

**Annual Report**  
**Aberdeen Care and Repair**  
(Managed by Castlehill Housing Association)  
**01/04/2013 to 31/03/2014**

## **1.0 Introduction**

**1.1** Aberdeen Care and Repair work in partnership with public, private and third sector organisations to provide services that assist owner- occupiers/private rented tenants with home maintenance issues such as repairs, improvements, adaptations, heating and safety and security issues within the home. Although traditionally our services were aimed at owner- occupiers many of our services, in particular our small repairs service, gardening, security and minor aids projects are available to social housing tenants as well.

**1.2** Our client group are older people, people with disabilities or long-term health problems living within Aberdeen city. The services main objectives are to support older/or disabled people to remain living independently within their own home in a safe and secure environment.

**1.3** Funding for the service comes from various sources including Aberdeen City Council (PSHG), Fairer Aberdeen Fund, income generation through our small repairs and adaptation services and donations from various charitable trusts and local companies. Aberdeen City Council tendered the service in 2013/14, which was secured for a 3 year period with an extension to 5 available. Having secured this contract it has allowed the service to develop as a social enterprise during 13/14 with development plans in place to build on this during 2014/15.

**1.4** Each year the number of requests and referrals increases and the need for the type of assistance care and repair provides becomes more demanding as client's needs are more complex... The project over the years has adapted and changed to meet the demands of both service users and funders. The removal of statutory grants for repair and improvements in 2008 resulted in an increased need for Officers to identify alternative funding routes, one of which is accessing charitable funding for low - income households. Charitable funding, although effective, is very time consuming, which can result in work being delayed and the condition of property worsening. As a result an application for Fairer Aberdeen Funding was made to provide revenue funding for a Funding Assistant's post within the service to support officers, and clients by raising charitable funding for work required in their property. The application was successful and this post has been funded on an annual basis since March 2010. We have recently received confirmation of continued funding for 2014/15. Detailed information on the outcomes for the charitable funding is contained in this report.

**1.5** The changes in the OT criteria in September 2010 impacted heavily on the service, with an increased number of clients contacting the service for advice and assistance with minor aids and adaptations. Although the service could assist with this type of work we did not have the capacity to meet this need. An application was submitted to the Change Fund to support a minor aids project, which was successful for 2011/12 and 2012/13. No further funding was available in 13/14 which has resulted in the service looking at alternative ways to be able to deliver these services through our small repairs service.

**1.6** Since July 2004 an in-house small repairs service has been in operation, this has developed over the years to meet the increased demand for this type of assistance. We currently employ 6 tradesmen to assist older and disabled people within the city by carrying out small repairs or small tasks within their home at fixed charges. The existence of this service has enabled us to:

- Enter into a service level agreement, to provide a joiner/safety officer for the Homecheck scheme
- Introduce a minor aids/adaptation service, This service provides early intervention measures such as installing grab rails internally and externally, extending front door steps and fitting key safes thus preparing properties for the ageing occupants.
- Develop the service to offer some services to local Housing providers. Our tradesmen carry out non-responsive maintenance work for some providers, charging full recovery costs, which are reinvested into the service. From 1<sup>st</sup> April 2013 this service operated through the trading arm of Castlehill Housing Association, namely Castlehill Solutions, allowing us to offer our services outwith our client group at a commercial rate, generating income to be reinvested into services for older and disabled people.
- Continue the development of the services for older and disabled to meet gaps in service provision as well as generating income through the social enterprise to reinvest in service provision.

**1.7** This year we have worked with Aberdeen City Council and other housing providers on a few projects within the city:

- Victorian Tenement Project – targeting householders living in mixed tenure blocks of pre 1919 tenements where fuel poverty is known to be prevalent. Our joiners carry out draught-proofing work to front and rear entrance doors, extending or providing a loft hatch at competitive rates.
- Tenant Draught-proofing – Our joiners have been carrying out draught-proofing work on behalf of ACC for their tenants.
- HEEP – targeting householders on low incomes improve the energy efficiency of their home offering free energy efficiency improvements for those householders meeting the criteria. Improvements offered are:
  - Replacement central heating boiler
  - Draught-proofing
  - Loft/cavity or underfloor insulation

By organisations joining together to deliver projects throughout the city the outcomes can be improved in many ways, namely

- Cost effectiveness
- Greater coverage
- Controlled delivery
- Increased safety for service users

***Referrals to the service increase yearly due to the ageing population within the city. Many of these clients live in designated regeneration areas within the city. During the last financial year 29% of our clients lived in regeneration areas.***

*\*This figure does not include identified 'at risk' areas within the city*

**1.8** Staff actively participates on many networks and committees to ensure that the voice of our client group is heard and continually lobby both local and national bodies for changes in service provision as well as identifying unmet needs within the city of Aberdeen. Care and Repair Staff attend/support local community groups to provide talks and information on the service and work closely with other local organisations in the city, in particular through the Cash in Your Pocket partnership where a bespoke referral system to other organisations is in place. The service manager Chair's the Cash in your Pocket Network meeting, sits on the CIYP advisory group, is a member of Older Persons Advisory Group and ASEN (the social enterprise network).

**1.9** This year we participated in 13 community events/talks.

## **2.0 Services**

Care and Repair provides the services listed below. The number of referrals relates to those received during 2013/14:

<b>Service</b>	<b>No of Referrals</b>
Advice	188
Trusted Traders	388
Affordable Warmth	104
Repairs/Improvement/Adaptations	218
Small Repair Service	3920
<b>Total</b>	<b>4818</b>

## **3.0 Project Statistics**

Aberdeen Care and Repair received a total number of 4818 referrals to the service over the year and in order to progress the work required for individuals project staff carried out a total of 5,317 home visits.

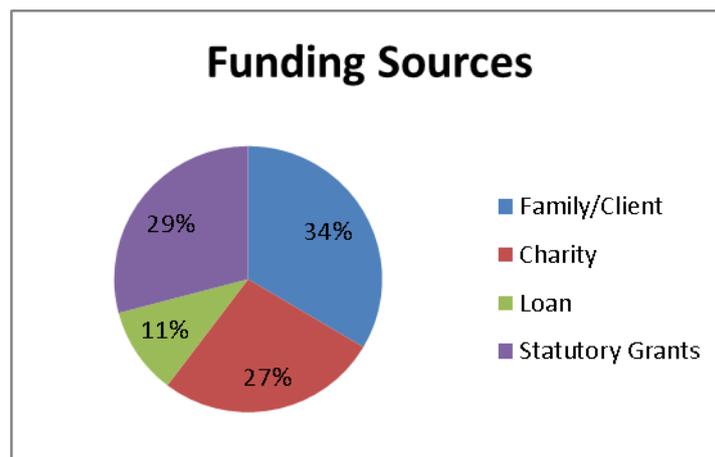
Total cost of work completed was as follows:

Small Repairs/Handyman	£ 137,265.47
Affordable Warmth	£ 113,210.76
All other work	£ 473,180.98
<b>Total Costs of Works Carried out</b>	<b>£ 723,657.21</b>

\*Figures adjusted for year end

## **3.1 Funding Sources**

The graph below illustrates the sources of funding which covered the works carried out through Care and Repair in 2013/2014.



**£113,518 of charitable funding was raised for individuals in 20013/2014**

Each year the % of charitable funding required enabling work increases with a total of 53% of funding coming from either a client/ family contribution or charitable funding. This highlights the reduction in national and local grants available each year.

## 4.0 The Service

### 4.1 Free advice/Trusted Trader Scheme

One of the barriers for older and disabled people, carrying out work within the home is the lack of technical knowledge and the ability to find trusted tradesmen. The advice service has always been seen as an important part of the service, and over the last few years the numbers of advice cases have increased with vulnerable clients requiring immediate advice. The project has arranged for an officer to be on duty between 9am and 4.30pm in order that any calls for advice can be dealt with immediately and clients can get the information they require thus reducing their concerns. The service's staff attend regular meetings/training with partner organisation on local and national changes such as Welfare Reform in order to keep up to date with any changes in service provision to ensure that they can signpost/direct clients phoning for advice to the appropriate place.

A formalised 'trusted trader scheme' has been in operation for the last 4 years. This is a list of local reputable contractors used by Care and Repair and their clients. In order to be part of this scheme contractors have to submit copies of their public liability insurance, accreditations, and details of their hourly rates and sign up to Care and Repair's Code of Conduct. Customer satisfaction surveys are carried out to ensure that these contractors are providing a professional and reliable service. Contractors are removed from the lists if they do not meet Care and Repair standards of service. 24 contractors were registered in 2013/14. A registration fee is paid by the local contractors which are paid into the services charitable fund (Aberdeen Care and Repair Group).

The web site provides information on our service provision as well as details of our Trusted Trader Scheme. [www.aberdeencareandrepair.co.uk](http://www.aberdeencareandrepair.co.uk).

***During 2013/2014, 576 clients received immediate advice or information on our Trusted Traders to enable them to carry out the work.***

### 4.2 Repairs and Improvements or adaptations to the home

The Care and Repair service assists homeowners and private rented sector tenants carry out improvements, repairs and adaptations in their own homes. Clients are visited in their own homes and given advice on the options available to bring the property up to standard. This includes drawing up specifications, obtaining quotes from selected contractors and helping organise the financing of the works required. There are no statutory grants available for repairs and improvements, which can result in many clients being unable to afford the cost of the work. In these cases charitable organisations have to be approached for financial assistance. This has an impact on the length of time taken per case, as well as a reduction in the level of repairs carried out by householders, many of whom choose to carry out the minimal repair required and in some cases none at all.

Types of work undertaken: roofs/gutters/downpipes/ rewiring/window & door replacement/shower installation etc.

***During 2013/2014 – 218 cases were assisted through Care and Repair for this type of work. Total cost of work carried out being £473,180.98.***

### 4.3 Affordable Warmth Project:

The Aberdeen Affordable Warmth Scheme was established in October 1999. It is targeted at householders in Aberdeen who are owner-occupiers, are on low fixed-incomes and have little or no capital assets except the house they live in. Since then the project has developed and the

recent rises in energy bills the target group has widened and now includes anyone suffering from fuel poverty.

The main barrier, which prevents people from this group carrying out energy efficiency measures, is their lack of capital, ability to borrow money or repay a loan on a low fixed income. The scheme works with individual householders to identify the energy efficiency measures required, access any grants available both locally and nationally and if necessary approaches charitable organisations on their behalf.

The service administers a loan fund to provide loans for energy efficiency measures. This fund offers low fixed interest loans to clients where no alternative source of funding is available. The service arranges to have the work carried out by reputable contractors and ensures that work has been carried out to client's satisfaction.

Within the project there are 2 streams of funding held within the project which can be accessed by staff for clients these are:

- Affordable Warmth Loan Fund – householders are offered a loan to carry out energy efficiency measures. Current interest charges are fixed at 2.4% for loans over 12 months, loans up to 12 months are interest free.
- Energy Efficiency Grant – Small grants up to £500 are available for clients on low incomes, depending on each individual's circumstances. (This fund is held within the charity)

***Fuel poverty is on the increase, the Scottish Fuel Poverty Index (2008) identifies 26.5% of households in Scotland are in fuel poverty. In Aberdeen City this figure is estimated at 21%.***

***During 2013/2014, 104 households received assistance through Care and Repair with work relating to heating. Total cost of work carried out being £113,210.98.***

#### **4.4 Disabled Adaptations**

In April 2013 this service was incorporated into Castlehill Solutions along with the projects small repairs service. Both these projects income generate to cover revenue costs with any surplus being reinvested into service delivery.

This service is a Technical Support service working closely with the Occupational Therapists, contractors, private sector housing department and clients to ensure work is carried out with the minimum distress to the disabled person. This can sometimes involve arranging temporary accommodation for the occupants whilst work is carried out as well as raising shortfall funding towards the cost of the adaptation. Over the last 12 months 58 disabled householders have received assistance through the adaptation service 90% of these being for level access showers. 41 disabled adaptations were completed in 13/14.

#### **4.5 Minor Aids/Adaptations**

This project is proving to be very successful with referrals coming direct from clients and carers as well as from both health and social work sectors. We have now established a direct referral system with the community occupational therapists for low priority cases which ensures that households which will no longer get an occupational therapy assessment are referred direct to our service for early intervention. The level of assistance required is different for every individual and by operating this project through the care and repair service we are able to tailor the assistance provided to the individual need of the householder. All staff, both officers and tradesmen undertook training through ROSPA on falls prevention and can carry out safety checks whilst at properties for any reason. This service operates within care and repair services and no longer receives funding from the Change Fund.

#### 4.6 Small Repairs Service/Handyperson Service

An increased demand for the small repairs and handyperson service over the past few years resulted in the project carrying out a review of service provision, which included a customer survey to obtain our service users views. The outcome of the review resulted in additional Tradesmen being employed to deliver the service in-house and the project had to generate enough income through its charging policy to meet shortfalls in statutory funding.

During 2013/14 our charging policy was reviewed in order to ensure that those householders who are in most need accessed the service at the reduced rate. Charges were set at £16.00 per hr plus vat for those in receipt of benefits and £26.00 per hr plus vat for all other service users. As this service now operates as a social enterprise two further charges were introduced, these being £27.50 per hr. plus vat for domestic customers/and or charities and £32.00 plus vat per hour for commercial customers... These charges will remain the same in 2014/14.

The number of referrals to this service constantly increases and this service has proved to be beneficial to our clients for the following reasons:

1. Project can cover joinery, plumbing and electrical work as well as small tasks both indoor and outdoor, including safety and security measures.
2. Safety/Security – all Care and Repair Staff have full disclosure Scotland.
3. Continuity – same person/service turning up to do the work.
4. Cost effectiveness – clients are advised of charges before work carried out and assistance can be provided by other parts of the service if financing the work is an issue.
5. Appointments are arranged to suit clients whilst they are on the telephone, and backed up by an appointment letter where necessary.
6. Staff can be flexible, i.e. meet social workers/carers at appointed times.
7. Staff have the knowledge of other assistance that may be available through Care and Repair and other agencies/services, where clients can be referred for assistance.
8. Small jobs are often more complex or involve more than one type of tradesman.
9. Tradesmen can provide advice on minor aids and adaptations and fit items where necessary.
10. Customer satisfactions surveys are carried out to ensure quality service is delivered.
11. The charitable group fund raises funding to support projects within the service; such as security, energy efficiency, minor aids, and gardening project.

This element of our services receives a small contribution from Aberdeen City Council, and generates income to cover the total revenue costs to operate the service. From 1<sup>st</sup> April 2013 this service has been delivered through Castlehill Solutions, which was set up as a trading arm of Castlehill Housing Association to allow the service to generate income out with its purpose. This has allowed the service to start undertaking more commercial work in order to generate more income to reinvest into care and repair services. Our tradesmen also carry out work for ACC and other housing providers and charge full recovery costs. This money is reinvested in the project, thus allowing us to provide more hours at a subsidised level to our client group.

This service will continue in 2014/15 at the same charges as 13/14, initially but this may have to be reviewed as a result of Welfare Reform and level of income generation required. Details on the breakdown of type of works carried out by our tradesmen are detailed below:

##### Type of work carried out

Electrical	14%	Plumbing	15%
Joiner	27%	Gardening	8%
Security Measures	6%	Builder/Slater	1%
Safety Measures	24%	Other	1%
Small Task	4%		



## 5.0 Initiatives (Supported by Charitable Group Fund)

### 5.1 Security Initiative & Gardening Initiative

- During 2013/14 we continued to deliver our security project with support from charities/local companies. This fund purchases security/safety equipment and can also cover the cost of our Tradesmen time whilst installing additional security measures in client's homes. Aberdeen Care and Repair Group Fund purchase this equipment with funds raised from charities/local companies and our Tradesmen fitted these items at no cost to the client.  
***During 2013/14 – 60 households received assistance through this project.  
During 2013/14 - £1177 was used to purchase equipment such as window locks/carbon monoxide alarms etc.  
Total cost to the fund being £7667; enabling £12575 of work to be carried out***
- During Spring Summer 2013, we offered a grass cutting service to older and disabled households irrespective of tenure. Funds from charities'/local companies are used to offer a subsidised service.  
***During 2013/14 - 434 gardening jobs were carried out through this project***

### 5.2 Minor Aids/Adaptation Initiative

- During 2011/12 this initiative was set up as a result of changes in the Occupational Therapists criteria. This change resulted in low priority cases no longer being assessed for minor aids/adaptations. This fund provides grants (maximum £300) towards the cost of minor aids/adaptations such as external hand rails, kerb turn, and extension of steps.  
***During 2013/14 – 29 households received assistance relating to minor aids  
Total cost to fund £3064, enabling work to the value of £34009***

### 5.3 Decoration Fund

- This fund was established due to the high number of requests from service users for assistance with decoration issues. A local company APSC full sponsor this fund.  
***During 2013/14 – 6 households received assistance relating to decoration  
Total cost to fund £882, enabling £2564 of work to be carried out***

### 5.4 Energy Efficiency Fund

- This fund provides grants towards the cost of energy efficiency improvements within the home. A maximum grant of up to £500 can be awarded to assist with the cost of replacement boiler, draught-proofing, additional heating, repairs to existing heating systems. The fund also purchases portable heaters to offer out on loan to householders until their heating is repaired.  
***During 2013/14 – 27 householders received assistance with energy efficiency work  
Total cost to fund £7414, enabling work to the value of £31955***

## 6.0 Qualitative Assessment:

### 6.1 Income maximisation:

As part of our holistic approach a benefit check is carried out to all clients who receive a home visit from one of the Project Officers or Funding Officer. If benefits are required clients are assisted with completing applications for the benefits highlighted below, but referrals are also made on to other organisations if it is a more complex cases. Another avenue for increasing household incomes, particularly with the elderly or disabled is to apply for Annuities from national/local or work related charitable organisations/trusts. This is seen by staff as another way to help those

who may sit just above minimum income levels and find it difficult to deal with the unexpected expenses of housing repairs or unexpected increase in daily living costs.

Over the last 12 months:

40 Clients have received assistance in applying for additional benefits.  
 £1873 a week of additional income has been secured.  
 £97,404 per annum of additional income secured for our client group.

#### Benefits Secured 13/14

Attendance Allowance	22	Pension Credit	1
Disability Living Allowance	5	Other	2
Annuities	7	ESA	3

\*NB a large proportion of this work is carried out by our Funding Assistant Post which is funded by Fairer Scotland Funding

## 7.2 Charitable Fundraising

During 2013/14 the project secured continued funding from Fairer Aberdeen to support a part time post working on income maximisation and charitable funding. This has enabled a member of staff to concentrate on income maximisation and applying for charitable funding for individuals within Aberdeen city for various repairs/improvements/adaptations as well as basic furniture irrespective of tenure. This area of work is labour intensive and time consuming and allows existing project staff to concentrate on their specialised area of work, whilst the Funding Officer deals with the financial side in most cases.

#### Cases Completed – where charitable funding was secured

No. of Households	No. of charities approached	Charitable Funding Secured	Cost of Work enabled as a result of charitable funding	% living in regeneration areas	% in social housing
243	363	£8,7713.62	£254,485.00	32%	23%

#### Type of works where charitable funding was required

Description of Works	Number of Households
Repairs/Improvements to properties	42
Heating Issues	45
*Internal issues – Decoration/Floor coverings/Furniture/Equipment/Cookers etc.	22
Adaptations (Major)	13
General Repairs/Other	22
Safety or Security Measures	47
Minor Adaptations/External works – fencing/kerb turning/rails	52

\*The existing project would not have previously assisted these householders

We have received confirmation from Fairer Aberdeen Board that this post will continue to be funded in 2014/15.

## 7.3 Additional Assistance – Referrals to other agencies

As part of the holistic approach taken by Care and Repair staff during this financial year, 533 referrals were made to other agencies/organisations on behalf of Care and Repair clients for assistance.

## 8.0 Charitable Group Fund

The service has a registered charitable group fund (SCO 15306) whose principal activities and objectives are the promotion of the welfare of the elderly/and or disabled in respect of housing and other relative matters. Traditionally funds raised by the charitable group are used to provide 'hardship grants' to individuals to assist them carry out repairs, improvements, adaptations, including on some occasions assisting with the cost of basic furnishings such as beds, cookers and carpets. Staff put cases to the Management Committee who meet quarterly and decide whether or not a hardship grant is offered.

### ***During 2013/14 Hardship Grants totalling £8223 was awarded***

Over the last year it has become increasingly difficult to raise funds for our charitable group for the general fund. As a result we have changed the way we do things and have targeted funders for particular projects. We now have 5 initiatives, these are:

### **Gardening/Security; Safety/Minor Aids; Energy Efficiency; Decoration;**

These funds are held separately within the charitable account and awards can be made at officer level. Information is provided below on each individual project. We changed the way we approached organisations/companies for assistance providing details of the individual funds as well as providing feedback on the outcomes their donations enabled. This proved extremely successful in 2013/14 and the same method will be continued in 14/15.

<b>Fund</b>	<b>Balance as at 31/03/14</b>	<b>Expected Outcomes For 2013/14</b>	<b>Total Cost to Fund 2013/14</b>	<b>Total Cost of work enabled 2013/14</b>
Energy Efficiency	£8979.64 Fully committed	27 individual grants 10 Temporary Heaters	£7,414.67	£31,955
Security/Gardening	£ 7667.06	434 households for gardening 60 Security/Safety Grants £1178 security/safety equipment	£7635.05	£12575.00
Safety/Minor Aids Fund	£5402.08	29 individual grants & 50 Grab Rails	£3064.93	£34,009.49
Decoration -ASPC	£3313.76	6 grants awarded	£882.41	£2563.61
<b>Totals</b>	<b>£25,362.54</b>	<b>556 households</b>	<b>£18,997.06</b>	<b>£81,103.10</b>

Without the support of these organisations/companies we would be unable to deliver these initiatives which were identified as gaps in service provision from our client group. During the

financial year to 31<sup>st</sup> March 2014 a total of **£37,990** was raised for the charity which in turn assisted a total of **601** older of disabled households within Aberdeen City. The following organisations/trusts/charities provided valuable financial support to the charity in 2013/14, which without their support would not have taken place. A huge thank you goes out to our supporters from staff and service users.

Aberdeen Asset Management  
 Aberdeen Community Fund (Aberdeen Airport)  
 ASCO  
 Apache North Sea  
 Aberdeen Solicitors and Property Centre  
 BP Exploration  
 Caroline Jane Spence Trust  
 Enquest  
 ES Wilson Trust  
 Lord Provost Charitable Trust (1yr Sponsorship of van)  
 Marathon Oil  
 Maersk Oil North Sea  
 Premier Oil  
 Tesco Charitable Trust  
 Thomas Primrose Trust  
 Violet M Lessel Trust  
 John Gordon Charitable Trust

Further details on our group fund can be found on our web site [www.aberdeencareandrepair.co.uk](http://www.aberdeencareandrepair.co.uk)

### **9.0 Funding/Staffing:**

SLA Aberdeen City Council: 9 months into tender period (Tender awarded for minimum of 3 years)

Fairer Aberdeen Fund Funding secured 2014/15– 28hours per week Funding Officer

Training: All officers and available tradesmen attended a fire safety training session with the fire service.  
 Tradesmen and Officer's attended a fuel efficient driving course  
 Officers attended a time management course.  
 Through ACVO two tradesmen attended a course on PAT testing. Included with the course is the equipment required to carry out these checks.  
 Tradesmen will be attending a safe driving course in the New Year

### **Staffing:**

Volunteers: Two volunteers worked supported the service in 2013/14 in administration roles. One volunteer was partially sighted and was with us for 6 months gaining basic administration training which has now helped her secure a permanent job. Our other volunteer started in July 2013 – worked in administration until September. Has returned to University but will still volunteer a minimum of one day a week. This

volunteer will be assisting the manager with recording volunteer details as well as working on job descriptions.

**Trainee/Work Placements:**

Through Workingrite the service has offered work placements for 4 trainees during 13/14.

1 administration trainee who had been with us since June was offered a permanent position within the service at the beginning of December. We have been able to access training and qualification through Learn Direct in order for her to complete a level 3 in Business Administration at no financial cost to the service.

1 trainee (tradesmen) this young man's 6 month placement ended in mid February and he was offered a permanent position within the service. We are currently looking at further training opportunities for this member of staff

1 administration trainee was given 6 months work experience and another is currently receiving the same.

Community jobs Fund – we were approached by SCVO to provide a training placement for a young man for 6 months. This position is fully funded and he will be with us for the 6 month period gaining basic skills in various trade disciplines. This placement will end 30<sup>th</sup> April 2014.

## 10.0 Customer Satisfaction – Larger works

1. What age band are you in?
  - a. Under 60 10%
  - b. 60 to 69 17%
  - c. 70 to 79 40%
  - d. 80 to 89 28%
  - e. 90+ 5%
2. How long did you have to wait from first contact to first visit?
  - a. Week 22%
  - b. 1 to 2 weeks 48%
  - c. Can't remember 22%
  - d. More than 2 weeks 8%
3. How satisfied were you with the work done through Care and Repair Service?
  - a. Very satisfied 66%
  - b. Satisfied 28%
  - c. Neither Satisfied or Dissatisfied 6%
4. How would you describe the assistance/manner of the Care and Repair Officer?
  - a. Very satisfied 75%
  - b. Satisfied 23%
  - c. Neither Satisfied or Dissatisfied 2%
5. Describe the standard of work of the Trusted Trader with regard to:
  - a. Quality
    - i. Very Satisfied 61%
    - ii. Satisfied 38%
    - iii. Neither Satisfied or Dissatisfied 1%
  - b. Reliability
    - i. Very Satisfied 66%
    - ii. Satisfied 33%
    - iii. Neither Satisfied or Dissatisfied 1%

c. Customer Care	
i. Very Satisfied	68%
ii. Satisfied	31%
iii. Neither Satisfied or Dissatisfied	1%

6. Would you have managed to carry out the work **without** Aberdeen Care and Repair?
- |               |     |
|---------------|-----|
| a. Yes        | 5%  |
| b. No         | 82% |
| c. Don't know | 13% |
7. Has the work carried out made a difference to your enjoyment of your home?
- |                           |     |
|---------------------------|-----|
| a. Significant Difference | 87% |
| b. Minor Difference       | 12% |
| c. No Difference          | 1%  |
8. Would you be able to continue living at home had the work not been carried out?
- |        |     |
|--------|-----|
| a. Yes | 65% |
| b. No  | 35% |
9. Would you use Care and Repair Services again?
- |        |      |
|--------|------|
| a. Yes | 100% |
| b. No  | 0%   |
10. Would you recommend Care and Repair Services to others?
- |               |     |
|---------------|-----|
| a. Yes        | 99% |
| b. Don't Know | 1%  |
| c. No         | 0%  |
11. In overall terms, how satisfied were you with the assistance given by the service?
- |                   |     |
|-------------------|-----|
| a. Very Satisfied | 76% |
| b. Satisfied      | 24% |
| c. Dissatisfied   | 0%  |