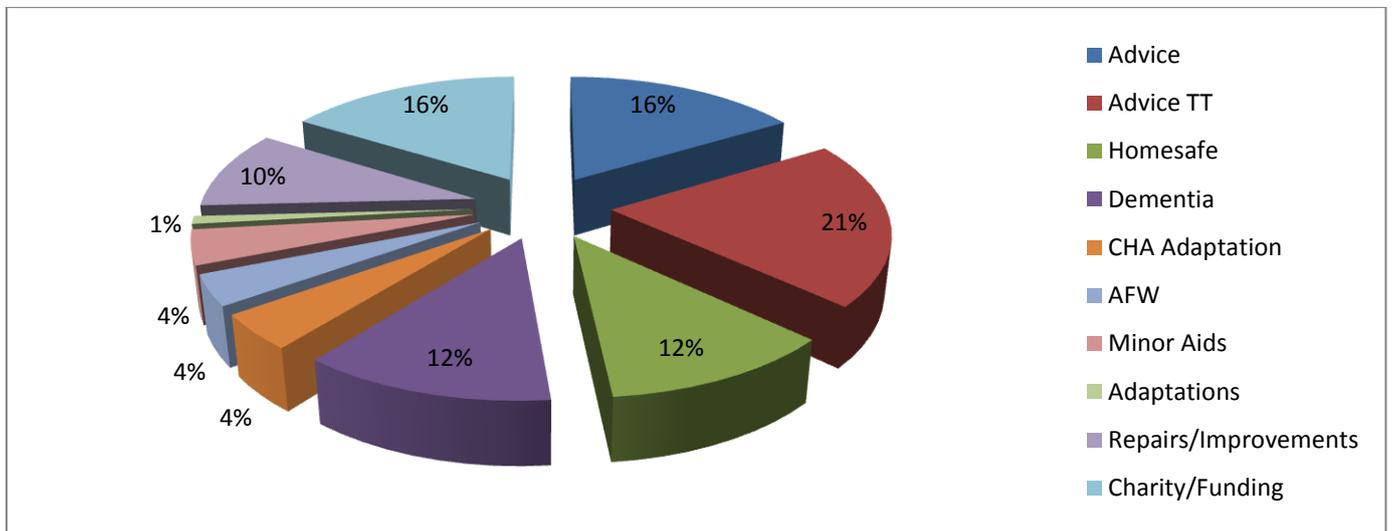


Aberdeen Care and Repair Annual Report 01/04/2016 – 31/03/2017

It has been a busy and productive year for Care and Repair with staff restructuring, new administration and IT systems and the introduction of a new Dementia Enablement Service funded through Life Changes Trust and the Big Lottery Fund. We have established new working practices with health and social care partners; and actively promoted our services city wide in health and social care settings. All staff have undertaken training on customer complaints, telecare services, understanding dementia and home safety. A new screening tool has been introduced around home safety which allows staff to easily identify any home safety issues as well as identifying other local services, or assistance vulnerable clients may benefit from. This service was introduced for vulnerable clients later in the year and 116 Home Safety Assessments have been carried out. This early intervention preventative support is essential and will offer significant savings in the years ahead and provide a better quality of life for our client group.

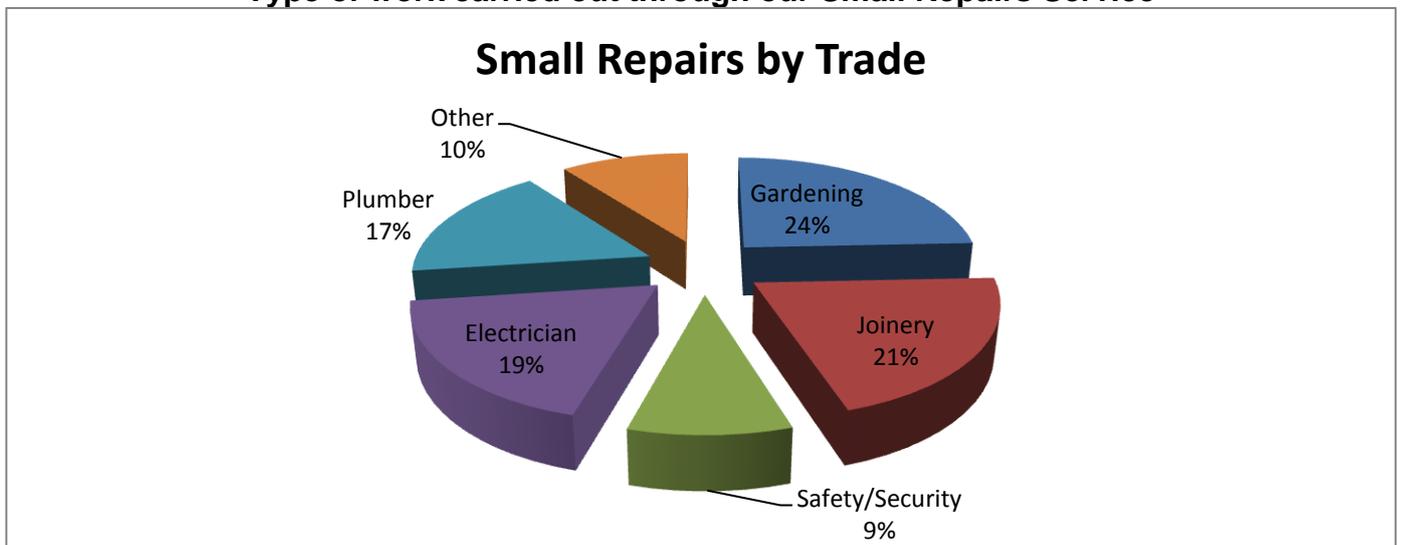
We have assisted a total of 3066 older and or disabled households in Aberdeen city to adapt and repair their homes, access grants and other financial support, providing help, advice and support to allow them to remain living independently in their own home.

Type of assistance provided out-with small repairs



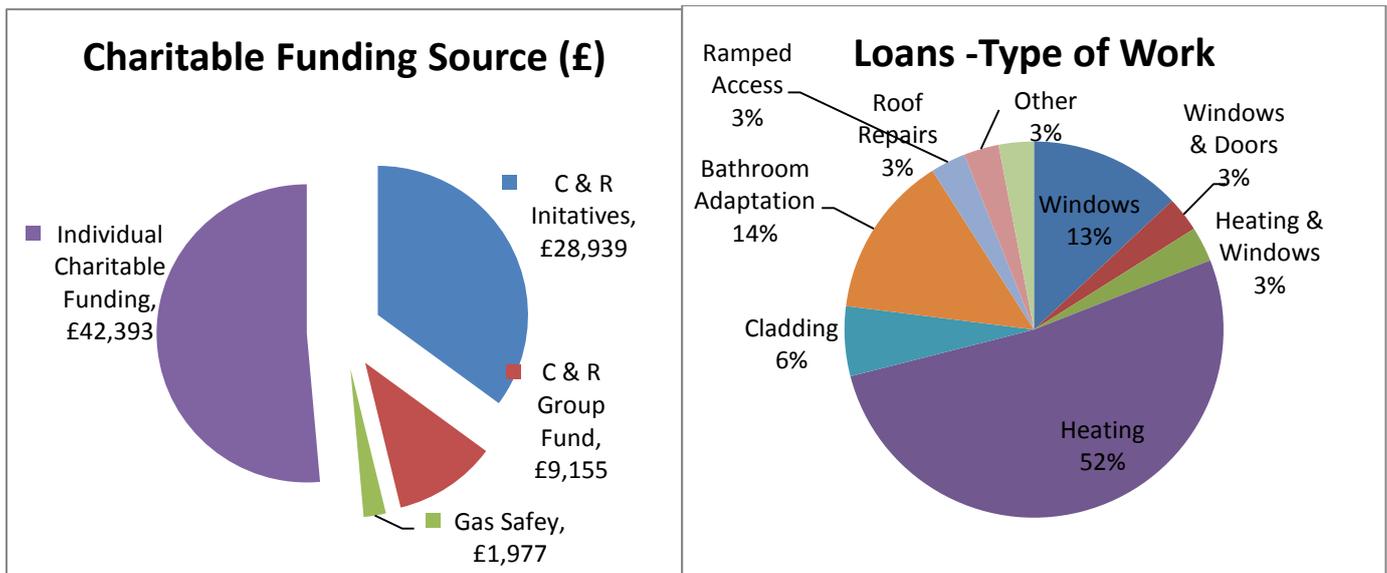
Our small repairs service continues to be an essential part of Aberdeen Care and Repair with 2040 households using this service, which is currently provided by 4 in house tradesmen.

Type of work carried out through our Small Repairs Service



Fairer Aberdeen Fund continued to fund the service for providing assistance to our clients with accessing benefits, and/or charitable funding for work required. This year has seen a considerable increase, 100%, in the number of clients requiring this type of assistance. 108 households received assistance with claiming additional benefits, resulting in £277,885 per annum of additional income. 86% of these applications were for Attendance Allowance. A total of £82,464 of charitable funding was secured for clients which contributed towards the cost of work required at their properties and subsidised a gardening service during spring/summer 2016.

During 2016/17 our AFW loan scheme was extended to enable older and or disabled people access a soft loan for work other than Energy Efficiency work. This is being monitored closely but the graph below indicates that the majority of loans currently provided are in relation to energy efficiency,



During 2016/17 we continued to offer our **Adaptation Service** for clients applying for a disabled discretionary grant. 45 adaptations were completed, the majority of which were for level access showers. A fee is charged for providing this service, but additional assistance is offered around accessing funding, and decanting householders whilst work is carried out in their home.

We have now completed year 1 of the **Dementia Enablement Project** with 107 clients living with dementia being referred to the service from various sources. The purpose of this 3 year project is to ensure that:

- people living with dementia and/or their carer(s) can benefit from a service which is:
 - provided in a timely, respectful and mutually agreed manner
 - suits the recipient's needs by taking a person centred approach
 - helps retain independence, safety, security and activity in the home and the community;
- that existing services will be informed, and new services developed for the design, adaptations and provision of equipment to suit people living with dementia.

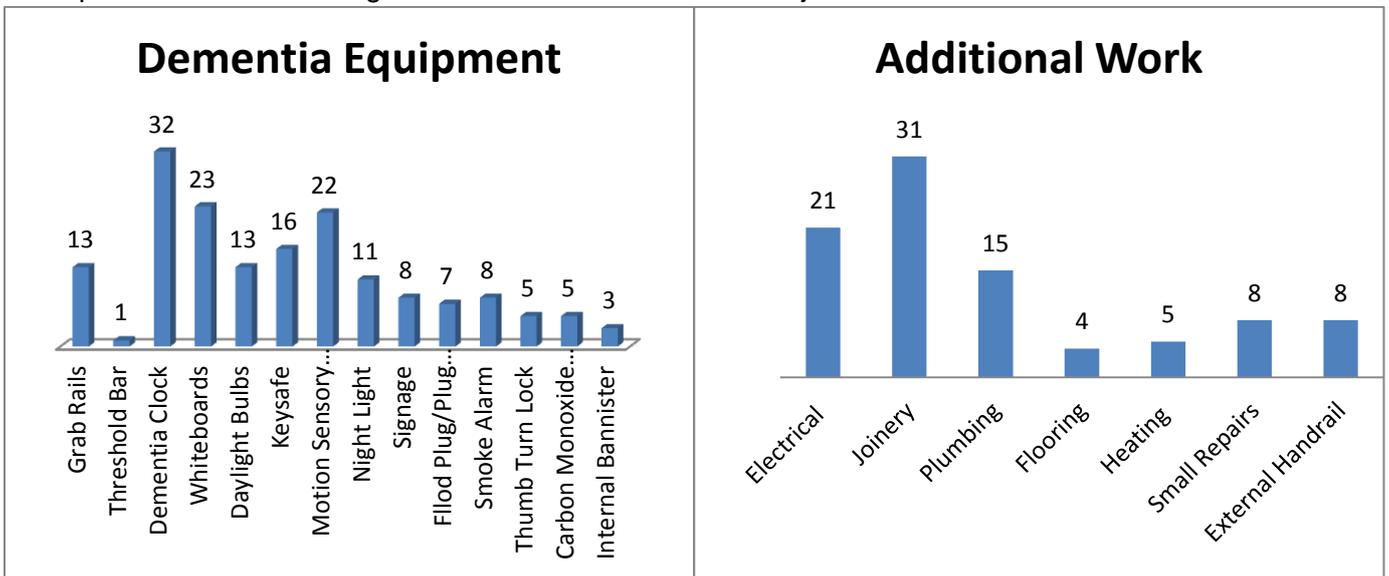
It is hoped that this service can then be adopted by others and incorporated into future dementia provision for individuals and that it will influence needs assessments in future years.

The first year of the project has highlighted a number of issues/factors, in this area these are:

1. Enablement work or equipment required is dependant on what stage of the dementia journey clients are at, evidencing that the earlier the stage the more useful practical assistance can be.

2. The lack of carer support, and care management services being involved is a significant factor which can result in additional support being provided to enable work to take place.
3. A stigma around Care Management, particularly from older people, and a lack of understanding as to what services can be provided has been evident.
4. Lack of knowledge or assistance in claiming benefit entitlements– 38% of our clients required assistance with Attendance Allowance applications.
5. Only 21% of our clients were able to communicate and engage with staff, and we have 8 households where both occupants are living with dementia, often with differing needs.
6. There is a considerable difference in the needs, support received, knowledge and understanding about accessing services. It is evident that people living in social housing are more informed and supported compared to owners. 83% of our clients in year 1 were home owners, with 60% being referred by family members.
7. A large number, 45% of people living with dementia are living alone.
8. There is a considerable difference in the needs of people living with dementia under the age of 65, particularly around care provision, although 90% of clients to date have been over 70.
9. The introduction of this service within Care & Repair has prompted us to extend our staff's skill set, introduce new procedures, and develop better working relationships with health & social care staff.
10. The most common equipment supplied has been Clocks, whiteboards, lighting, external handrails to the rear of the property and key safes.
11. 37% of households required small repairs (joiner/electrician/joiner) carried out in their home and 9% of clients required larger adaptations such as level access shower.

The graphs below provide numbers of households receiving equipment by type and the additional repairs carried out through the Dementia Enablement Project.



We continue to evaluate our services by providing customer satisfaction questionnaires to all clients using our services. 99% of customers across all services indicated that they were very satisfied / satisfied with the service provided and 100% of clients indicated they were very satisfied/satisfied with the assistance provided/ or manner of both operational and office staff.

Finally, 96% of customer's indicated that they felt more confident that they can continue to live independently in their own home. This evidences that the services provided are meeting the needs of our clients, providing services to support older and disabled people to continue to live independently within their own home and community.