

Aberdeen Care and Repair Annual Report

Introduction

The following information is supplied for Aberdeen Care & Repair Project for period 01/04/06 to 31/03/07.

Aberdeen Care and Repair received a total number of **3393** referrals over the year.
The total number of jobs completed is as follows:

2138 Small Repairs	£ 159,971.33
705 Handyman	
190 Affordable Warmth	£ 406,089.68
8 HEARTH Project	£ 31,745.50
146 Grants	£ 525,675.45
65 Advice Cases	
135 Other	£ 75,786.21
Total Costs of Works Carried out	£ 1199,268.10

1.1 Customer Profile (All):

Age	Under 60	10%
	60-70	20%
	70-80	39%
	Over 80	31%

Household Type

Female Single	44%
Male Single	9%
Couple	33%
Others	4%

Level of Income (Weekly)

Below £100	10%
Between £100 & £150	28%
Between £150 & £200	20%
Between £200 & £250	21%
Over £250	21%

Level of Disability

Physical Disability	12%
Mental Health	8%
Learning Disability	1%
Chronic Illness	34%
Mobility Problems	24%
Dementia	2%
General Poor Health	9%
Healthy	26%

*Note some clients have more than 1 disability.

1.2 Property Profile:

Property Age

Pre 1919	17%
1919 to 1944	22%
1945 to 1964	35%
1965 to 1982	20%
Post 1982	6%

Tenure Types

Buying via mortgage	5%
Owned Outright	83%
Social Housing	10%
Private Rented	2%

Property Type

Detached	6%
Semi Detached	34%
Terraced	20%
Tenement Flat	12%
Other Flat	14%
Other	2%
4 In Block	6%
Multi Storey	6%

Length of Residence

Less than 5 years	12%
5 to 10 years	10%
10 to 20 years	19%
20 to 30 years	22%
30 years or more	37%

Type of Work (Completed) Does not include small repairs

Windows/Doors	12%
Roof/Walls	16%
Bathroom	5%
Electrical	4%
Heating	54%
Drainage	1%
Other Works	5%
Dampness/Rot	4%
Energy Conservation	10%
Lead Pipe	1%

* Please note some clients had more than 1 type of works done.

Statistics for dedicated grant works to year-end March 2007

Cases Completed	100	£525,675.45
In Progress		£120,493.79
Pipeline Cases		£333,568.50

1.2.1 Affordable Warmth Project:

Annual Statistics (01/04/06 to 31/03/07):

- 190 Referrals Received
- Total Costs: £406,089.68
- Works in Progress: £127,697.71
- Works Assessed: £115,934.97

1.2.2 Small Repairs Service

Annual Statistics (01/04/06 to 31/03/07):

Please note figures may adjust at year end

- 2175 Referrals were received
- 2065 jobs were carried out.
- £69,124.06 annual Labour Costs funded by Service.
- *Please note that this is £19,124.06 over our annual budget
- Total Costs £159,971.33
- Breakdown of type of work carried out by Small Repairs contractor

Electrical	508
Plumber	710
Joiner	314
Slater	290
Gas Fitter/Heating	262
Small Tasks	193
Locksmith	19
Builder Work	46
Safety Measure	39
Security Measure	91
Glazing	193
Plaster/Painting/Grout	20
Outdoor small task	18
Flooring	1

Age Distribution	83%	Over 60 years
	17%	Under 60 years.

Referral Sources:	Friends/Relations/Self	75%
	Publicity/Voluntary Sector/Others	15%
	Social/Health/Carers	10%

1.2.3 Handyman Service

Annul Statistics (01/04/06 to 31/03/07):

Please note figures may adjust at year end

- 692 Referrals were received
- 603 jobs were carried out.
- Breakdown of type of work carried out by handyman

Minor Electrical	22
Minor Plumber	8
Joiner	292
Slater	34
Small Tasks	225
Builder Work	18
Safety Measure	91
Security Measure	162
Painting/Plaster	15

Age Distribution – 81% Over 60 years
19% Under 60 years

Referral Sources:	Friends/Relations/Self	45%
	Publicity/Voluntary Sector/Others	14%
	Social/Health/Carers	21%
	Police/Homecheck	20%

Small Repairs Service/Handyman Customer Satisfaction

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

No 87% Yes 13%

Were you satisfied with the work carried out?

Yes 98% No 2%

Were you satisfied with the manner of the Handyman/SRS Contractor?

Yes 99% No 1%

Were you needs met by the Handyman/SRS service?

Yes 97% No 3%

(Percentages based on a 85% return rate)

By in large all the feedback from customers using these services is a positive one. Although a high number of clients would like the service extended to cover other needs. As a result a review of this service was carried out in 2006/2007, which included surveying our clients and a proposal to change this service is currently being considered.

Comments from Clients:-

- 1st Class service
- Appreciate help very much
- Good & efficient service
- Staff very friendly
- Very reassuring to know you can rely on Care & Repair for help

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:

65 Clients have received additional benefits.
£2,565.95 a week of additional income has been secured.
£133,429.40 per annum of additional income.

- 2.0 Over the last financial year 135 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 258 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	5%
Neighbour	4%	Publicity	6%
Friend/Family	40%	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	1%
Unanswered	9%		
3. How long did you have to wait from first contact to first visit?

Week	26%	1 – 2 weeks	36%
1 Month	8%	2 + Months	3%
Can't remember	17%		

4. How satisfied were you with work done through Care & Repair?
 Very satisfied 71% Satisfied 16%
 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 8%
 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	58%	23%	1%	18%
Reliability	51%	25%	1%	23%
Customer Care	53%	19%	3%	25%

7. Would you have managed to carry out the work without Care & Repair?
 Yes 6% No 74% Don't Know 8%
 Unanswered 12%

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 86% Satisfied 11%
 Dissatisfied 0% Very Dissatisfied 0%
 Unanswered 3%