

Annual Report
Aberdeen Care and Repair
(Managed by Castlehill Housing Association)
01/04/2011 to 31/03/2012

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 repairs, improvements, adaptations and heating 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 with the services main objectives being 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 (Housing and Environment), Fairer Scotland Fund, Change Fund, Common Good Fund (Homecheck) and donations from various charitable trusts and local companies.

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. The project over the years has adapted and changed to meet the demands of both funders and service users. The removal of private sector housing 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 may result in work being delayed and condition of property worsening. As a result an application for Fairer Scotland 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 secured funding for this post during 2010/11 and 2011/12 and we have recently received confirmation of continued funding for 2012/13. 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.

1.6 Since July 2008 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 5 tradesmen to assist older and disabled people within the city by carrying out small repairs or small tasks within their home at a fixed charge. The existence of this service has enabled us to:

- Enter into a service level agreement, to provide a joiner for the Homecheck scheme
- Introduce a minor aids/adaptation service, which is funded through the Change Fund. This service provides early intervention measures such as installing grab rails internally and externally 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.
- Continue the development of the services in order to generate income; further changes will take place in 2012/13 which will see this service operating as a social enterprise through Castlehill Solutions.

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 at competitive rates.
 - 36 tenements had draught-proofing work carried out
- Tenant Draught-proofing – Our joiners have been carrying out draught-proofing work on behalf of ACC for their tenants.
 - 57 tenants have had draught-proofing work carried out

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 27% of our clients lived in regeneration areas.

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

1.8 Staff actively participate 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.

1.9 This year we participated in 11 community events/talks.

2.0 Services

Care and Repair provides the services listed below. The number of referrals relates to those received during the reporting period:

Service	No of Referrals
Advice	212
Trusted Traders	327
Affordable Warmth	146
Non- grant aided (Repair/improvements/adaptations)	182
Small Repair Service	2924
Minor Aids/Adaptations	65
Total	3856

3.0 Project Statistics

Aberdeen Care and Repair received a total number of 3854 referrals over the year, an 11% increase from 2010/11. Officers carried out 968 home visits.

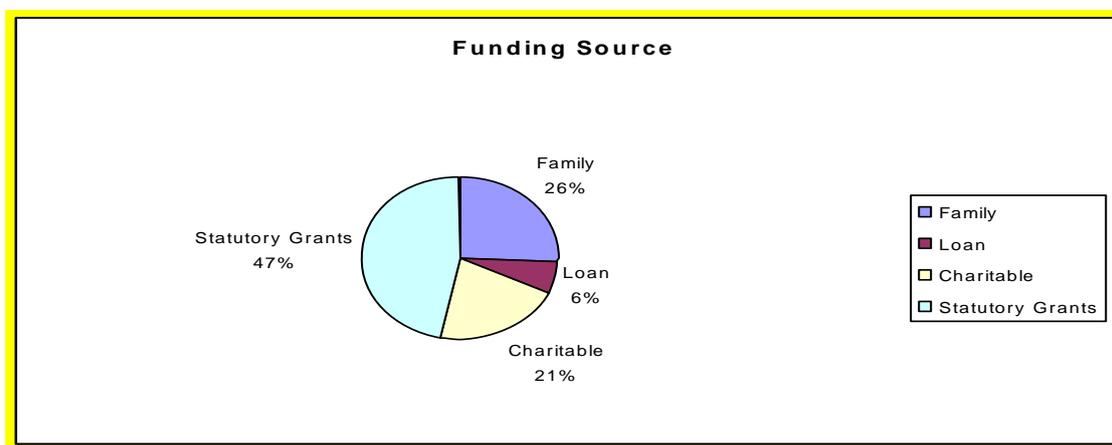
Total cost of work completed was as follows:

Small Repairs/Handyman	£ 162,890.17
Affordable Warmth	£ 166,118.70
Minor Aids/Adaptations	£ 15,179.96
All other work	£ 531,579.46
Total Costs of Works Carried out	£ 875,768.29

*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 2012/2013.



185,793.33 of charitable funding was raised for individuals in 20011/2012

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 is registered as an advice service with Homepoint and all administration staff and officers have completed and gained level 1 accreditation for housing advice. During 2010/11 staff also undertook level 2 Adult Protection Training and during 2011/12 all staff undertook ROSPA training on the prevention of trips and falls.

A formalised 'trusted trader scheme' has been in operation for the last 3 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. 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. 28 contractors were registered in 2011/12. A registration fee is paid by the local contractors which are paid into the services charitable fund.

The web site provides information on our service provision as well as details of our Trusted Trader Scheme. www.aberdeencareandrepair.co.uk.

During 2011/2012, 539 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 2011/2012 – 210 cases were assisted through Care and Repair for this type of work. Total cost of work carried out being £522,129.41

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.

Two Care and Repair Officers are fully qualified NHER Assessors and 3 have qualifications in energy advice.

Within the project there are 3 streams of funding that 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 £300 are available for clients on low incomes, depending on each individual's circumstances.
- SGN Fund – grant towards the cost of installing full central heating – conditions apply – householder has to receive an assisted connection to qualify.

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 2011/2012, 129 households received assistance through Care and Repair with work relating to heating. Total cost of work carried out being £166,118.70

4.4 Disabled Adaptations

Aberdeen City Council stopped funding a post to support disabled adaptations for 2010/11. As a result our Managing Agent, Castlehill Housing Association decided to retain this service and Castlehill Adaptation Service was introduced on 1st April 2011. 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. The service is self-financing and shares an office with Care and Repair staff.

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.

It should be noted that although funding was secured to extend the availability of the small repairs service to older and disabled people this has had a knock on effect on other services within the Care and Repair Project, in particular the requirement of assistance from our Funding Assistant and/or our Technical Officer.

Identified below are the numbers of cases which have required **an Officer or a Funding Assistant's** support in relation to installing minor aids/carrying out minor adaptations within the home. These cases are for larger works which may require technical support or financial assistance.

	Outcomes to date
No of Cases Completed for Minor Aids	77
Total cost of minor aids carried out to	£18,124.96

Minor Aids

- Adaptations – New service introduced as a result of Change Fund Funding available to all older /disabled people within Aberdeen City
 - 261 Householders received assistance regarding minor aids
 - £5,000 grant to cover the cost of equipment was secured from Premier Oil
 - 184 of which were carried out by our Small Repairs Service
 - 79 key safes were fitted
 - 66 grab rails/or internal rails
 - 21 external rails or adjustment to external steps
 - 9 lowering of thresholds
 - 9 supply and fit smoke alarm/or carbon monoxide monitor

The total number of households receiving assistance with the support of the ‘change fund’ to date is 261.

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 2011/12 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 £15.00 per hr plus vat for those in receipt of benefits and £25.00 per hr plus vat for all other service users.

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 service is partially funded by Aberdeen City Council, and it achieved its target of £70K of income in 2011-12 through charging, to cover its costs. 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 2012/13, and at the same charges as 11/12., They will be reviewed, in early October 2012 when the service becomes part of Castlehill Solutions. Details on the breakdown of type of works carried out by our tradesmen are detailed below:

Type of work carried out

Electrical	14%	Plumbing	17%
Joiner	23%	Gardening	14%
Security Measures	3%	Small Tasks	5%
Safety Measures	10%	Other	10%
Draught Proofing	4%		

“Handyperson service helps and encourages independence for vulnerable people to remain in their own homes promoting home safety and security thus reducing the risk of accidents and addressing security matters”

During 20011/12, 2924 households were assisted by Care and Repair through our Handyperson/Small Repairs Service.

4.7 Homecheck Service

This service is available to all residents within the city of Aberdeen irrespective of age or tenure. Officers from the Homecheck service visit residents in their own homes to carry out a safety check and provide advice to clients on preventative measures that can be undertaken. If there is a need for safety equipment to be installed a referral is made to our service to carry out the installation of the equipment safely.

A service level agreement is held with Aberdeen City council to provide the tradesman to carry out the installation of safety equipment in client’s properties within the city of Aberdeen.

Total number of referrals to service	395
Total number of completions during reporting period	373

Items Fitted	No	Type of work	No
Grab Rails/Metal Rails	78	Safety Catches	3 packs
Safety Gates	584	Threshold/Mat wells	4
Cancelled	26		

On average work is completed within 20 working days, but if Homecheck staff identify priority cases an early visit is arranged.

5.0 Initiatives (Supported by Charitable Group Fund)

5.1 Security Initiative & Gardening Initiative

- During 2011/12 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 2011/12 –78 households received assistance through this project.
- During Spring Summer 2011, 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.

Fund	Total Investment since set up	Balance as at 31/03/12	Outcomes For 2011/12	Total Cost to Fund 2011/12	Total Cost of work enabled 2011/12
Safety/Minor Aids- Premier Oil	£10,000 (£5K 11/12 & £5K 12/13)	£5,080.47	30 individual grants awarded Totalling £4271.53 170 Grab Rails – Costs £648	£4,919.53 (Total households assisted 115 – average 2 rails per household)	£46,472.12

During 2011/12 361 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. The project received revenue funding through change fund, and a local company, **Premier Oil**, provided us with £5K of funding to supply these minor aids free of charge/or offer small grants towards the costs.

During 2011/12 – 261 households received assistance relating to minor aids

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 Assistant. 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:

47 Clients have received assistance in applying for additional benefits.

£1,948.28 a week of additional income has been secured.

£101,310.56 per annum of additional income secured for our client group.

Benefits Secured 11/12

Attendance Allowance	22	Pension Credit/Incapacity	1
Disability Living Allowance	5	Council Tax Benefit	1
Annuities	15	other	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 2011/12 the project secured continued funding from Fairer Scotland 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

Number of Households	% living in regeneration areas	% living in social housing	Total Number of charities approached	Charitable Funding Secured	Cost of Work enabled as a result of charitable funding
185	48%	35%	201	£115,700.86	£239,644.51

Cases in Progress – where charitable funding is required

Number of Households	% living in regeneration areas	% living in social housing	Total Number of charities approached to date	Charitable Funding Secured to date	Expected cost of Work enabled as a result of charitable funding
42	37%	56%	101	£13,734.86	£94,813.94

Type of works where charitable funding was required

Property repairs/property improvements	16%
Heating issues	16%
Internal – decoration/floor coverings/white goods/bed etc	30%*
Disabled Adaptations (Major)	22%
Minor Adaptation/fencing/driveway/kerb turning	16%

*The existing project would not have previously assisted these householders

We have received confirmation from Fairer Scotland Board that this post will continue to be funded in 2012/13 and the hours increased to 28 to cope with the demand.

7.3 Additional Assistance – Referrals to other agencies

As part of the holistic approach taken by Care and Repair staff during this financial year, 863 referrals were made to other agencies/organisations on behalf of Care and Repair clients for assistance. The table below identified the main organisations referrals were made to:

Aberdeen City Council – Various Departments	62
Trusted Traders	568
Homecheck	15
Income Maximisation (other agencies)	36
Charities	16
Scottish Executive CHP Scheme/Insulation	27

Measures/Energy Advice	
Occupational Therapists	68
Other	71

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 2011/12 Hardship Grants totalling £17,681.79 was awarded

Over the last few years the charitable fund has actively promoted and supported relevant services, in particular our energy efficiency, gardening, safety and security projects. This year saw our new Minor aids and Adaptations initiative start up with revenue support from the Change Fund and equipment costs and small grants funded by Premier Oil.

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. The following organisations/trusts/charities supported the group fund in 2011/12 to deliver these projects:

Elizabeth Wilson Trust
Violet Leisel Trust
John Gordon Charitable Trust
Thomas Primrose Trust
George Crombie Trust
Catherine Cookson Trust
Barclay Wealth Trust
Co-op Fund
Lintel Trust
ASPC
Premier Oil

8.1 Charitable Fund – Initiatives

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 4 initiatives, these are:

Gardening/Security (fully sponsored George Crombie Trust/Barclays Wealth/Lintel Trust/Co-op Fund)
Safety/Minor Aids (fully sponsored by Premier Oil)
Energy Efficiency (ACC and various others)
Decoration (fully sponsored by ASPC)

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 have started to report back to

the funders on the outcomes achieved because of their support and this has proved worthwhile with two organisations pledging support for another year.

Fund	Total Investment since set up	Balance as at 31/03/12	Outcomes For 2011/12	Total Cost to Fund 2011/12	Total Cost of work enabled 2011/12
Energy Efficiency	£16,192	£4,147.34	45 individual grants awarded	£5,730.74	£83,135.65
Security/Gardening	£13,931.25	£6,013.99	357 Households (gardening) 78 households (security) £2,365.33 (equipment)	£7,917.26 (Total households assisted 435)	£13,240.33
Safety/Minor Aids-Premier Oil	£10,000	£5,080.47	30 individual grants awarded Totalling £4271.53 170 Grab Rails – Costs £648	£4,919.53 (Total households assisted 115 – average 2 rails per household)	£46,472.12
Decoration -ASPC	£2500	Nil	New fund applications ongoing		

Further details on our group fund can be found on our web site www.aberdeencareandrepair.co.uk

8.0 Customer Satisfaction: (Work Cases only) 01/04/2011 to 31/03/2012

The following response was received from clients who had work carried out in their home.

1. How did you find out about Care and Repair?

Local Authority Dept	9%	Social Work/OT	12%
Health/GP	11%	Neighbour	7%
Publicity	5%	Voluntary Sector	4%
Home Care	6%	Other	4%
Friend/Relation/Self	43%		

2. How did you contact Aberdeen Care & Repair?

Telephone	76%	Referred by other agency	9%
In person/letter	7%	Can't Remember	3%

3. How long did you have to wait from first contact to first visit?

1 Week	47%	1 to2 Weeks	30%
1 month	10%	Can't Remember	13%

4. How satisfied were you with work done through Care & Repair?

Very satisfied	79%	Satisfied	14%
Neither satisfied or dissatisfied	7%		

5. How would you describe the assistance of the Care & Repair officer?

Very satisfied	83%	Satisfied	17%
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6. Describe the standard of work of the tradesmen with regard to:

	Very Satisfied	Satisfied	Dissatisfied	Unanswered
Quality	66%	24%	0%	10%
Reliability	62%	28%	0%	90%
Customer Care	62%	25%	2%	13%

7. Would you have managed to carry out the work without Care & Repair?

No	72%	Yes 7%	Don't Know	16%
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8. Has the work carried out made a difference to your enjoyment of your house?

Significant Difference	86%	Minor Difference	10%	No Difference	4%
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9. Would you be able to continue living at home if the work had not been carried Out?

No	22%	Yes 58%	Don't Know	20%
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10. Would you use the Care & Repair service again?

No	0%	Yes 98%	Don't Know	2%
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11. Would you recommend Care & Repair to others?

No	0%	Yes 95%	Don't Know	5%
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12. In overall terms how satisfied were you with the assistance given by the agency?

Very Satisfied	82%	Satisfied	16%
No Answer	2%		

The following tables show the profile of customers, their properties and the type of work carried out during 2011/2012 in percentages.

Customer Profile (All):

Age	Under 60	60-70	70-80	Over 80
%	8%	20%	39%	33%

Household	Female Single	Male Single	Couple	Single & Family	Couple & Family	Siblings	
%	47%	8%	22%	8%	14%	1%	
Disability	Physical	Mental	Learning	Chronic Illness	Mobility	Dementia	General Poor Health
%	27%	2%	2%	14%	38%	5%	13%

Property Profile:

Property Age	Pre 1900	1900 to 1949	1950 to 1976	1977 to 1991	Post 1991
%	13%	28%	37%	8%	1%

Tenure Type	Paying Mortgage	Own Outright	Shared Owner	Social Housing	Private Rented
%	10%	72%	1%	16%	2%

Property Type	Detached	Semi	Terraced	Tenement Flat	Other Flat	Four in a block	Multi Storey
%	11%	47%	5%	5%	18%	8%	5%

Length of Residence	Less than 5 yrs	5 to 10 years	10 to 20 years	20 to 30 years	30 years or more
%	9%	16%	19%	9%	47%

Number of Cases & Type of Work (Completed):

(Does not include small repairs or heating)

Type of work carried out	%
Windows or doors	15%
Roof/Walls/Rot/Guttering	21%
Bathroom adaptation	16%
Electrical (Rewire)	1%
Minor Aids (Ramps/Rails/Steps)	18%
Driveway/Kerb Turning/Fencing	4%
Furniture/Cookers/Small Works/Decoration/Internal Works	12%
Other	12%

9.0 Small Repairs Service – Customer satisfaction survey

Results 2011/2012

After initial contact did you think you had a long time to wait?

No 88% Yes 12%

Were you satisfied with the work carried out?

Yes 98% No 2%

Were you satisfied with the manner of the Tradesman?

Yes 99% No 1%

Were your needs met by the SRS service?

Yes 98% No 2%

(Percentages based on a 90% return rate)

The feedback from customers using these services is a positive one. Although a large number of requests are made for the service to cover other needs, which could be offered but not at the subsidised rate.

Comments from Clients: -

“Very Pleased with service – he was polite, tidy and cleaned up after him”- 02/04/12”

“The service was 1st class, the tradesmen were very helpful and considerate – thank you again and I hope I can call you again”

“I found the service you provided when I have asked for help is first class, thank you very much, the tradesman was courteous, very efficient and took pride in his work, and I would recommend service to anyone”