

# **Budget Proposals 2019/20: Age UK Handyperson Service**

## **Consultation Summary Report**

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### **Why we consulted?**

Over the last nine years we've had to make savings of £60 million as our central government funding, the Revenue Support Grant (RSG), has reduced and the need for social care support has increased. We've done this by becoming more efficient at what we do, by reducing some of our administrative functions and increasing our income. Throughout this period we have done our best to protect your services.

Six years ago, the RSG was worth £24 million to the council and was reduced to just £100,000 last year. In 2019/20 there will be no grant and our costs will exceed our income. As a result, we'll need to find a further £7 million in savings or income generation. Much of this will come from becoming a more efficient council, however, 14 proposals, amounting to approximately £300,000, have been identified from services that will impact the public.

It was these proposals that made up the Budget Proposals 2019/20 consultation.

### **Approach**

We published all the public facing proposals on our website on 12 November 2018 with feedback requested by midnight on 23 December 2018.

Respondents were directed to a central index page<sup>i</sup>, which outlined the overall background to the exercise, and provided links to each of the individual proposals on our Consultation Portal<sup>ii</sup>.

Each individual page included further details on the specifics of what the proposal contained and what we thought the impact might be, along with any other elements we'd taken into account. Feedback was then invited through an online form and a dedicated email address. Hard copies of the proposal documents and surveys were also made available on request.

As well as publishing the consultations on our website, we also emailed members of the West Berkshire Community Panel (around 400 people), notifying them of the exercise and inviting their contributions. Heads of Service also made direct contact with those organisations directly affected prior to them being made publicly available.

Finally, we issued a press release on the 12 November 2018, and further publicised our consultations through our Facebook and Twitter accounts. We also placed posters in our main offices and other council properties e.g. libraries, leisure centres and family hubs, and made them available to WBC Councillors and Parish and Town Councils to put up in the wards/parishes.

# **Budget Proposals 2019/20: Age UK Handyperson Service**

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### **Proposal Background**

The Age UK Handyperson Service<sup>iii</sup> carries out a range of small household repairs and minor adaptations for older people. These include:

- Fitting window and door locks and other security items.
- Fitting smoke and CO<sub>2</sub> detectors.
- Changing light bulbs and replacing small electrical fittings.
- Replacing tap washers and carrying out minor plumbing works.
- Fitting key safes and intercoms.
- Draught proofing windows and doors.
- Fitting phone extensions.

Works to assist in security, hospital inpatient avoidance or to enable a quick discharge from hospital are currently provided free of charge, if a referral has been made by the council or hospital.

In some areas, the service is subsidised and in those areas the service is free of charge to someone who has been referred through the appropriate route. Where the service is not subsidised, or where it is a self-referral, the work is charged at £25 per hour, plus the cost of materials.

In West Berkshire, the subsidised service is used by around 30 people per month. We currently provide Age UK Handyperson service with annual funding of £19,125

### **Legislation Requirements**

The Care Act 2014<sup>iv</sup> sets out duties on the council relating to minor adaptations, such as the fitting of a handrail or ramp. These duties are met through a separate contract through the Berkshire Community Equipment Service<sup>v</sup>. Major adaptations to properties are also managed separately through the Disabled Facilities Grant process.

The Age UK Handyperson contract relates to non-specialist activity which can be readily sourced on the open market.

### **Proposal Details**

To cease the annual funding to Age UKs Handyperson Service (a saving of (£19,125 or 100%) when the contract ends on 31 March 2019.

# Budget Proposals 2019/20: Age UK Handyperson Service

## Consultation Summary Report

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### Consultation Response

#### Number of Responses

In total, 23 responses were received. Three of these responses were incomplete.

16 of the respondents identified themselves as residents, one as a Parish/Town Councillor, one as a District Councillor, two as service providers, one as a partner organisation and five as other.

#### Summary of Main Points

The majority of responses were not in favour of the proposed change. Of the 20 complete responses, 10 strongly disagreed and five disagreed with the proposed change.

The main focus of those opposed was:

- The risk of harm to this vulnerable group of people
- The preventative value of the provision
- The fact that these service users were in need through no fault of their own
- The relatively low cost of the provision

Those in support (three people) argued that there are other ways for people to manage this need, such as asking family or friends to help them.

#### Summary of Responses by Question

##### 1. Are you...?

(N.B. respondents were able to tick more than one option)

	Responses		Percent of Cases
	N	Percent	
Or anyone you care for, a user of this service	0	.0%	.0%
A resident of West Berkshire	16	61.5%	69.6%
Employed by West Berkshire Council	0	.0%	.0%
A Parish/Town Councillor	1	3.8%	4.3%
A District Councillor	1	3.8%	4.3%
A service provider	2	7.7%	8.7%
A partner organisation	1	3.8%	4.3%
Other	5	19.2%	21.7%

## Budget Proposals 2019/20: Age UK Handyperson Service

### Consultation Summary Report

2. **How far do you agree with the proposal to cease the annual funding to the Age UK Handyperson Service when the contract ends on 31 March 2019?**

	Frequency	Percent	Valid Percent
Strongly agree	3	13.0	15.0
Agree	0	.0	.0
Neither agree nor disagree	2	8.7	10.0
Disagree	5	21.7	25.0
Strongly disagree	10	43.5	50.0
<b>Total</b>	<b>20</b>	<b>87.0</b>	<b>100.0</b>
Not answered	3	13.0	
<b>Total</b>	<b>23</b>	<b>100.0</b>	

3. **What do you think we should be aware of in terms of how this proposal might impact people? For example, do you think it will affect particular individuals more than others?**

Respondents stressed the argument that this proposal will have greatest impact on people who are vulnerable due to age and disability.

4. **If the decision is taken to proceed with this proposal, do you have any suggestions for how we can reduce the impact on those affected? If so, please provide details.**

A means-tested process was suggested.  
Ensure information on alternative sources of support is made available.

5. **Do you have any suggestions on how we might save money or increase income, either in this service, or elsewhere in the council? If so, please provide details.**

The main suggestions related to lobbying the government, using business rates income and increasing council tax. Some respondents criticised past decisions such as the Green waste scheme and Market Street refurbishment. Another suggestion was to cut Councillors' pay or services spent on drug users.

6. **If you, your community group, or organisation think you might be able to help reduce the impact of this proposal, if the decision is taken to proceed with it, please provide your name and email address below.**

Three respondents provided their contact details.

7. **Any further comments?**

Further comments stressed the preventative benefits of a Handyperson service.

# Budget Proposals 2019/20: Age UK Handyperson Service

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Officer conclusion and recommendation can be found in the associated Overview of Responses and Recommendations document.

Paul Coe  
Acting Head of Adult Social Care  
Adult Social Care  
27/12/2018

**Please note:** *In order to allow everyone who wished the opportunity to contribute, feedback was not sampled. Therefore this wasn't a quantitative, statistically valid exercise. It was neither the premise, purpose, nor within the capability of the exercise, to determine the overall community's level of support, or views on the proposals, with any degree of confidence.*

*The feedback captured therefore should be seen in the context of 'those who responded', rather than reflective of the wider community.*

*All the responses have been provided verbatim as an appendix to this report. Whilst this summary seeks to distil the key, substantive points made, it should also be read in conjunction with the more detailed verbatim comments to ensure a full, rounded perspective of the views and comments are considered.*

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<sup>i</sup> <http://www.westberks.gov.uk/budgetproposals>

<sup>ii</sup> <http://info.westberks.gov.uk/consultations>

<sup>iii</sup> <https://www.ageuk.org.uk/berkshire/our-services/handyperson/>

<sup>iv</sup> <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

<sup>v</sup> <https://info.westberks.gov.uk/bces>

## Overview of Responses and Recommendations

Budget Proposals 2019/20: Age UKs Handyperson Service			Head of Service: Paul Coe Author: Paul Coe		14 February 2019 Version 1 (Executive)	
Proposal:	To cease the annual funding to Age UKs Handyperson Service when the contract ends on 31 March 2019.					
Total budget 2018/19:	£19,125	Initial proposed saving 2019/20	£19,125 (100%)	Recommended saving 2019/20	£0	
No. of responses:	In total, 23 responses were received. Of those that responded: <ul style="list-style-type: none"><li>• 0 identified themselves as users of the service</li><li>• 16 as residents of West Berkshire</li><li>• 0 as council employees</li><li>• One as a Parish/Town Council</li><li>• One as a District Councillor</li><li>• Two as service providers</li><li>• One as a partner organisation</li><li>• Five as other</li></ul>					
Key issues raised:	<p>The majority of responses were not in favour of the proposed change. Of 20 complete responses, 10 strongly disagreed and five disagreed with the proposed change.</p> <p>The main focus of those opposed was:</p> <ul style="list-style-type: none"><li>• The risk of harm to this vulnerable group of people</li><li>• The preventative value of the provision</li><li>• The fact that these service users were in need through no fault of their own</li><li>• The relatively low cost of the provision</li></ul> <p>Those in support (three people) argued that there are other ways for people to manage this need, such as asking family or friends to help them.</p>					
Equality issues:	This proposal affects people with disabilities or age-related frailty and this is covered in the Stage Two Equality Impact Assessment.					

**NB:** This Overview of Responses and Recommendations paper should be read in conjunction with the Consultation Summary Report and Verbatim Responses received in relation to this proposal. These can be found in the agenda pack or on our [Consultation Portal](#).

## Overview of Responses and Recommendations

Suggestions for reducing the impact on service users:	Suggestion	Council response
	If the council decides to proceed with these cuts, then the Councillors who vote for the cuts should be held responsible for the impacts. That way the impact on users of the service will be temporary as the cuts get reversed in due course due to public pressure, inquests etc.	There is a shared collective responsibility for funding decisions.
	Ensure information on alternative sources of support is available	This information is widely available from a number of sources.
	A means tested application.	This option can be explored.
Suggestions for saving money or increasing income:	Lobby the government.	Long-term funding for Adult Social Care is being considered in the Green Paper expected in early 2019.
	Suggestion	Council response
	Increase Council Tax, holding a referendum if necessary	The raising of Council Tax will be one of the options that Members will consider as part of setting a balanced budget for 2019/20.
	Lobby central government for a fairer, more sustainable and decentralised system for funding local government	Long-term funding for Adult Social Care is being considered by the government in the Green Paper expected in early 2019.
	Reduce demand on services through investment in prevention	The council aims to support people to help themselves wherever possible.
	More income than planned from charges for the Green Waste Service, means you do not need to make this cut to the Handyperson Service.	Despite this income, the council continues to require further actions to manage the budget. Initial take up of the garden waste collection service would indicate that this may achieve slightly more income than we had planned for in the long term.  We will need to wait until we see a full year impact of this, before factoring it into the council's overall budgets as a permanent income stream.

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## Overview of Responses and Recommendations

	Cut councillors' pay	The Local Authorities (Members' Allowances) (England) Regulations 2003 provide the framework for West Berkshire Council's Scheme. The development of the Council's Members Allowances Scheme was undertaken by an independent panel. It would be for individual Members to decide whether they wished to reduce their allowances.
	Cut the help for people who choose to take drugs who often do not wish to help themselves, also smokers should be given a time to give up or not get surgery	A range of funded services have been considered together and the suggested changes are based on an assessment of effectiveness and efficiency.
	Monitor your staff as their individuals being paid for jobs they are not doing correctly.	There are mechanisms in place to monitor staff performance.
	Investigate housing benefit and fraud this could be a massive saving.	The fraud function within Housing Benefit is performed by the Department of Work and Pensions. Over time all Housing Benefit claims will potentially move to the new Universal Credit process.
	Look for people who will provide the service at lower rates. Many retired people have skills. They may wish to contribute and earn a little cash	Contracts are put through a competitive tender process. We do seek to make use of voluntary support where it is available.
	Stop with adult care funding. This is a massive rising bill on Council Tax and is an unnecessary spend as far as the council is concerned.	Adult Care services are provided in line with the council's statutory duties.
<b>Conclusion and recommendation:</b>	Most of the respondents to this consultation are strongly against the cut. There is concern about the effect on this vulnerable group of people. <b>It is recommended that this proposal is not progressed</b>	

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## Stage Two Equality Impact Assessment (EqIA 2)

<b>What is the proposed decision?</b>	To cease providing funding to the Age UK Handyperson service when the contract ends on 31 March 2019 (a saving of (£19,125))
<b>Summary of relevant legislation</b>	The Care Act 2014 places a range of duties on Local Authorities to support vulnerable people. These include a duty to reduce, prevent or delay the need for care and support. One of the eligible needs in the act is 'to maintain a habitable home environment'.
<b>Does the proposed decision conflict with any of the council's key strategic priorities?</b>	No
<b>Name of budget holder</b>	Paul Coe
<b>Name of assessor</b>	Paul Coe
<b>Name of Service and Directorate</b>	Adult Social Care
<b>Date of assessment</b>	28/12/2018
<b>Version and release date (if applicable)</b>	Version 1.0
<b>Date EqIA 1 completed</b>	18/10/2018

### Step One – Scoping the Equality Impact Assessment

1. What data, research and other evidence or information is available which will be relevant to this EqIA 2?			
<b>Service targets</b>		<b>Performance targets</b>	
<b>User satisfaction</b>		<b>Service take-up</b>	X
<b>Workforce monitoring</b>		<b>Press coverage</b>	
<b>Complaints &amp; comments</b>		<b>Census data</b>	
<b>Information from Trade Union</b>		<b>Community Intelligence</b>	
<b>Previous EqIA</b>		<b>Staff survey</b>	
<b>Public consultation</b>	X	<b>Other (please specify)</b>	

**2. What are the findings from the available evidence for the areas you have ticked above?**

This service is used by approximately 30 people per month.

Public consultation yielded 23 responses. The majority of responses were not in favour of the proposed change. 10 strongly disagreed and 5 disagreed with the proposed change.

The main focus of those opposed was:

- The risk of harm to this vulnerable group of people
- The preventative value of the provision
- The fact that these service users were in need through no fault of their own
- The relatively low cost of the provision

**3. What additional research or data is required, if any, to fill the gaps identified in question two? Have you considered commissioning new data or research e.g. a needs assessment?**

None

**Step Two – Involvement and Consultation**

**4. How do the findings from the evidence summarised in Step One affect people with the nine protected characteristics?**

Target Groups	Summary of responses and type of evidence
<b>Age</b> – relates to all ages	People with age-related frailty are more likely to struggle with household repairs. Therefore they are more likely to be affected by this proposal.
<b>Disability</b> - applies to a range of people that have a condition (physical or mental) which has a significant and long-term adverse effect on their ability to carry out 'normal' day-to-day activities. This protection also applies to people that have been diagnosed with a progressive illness such as HIV or cancer.	People with physical disabilities, learning disabilities or mental ill-health are more likely to struggle with household repairs. Therefore they are more likely to be affected by this proposal.

<b>Gender reassignment</b> - definition has been expanded to include people who chose to live in the opposite gender to the gender assigned to them at birth by removing the previously legal requirement for them to undergo medical supervision.	There is no evidence to indicate that there will be a greater impact on this group than on any other.
<b>Marriage and civil partnership</b> –.protects employees who are married or in a civil partnership against discrimination. Single people are not protected.	There is no evidence to indicate that there will be a greater impact on this group than on any other.
<b>Pregnancy and maternity</b> - protects against discrimination. With regard to employment, the woman is protected during the period of her pregnancy and any statutory maternity leave to which she is entitled. It is also unlawful to discriminate against women breastfeeding in a public place	There is no evidence to indicate that there will be a greater impact on this group than on any other.
<b>Race</b> - includes colour, caste, ethnic or national origin or nationality.	There is no evidence to indicate that there will be a greater impact on this group than on any other.
<b>Religion or belief</b> - covers any religion, religious or non-religious beliefs. Also includes philosophical belief or non-belief. To be protected, a belief must satisfy various criteria, including that it is a weighty and substantial aspect of human life and behaviour.	There is no evidence to indicate that there will be a greater impact on this group than on any other.
<b>Sex</b> - applies to male or female.	There is no evidence to indicate that there will be a greater impact on this group than on any other.
<b>Sexual orientation</b> - protects lesbian, gay, bi-sexual and heterosexual people.	There is no evidence to indicate that there will be a greater impact on this group than on any other.

**5. Who are the main stakeholders (e.g. service users, staff) and what are their requirements?**

Service users may require support to manage their household repairs. Many will be able to organise those repairs using the private market or social networks such as family, neighbours and friends. Social care teams can support others to make suitable arrangements. Minor adaptations will continue to be available through another Council contract.

**6. How will this item affect the stakeholders identified above?**

Access to this service will no longer be supported by Council Funding.

**Step Three – Assessing Impact and Strengthening the Policy**

**7. What are the impacts and how will you mitigate them?**

Provision to meet statutory requirements (such as the provision of equipment or minor adaptations) are in place. Support will continue to be available from the Council through the provision of information and advice.

**Step Four – Procurement and Partnerships**

**8. Is this item due to be carried out wholly or partly by contractors?**

**Yes**

This provision is currently provided by a contractor. The contract ends on 31<sup>st</sup> March 2019.

**Step Five – Making a Decision**

**9. What are your recommendations as a result of the EqIA 2?**

**In making your recommendations please summarise your findings.**

The decision shows a negative impact on people with protected characteristics of age and disability but can be justified because all statutory duties are provided for. The provision of minor repairs is something which most people can organise independently of the council through family, friends or the open market.



## Step Six – Monitoring, Evaluating and Reviewing

### 10. How will you monitor the impact on the nine protected characteristics once the change has taken place?

Adult Social Care teams carry out care management functions and will share intelligence relating to service user impacts.

## Step Seven – Action Plan

Categories	Actions	Target date	Responsible person
Involvement and consultation			
Data collection			
Assessing impact	Monitor feedback through care management	1 Aug 19	Paul Coe
Procurement and partnership	Explore a means-tested approach	1 Apr 19	Paul Coe
Monitoring, evaluation and reviewing			

## Step Eight – Sign Off

The policy, strategy or function has been fully assessed in relation to its potential effects on equality and all relevant concerns have been addressed.

### Contributors to the EqIA 2

Name:

Job Title:

Date:

### Head of Service

Name: Paul Coe

Date: 28/12/2018



West Berkshire  
C O U N C I L

Number of responses: 23 (including 3 incomplete)

ID	How far do you agree with the proposal to cease the annual funding to the Age UK Handyperson Service when the contract ends on 31 March 2019?		What do you think we should be aware of in terms of how this proposal might impact people? For example, do you think it will affect particular individuals more than others? Please refer to the Equality Impact Assessment (EqIA) to see what has already been identified.	If the decision is taken to proceed with this proposal, do you have any suggestions for how we can reduce the impact on those affected? If so, please provide details.	Do you have any suggestions on how we might save money or increase income, either in this service, or elsewhere in the council? If so, please provide details.	Any further comments?
	Response	Please tell us the reasons for your response.				
1	Strongly disagree	The case has not been adequately made that the harm from these cuts will be less than that if the cuts were found elsewhere, or means sort to increase income. It is suggested that in some cases the work could be done by family, friends etc. Why not amend the service so that if such possibilities are available, the service users are requested to try and use them before using this service? Just cutting the whole service means that those who do not have such possibilities available to them, typically the more vulnerable, will suffer most. It is not clear from the information provided how much if any of the service is provided by volunteers, but if some of it is, that is likely to be more cost effective than many other council provided services. It is also not clear what the knock on costs of ending this service will be, including greater demands on social care and health services.	This is likely to affect more vulnerable members of society such as frail elderly and disabled people.		I do not have sufficient information about the workings of the rest of the council to be able to suggest any better area for cuts. More general options for increasing income would be to increase council tax, holding a referendum, as required by central government, if necessary. The council might also wish to lobby central government and inform them of the harm being done by their cuts. It could also lobby, directly and through the LGA, for a fairer, more sustainable and more decentralised system for funding local government, which increased the extent of local control. One way of reducing costs longer term would be by reducing demand on services through investment in prevention, which is the opposite of what these cuts are doing.	
2	Disagree	The way that old people are treated within this country is already shocking, we should be doing all we can to look after our elderly. Not slashing funding to basic services such as this.	The proposals put people at risk of being entirely at the mercy of their landlords. Many people don't have family who can help out, many will not have the financial means to pay privately for such work to be completed. These cuts will clearly affect the most vulnerable people out of one of our most vulnerable sections of society.	If the proposal is to be enacted it should, at the VERY LEAST, be based on individuals' means to prevent causing additional harm to a vulnerable section of our community.	How much was spent on the permit scheme for visiting the tip? How much does it cost having someone sat on the gate all day, instead of dealing with waste management? How much did it cost to re-cobble the square recently? And how much for the refit of the council building? How much was spent on giving councillors a pay rise a year or two back? And how much was spent on gerrymandering the wards?	I worry that these budget proposal consultations are, ultimately, a sham: a mere theatre of consultation.
3	Strongly disagree	Recipients of this help are certainly amongst the most vulnerable and most in need of help in West Berkshire.			I imagine that most residents would be prepared to pay a little more council tax in order to cover this very minor item of expenditure but vital helpline for the vulnerable elderly.	



ID	How far do you agree with the proposal to cease the annual funding to the Age UK Handyperson Service when the contract ends on 31 March 2019?		What do you think we should be aware of in terms of how this proposal might impact people? For example, do you think it will affect particular individuals more than others? Please refer to the Equality Impact Assessment (EqIA) to see what has already been identified.	If the decision is taken to proceed with this proposal, do you have any suggestions for how we can reduce the impact on those affected? If so, please provide details.	Do you have any suggestions on how we might save money or increase income, either in this service, or elsewhere in the council? If so, please provide details.	Any further comments?
	Response	Please tell us the reasons for your response.				
4	Strongly disagree	Many old people require this service. It enables a quicker discharge from hospital, whereas once individuals in hospital have to think about paying it will delay things and cause bed-blocking not to mention distress. We are particularly angered and saddened that austerity cuts aimed at vulnerable people are still being pursued in West Berkshire, one of the wealthiest areas in the country, proving yet again the truth of the recent damning UN report.	This proposal to cut the service to zero will undoubtedly affect particular individuals more than others. The impact will be on those least able to cope and those most vulnerable where the fitting of key safes and intercoms are vital. Some of these people suffer from dementia and therefore are unable to respond to this West Berks consultation.	If the Council decides to proceed with these cuts, then the Councillors who vote for the cuts should be held responsible for the impacts. That way the impact on users of the service will be temporary as the cuts get reversed in due course due to public pressure, inquests etc.	We understand that West Berks Council has received more income than they planned from charges for emptying green bins and therefore they do not need to make this cut to the Handyperson Service.	We have not been advised by West Berks Council as to what they were able to get as increased income from a source outside West Berks which we suggested in a previous consultation.
5	Strongly disagree	I strongly disagree that you are cutting this service completely. Why not at least consider keeping a service for the most vulnerable?	People with disabilities or mental illness will be more affected than other members of the community. Why is 'income' not considered in the EqIA? The loss of this service will disproportionately impact on people with low incomes. The document says 'The Age UK Handyperson contract relates to non-specialist activity which can be readily sourced on the open market'. People on low incomes are less able to afford services on the 'open market' than others.		How much did the refurbishment of the reception area cost? Organisations need to stop spending money on cosmetic projects and get their priorities right - I've seen it in the university and charity sectors too. Not make cock-ups like St Modwen. Cut councillors' pay.	
6	Strongly agree	if one does not have friends or family to help one can always get a tradesman. Little jobs like putting in light bulb etc. Neighbours I am sure would help.	no doubt some will grumble but there are handyman services advertised in local paper. I am 79 years of age, female, and what I can no longer do for myself someone will always help for little jobs or I pay a tradesman if required.	just give the information also places like the dinner clubs for elderly etc let them know where they can advise people to go.	cut the help people who choose to take drugs have they often do not wish to help themselves also smokers should be given a time to give up or not get surgery.	
7	Strongly disagree		It will affect the old and vulnerable individuals who already feel the society has let them down.	No	Monitor your staff as their individuals being paid for jobs they are not doing correctly. Investigate housing benefit and fraud this could be a massive saving.	You are proposing something that will affect the community and these are the individuals that will not ask for help.

ID	How far do you agree with the proposal to cease the annual funding to the Age UK Handyperson Service when the contract ends on 31 March 2019?		What do you think we should be aware of in terms of how this proposal might impact people? For example, do you think it will affect particular individuals more than others? Please refer to the Equality Impact Assessment (EqIA) to see what has already been identified.	If the decision is taken to proceed with this proposal, do you have any suggestions for how we can reduce the impact on those affected? If so, please provide details.	Do you have any suggestions on how we might save money or increase income, either in this service, or elsewhere in the council? If so, please provide details.	Any further comments?
	Response	Please tell us the reasons for your response.				
8	Strongly disagree	The Handyperson service is a vital resource for older people in West Berkshire. it supports older people in a practical way, carrying out small tasks that they may not be able to do themselves. Handypersons services have outcomes which include - reduced reliance on social services, GP's and hospitals as well as extending safe, independent living at home.	This proposal will significantly impact older people (those aged 65+) and also those aged 80+ who are socially isolated and are likely to have no friends and family to support	there is no alternative other than to keep this valuable service		The council should review the information that can be found in - small but significant: Evidence of impact and cost benefits of handypersons services. <a href="http://careandrepair-england.org.uk/wp-content/uploads/2018/07/Small-but-Significant-Handyperson-Evaluation-CRE-2018.pdf">http://careandrepair-england.org.uk/wp-content/uploads/2018/07/Small-but-Significant-Handyperson-Evaluation-CRE-2018.pdf</a> This clearly shows that for every £1 invested the ROI is £4.28 Cutting this service will not only discriminate against older people but also cost the council and NHS more money in the long term
9	Disagree		It will affect particular individuals more than others.			
10	Neither agree nor disagree					
12	Strongly disagree	You have already made huge and sustained cuts to many support services over the last few years which in many cases have hit the needy the hardest. It's time to stop this, and to focus limited funds on those who need them most. I cannot support any of the above cuts and urge you to find savings elsewhere or re-allocate funds from areas that will not impact the disadvantaged.				
15	Strongly agree	You say that 30 residents a month use this service at a cost of over £19,000.00. If this is all for replacing lightbulbs or minor repairs then this is an excessive amount if the residents pay another £25 per hour as well. Further detail needs to be supplied to break down the services supplied and whether the recipients are mean tested to establish financial need. If not, I have a dripping tap, could need some light bulbs replacing and various other small jobs....	A minority without family or friends and the means to organise for themselves, .	A means tested application.		
16	Neither agree nor disagree	Perhaps could be provided in another way. It is an important service	Elderly, disabled vulnerable.	Inform them of low cost alternatives	Look for people who will provide the service at lower rates. Many retired people have skills. They may wish to contribute and earn a little cash	



ID	How far do you agree with the proposal to cease the annual funding to the Age UK Handyperson Service when the contract ends on 31 March 2019?		What do you think we should be aware of in terms of how this proposal might impact people? For example, do you think it will affect particular individuals more than others? Please refer to the Equality Impact Assessment (EqIA) to see what has already been identified.	If the decision is taken to proceed with this proposal, do you have any suggestions for how we can reduce the impact on those affected? If so, please provide details.	Do you have any suggestions on how we might save money or increase income, either in this service, or elsewhere in the council? If so, please provide details.	Any further comments?
	Response	Please tell us the reasons for your response.				
17	Disagree	I am most in favour of many services whereby they assist people who by no fault of their own have a dependency or rely on another service to get through daily life. For example supported employment for people with disabilities, Mencap, mental health first aid training, special needs etc.				
18	Disagree	I notice there are plans to STOP funding the 'elderly' handyman service. I think this is an important service to those who find it difficult to leave their homes. I have promoted a large 'keypad' telephone, with photos over the numbers already dialled in, this could work very well for this 'group'. The Community could become involved: interested individuals (would be police checked) or would probably be well known people in the Community. The elderly individual just presses the KEY appropriate for their needs, it actually could be used for anything.				
19	Strongly disagree	<p>It cost of £19,125. per year is very low considering this person will be preventing water leaks, if a household suffers a water leak the damage will be many thousands of pounds, the elderly person may suffer health problems due to poor living conditions which will also cost the council thousands to care for them. The Handyperson Service should be continued, it sounds money well spent, looking after the vulnerable people in our society. The Handyperson helps over 300 people a year sounds a bargain to me. If an elderly person is unable to get a light bulb replaces they may trip over in the dark or light a candle and could cause a house fire, which will cost a lot more than £19,125 to sort out, sounds like the Council are saving pennies and risking spending pounds when a little maintenance problems turns into a huge problem. Save the Handyperson.</p>	<p>I don't know how to get back to the the Equality Impact Assessment now. So I will just keep going with this time consuming questionnaire. Please see my answer to the last question.</p> <p>Taking the Handyperson service away will cause problems for the most vulnerable in Society just the people that Graham Jones Head of the Council was busy telling us that the Council take care of, if you are honest to your word Mr. Jones the Handyperson service should stay to help the most vulnerable, elderly and disabled in our Society.</p>	I have no suggestion just keep the Handyperson service.	Save money in the long run invest in the Handyperson service, look at it as an insurance scheme as surely it keeps the vulnerable people in our Society safe, which then saves money.	

ID	How far do you agree with the proposal to cease the annual funding to the Age UK Handyperson Service when the contract ends on 31 March 2019?		What do you think we should be aware of in terms of how this proposal might impact people? For example, do you think it will affect particular individuals more than others? Please refer to the Equality Impact Assessment (EqIA) to see what has already been identified.	If the decision is taken to proceed with this proposal, do you have any suggestions for how we can reduce the impact on those affected? If so, please provide details.	Do you have any suggestions on how we might save money or increase income, either in this service, or elsewhere in the council? If so, please provide details.	Any further comments?
	Response	Please tell us the reasons for your response.				
20	Strongly disagree	as a disabled person living alone on benefits this service is invaluable to me i have no friends or family in the area as i moved here after the death of my long term partner of 28 years	yes disabled or elderly people like myself who do not have anyone and cannot afford a regular tradesman my mobility is very poor i cannot risk standing on a chair to change a lightbulb	no i don't but people will suffer if a vulnerable person fell for instance if i fell changing a lightbulb after my tea time care visit i wouldn't be found until the next day which could be 15 hours	no i don't	
21	Strongly disagree	Older people often live alone, often have no one to help them with small jobs around the house. Withdrawing this service may well make their homes more dangerous environments.	It will further reduce the quality of their lives.	Lobby the government...	See before	
22	Strongly agree	Most old people can afford to pay for it themselves, if not they have a son / daughter / neighbour that can help	See previous comment	see previous	Tell people to fend for themselves	no
23	Disagree	A lot of vulnerable elderly people have no relatives or friends to call on to assist them. £20,000 isn't much to assist with this. Keep funding as it is.	It will negatively impact the vulnerable and elderly.	No alternative	Stop with adult care funding. This is a massive rising bill on council tax and is an unnecessary spend as far as the council is concerned.	