

Aberdeen Care & Repair Project Annual Report

Introduction

The following information is supplied for Aberdeen Care & Repair Project for period 01/04/05 to 31/03/06.

Aberdeen Care and Repair received a total number of **3,082** referrals over the year. The total number of jobs completed is as follows:

1952 Small Repairs	£ 144,971.11
575 Handyman	
205 Affordable Warmth	£ 396,497.75
47 HEARTH Project	£ 42,131.41
248 Care and Repair Core Service	£ 683,862.57
52 Advice Cases	
Total Costs of Works Carried out	£1,208,420.61

1.1 Customer Profile (All):

Age	Under 60	11%
	60-70	20%
	70-80	39%
	Over 80	30%

Household Type

Female Single	51%
Male Single	11%
Couple	34%
Others	4%

Level of Income (Weekly)

Below £100	8%
Between £100 & £150	27%
Between £150 & £200	19%
Between £200 & £250	22%
Over £250	24%

Level of Disability

Physical Disability	13%
Mental Health	16%
Learning Disability	1%
Chronic Illness	38%
Mobility Problems	29%
Dementia	3%
General Poor Health	10%

1.2 Property Profile:

Property Age

Pre 1919	16%
1919 to 1944	19%
1945 to 1964	35%
1965 to 1982	24%
Post 1982	6%

Tenure Types

Buying via mortgage	4%
Owned Outright	83%
Social Housing	11%
Private Rented	2%

Property Type

Detached	7%
Semi Detached	30%
Terraced	23%
Tenement Flat	13%
Other Flat	2%

Length of Residence

Less than 5 years	11%
5 to 10 years	9%
10 to 20 years	22%
20 to 30 years	22%
30 years or more	36%

Type of Work (Completed) Does not include small repairs

Windows/Doors	14%
Roof/Walls	19%
Bathroom	11%
Electrical	5%
Heating	27%
Drainage/Lead Pipe	2%
Other Works	12%
Dampness/Rot	6%
Energy Conservation	4%

Statistics for dedicated grant works to year-end March 2006

Cases Completed	110	£489,839.50
In Progress	112	£151,359.00
Pipeline Cases	28	£319,128.71
Cases being assessed	69	

1.2.1 Affordable Warmth Project:

Annual Statistics (01/04/05 to 31/03/06):

- 252 Referrals Received.(Includes Hearth referral)
- 238 Works Completed.
- Total Costs: £438,629.17
- Works in Progress: £349,864.41
- Works Assessed: £433,304.06

1.2.2 Small Repairs Service

Annual Statistics (01/04/05 to 31/03/06):

Please note figures may adjust at year end

- 1,952 Referrals were received
 - 1,684 jobs were carried out.
 - £69,523.23 annual Labour Costs funded by Service.
- *Please note that this is £19,523.23 over our annual budget
- Total Costs £144,971.11
 - Breakdown of type of work carried out by Small Repairs contractor

Electrical	398
Plumber	610
Joiner	175
Slater	158
Gas Fitter/Heating	195
Small Tasks	29
Locksmith	7
Builder Work	89
Safety Measure	98
Security Measure	110
Other	83

Age Distribution – 87% over 60 years and 13% under 60 years.

Referral Sources:	Friends/Relations/Self	90%
	Publicity/Voluntary Sector/Others	6%
	Social/Health/Carers	4%

1.2.3 Handyman Service

Annual Statistics (01/04/05 to 31/03/06):

Please note figures may adjust at year end

- 575 Referrals were received
- 607 jobs were carried out.
- Breakdown of type of work carried out by handyman

Advice	6
Minor Electrical	19
Minor Plumber	18
Joiner	261
Slater	6
Small Tasks	97
Builder Work	2

£1,625.05 a week of additional income has been secured.
 £84,502.60 per annum of additional income.

- 2.0 Over the last financial year 100 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 238 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. How did you find out about Care and Repair?

Local Authority Department	16%	Health/GP	7%
Neighbour	4%	Publicity	6%
Friend/Family	41%	Home Care	1%
Social Work/OT	8%	Voluntary Org	8%
Other	9%		

2. How did you contact Aberdeen Care & Repair?

Phone	77%	Referred by other agency	9%
In person at Office	4%	Can't remember	10%

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

Week	26%	1 – 2 weeks	37%
1 Month	8%	2 + Months	3%
Can't remember	26%		

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

Very satisfied	71%	Satisfied	26%
Neither satisfied nor dissatisfied	1%		
Dissatisfied	2%	Very dissatisfied	0%

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

Very satisfied	82%	Satisfied	18%
Neither satisfied nor dissatisfied	0%		
Dissatisfied	0%	Very dissatisfied	0%

6. Describe the standard of work of the tradesmen with regard to:

	Very Satisfied	Satisfied	Dissatisfied	Unanswered
Quality	59%	23%	1%	17%
Reliability	51%	24%	1%	24%
Customer Care	53%	19%	3%	25%

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

Yes 6% No 73% Don't Know 8%
Unanswered 13%

8. Has the work carried out made a difference to your enjoyment of your house?

Significant Difference 78% Minor Difference 7%
No Difference 4% Made things worse 0%
Unanswered 11%

9. Would you be able to continue living at home if the work had not been carried out?

Yes 72% No 19% Unanswered 9%

10. Would you use the Care & Repair service again?

Yes 94% No 2% Unanswered 4%

11. Would you recommend Care & Repair to others?

Yes 96% No 1% Unanswered 3%

11. In overall terms how satisfied were you with the assistance given by the agency?

Very satisfied 85% Satisfied 11%
Dissatisfied 0% Very Dissatisfied 0%
Unanswered 4%