressed?

The service was procured through the City of Edinburgh Council and complied with the appropriate procurement policy.

10. Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.

This will be determined once the measures required to make the savings are decided.

11. Is the plan, programme, strategy or policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a Strategic Environmental Assessment (SEA) will be required and the impacts identified in the IIA should be included in this. See section 2.10 in the Guidance for further information.

No

12. Additional Information and Evidence Required

If further evidence is required, please note how it will be gathered. If appropriate, mark this report as interim and submit updated final report once further evidence has been gathered.

- 13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) Please complete:**

Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
A watching brief will be kept on any EHSCP proposals to cover parking charges for care givers to determine if the proposals could be extended to cover Care and Repair. It is however unlikely that this will be implemented given the current financial constraints.	Sam Kotecki	Ongoing	April 2026
Appropriate staff should contact Care and Repair at the earliest opportunity to arrange for the required service to be put in place and so keep waiting times to a minimum.	All staff	Ongoing	April 2026
Wider internal conversations regarding adaptations should include consideration of assistance for grant applications	Relevant staff in CEC, Place and EHSCP	Ongoing	April 2026
If proposals are agreed, further discussions will need to take place regarding how the savings will be implemented.	Care and Repair and EHSCP staff		
CRE are interested in the outsourced contract to fit handrails and grabrails for the council going forward and would welcome the opportunity to tender for this service.	Relevant staff in CEC, Place and EHSCP		

- 14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?**

Yes – the negative impacts identified above will not all be mitigated for. It is not yet clear how the contractor will manage the potential cuts applied and so changes to service delivery, and subsequent impacts, are not clear at this stage. However, given the extent of the savings and resultant changes

incorporated last year, Care and Repair see little scope for further efficiencies and there will be a significant impact on the services provided.

15. How will you monitor how this proposal affects different groups, including people with protected characteristics?

Contract KPIs will continue to be monitored

16. Sign off by Head of Service

Name: Andrew Hall, Service Director for Strategy

Date: 13/08/2025

17. Publication

Completed and signed IIAs should be sent to:

integratedimpactassessments@edinburgh.gov.uk to be published on the Council website www.edinburgh.gov.uk/impactassessments

Edinburgh Integration Joint Board/Health and Social Care

sarah.bryson@edinburgh.gov.uk to be published at www.edinburghhsc.scot/the-ijb/integrated-impact-assessments/