

# Aberdeen Care and Repair Annual Report

## Introduction

The following information is supplied for Aberdeen Care & Repair Project for period 01/04/04 to 31/03/05.

Aberdeen Care and Repair received a total number of **2534** referrals over the year.  
The total number of jobs completed is as follows:

1388 Small Repairs	£ 85,330.56
509 Handyman	
180 Affordable Warmth	£247,840.23
218 HEARTH Project	£ 9,000.00
230 Care and Repair Core Service	£202,342.11
62 Advice Cases	
Total Costs of Works Carried out	<b>£ 531,942.20</b>

## 1.1 Customer Profile (All):

<b>Age</b>	Under 60	12%
	60-70	20%
	70-80	38%
	Over 80	30%

### Household Type

Female Single	54%
Male Single	12%
Couple	32%
Others	2%

### Level of Income (Weekly)

Between £100 & £150	28%
Between £150 & £200	18%
Between £200 & £250	24%
Over £250	30%

### Level of Disability

Physical Disability	15%
Mental Health	6%
Learning Disability	1%
Chronic Illness	31%
Mobility Problems	32%
Dementia	2%
General Poor Health	13%

## 1.2 Property Profile:

### Property Age

Pre 1919	19%
1919 to 1944	21%
1945 to 1964	36%
1965 to 1982	19%
Post 1982	5%

### Tenure Types

Buying via mortgage	6%
Owned Outright	79%
Social Housing	12%
Private Rented	3%

### Property Type

Detached	6%
Semi Detached	25%
Terraced	27%
Tenement Flat	15%
Other Flat	28%

### Length of Residence

Less than 5 years	12%
5 to 10 years	12%
10 to 20 years	21%
20 to 30 years	22%
30 years or more	33%

### Type of Work (Completed) Does not include small repairs

Timber Preservation	3%
Windows/Doors	13%
Roof/Walls	13%
Bathroom	9%
Kitchen	3%
Electrical	1%
Heating	50%
Drainage/Lead Pipe	1%
Other Works	7%

### Statistics for dedicated grant works to year-end March 2005

Cases Completed	66	£249,620.85
In Progress	55	£350,500.98
Pipeline Cases	80	£302,571.67
Clients to visit	10	

#### 1.2.1 Affordable Warmth Project:

Annual Statistics (01/04/04 to 31/03/05):

- 398 Referrals Received.(Includes Hearth referral)
- 191 Works Completed.
- Total Costs: £ 277,492.73
- Works in Progress: £ 91,319.96
- Works Assessed: £ 74,553.62

#### 1.2.2 Small Repairs Service & Handyman Scheme: (Handyman scheme started in July 2005)

Annul Statistics (01/04/04 to 31/03/05):

Please note figures may adjust at year end

- 1897 Referrals were received -Small Repairs 1388 & Handyman 509
- 1689 jobs were carried out.
- £60,466.64 annual Labour Costs funded by Service.
- Total Costs £ 85,330.56
- Breakdown of type of work carried out by either handyman or Small Repairs contractor

Electrical	673
Plumber	670
Joiner	506
Slater	169
Gas Fitter/Heating	253
Small Tasks	119
Locksmith	60
Builder Work	46
Safety Measure	52
Security Measure	56
Other	243

Age Distribution – 88% over 60 years and 12% under 60 years.

Referral Sources:	Friends/Relations/Self	78%
	Publicity/Voluntary Sector/Others	12%
	Social/Health/Carers	10%

## Handyman Customer Satisfaction

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

No 95% Yes 5%

Were you satisfied with the work carried out?

Yes 95% No 3% Unanswered 2%

Were you satisfied with the manner of the Handyman?

Yes 98% Unanswered 2%

Were your needs met by the Handyman service?

Yes 96% No 4%

(Percentages based on a 50% return rate)

By in large all the feedback from customers using the Handyman service is a positive one. Although a high number of clients would like the service extended to cover decoration and gardening.

### Comments from Clients:-

- First Class service from everyone
- Handyman very polite and efficient
- Quick response and excellent practical repair
- Excellent service carried out by a 1<sup>st</sup> class tradesman with lovely manners
- Handyman was an excellent worker and the work carried out was of high standard. Service is excellent

## 1.3 Qualitative Assessment:

### **Benefits:**

As part of our holistic approach a benefit check is carried out to all clients. If benefits are required clients are assisted with completing applications, etc.

Over the last 12 months:

59 Clients have received additional benefits.

£ 1,748.82 a week of additional income has been secured.

£90,939.16 per annum of additional income.

- 2.0 Over the last financial year 6% of our cases have been for disabled adaptations, mainly showers. The work we carry out is not through the Grant

system, hence the small percentage but it would be unlikely if the client could have remained in their own home.. We have also completed 191 heating related jobs for clients who would have an enhanced quality of life with improved heating and many have commented on the improvement in their health.

### **3.0 Customer Satisfaction:**

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

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

Yes: 12 %                      No: 80 %                      Don't Know: 4%

2. How satisfied were you with the standard of work?

Very Satisfied 82 %                      Satisfied                      18 %

3. Has the work made a difference to the enjoyment of your home?

Yes: 93 %                      Not Answered:                      7%

4. In overall terms how satisfied were you with the service?

Satisfied: 95 %                      Not Answered                      5 %

5. Would you recommend this service to others?

Yes: 95%                      Not Answered:                      5%

(Percentages based on a 50% return)