

Annual Report
Aberdeen Care and Repair
Managed by Castlehill Housing Association
01/04/07 to 31/03/08

Introduction

Aberdeen Care and Repair works with Aberdeen City Council, through local housing strategy to assist owner- occupiers with repairs, improvements, adaptations and heating issues. The client group are older people, people with a disability or long-term health problems within the private sector.

The service comprises of 5 elements:

- Advice
- Repairs & Improvements
- Affordable Warmth
- Adaptations
- Small Repairs & Handyperson Service

An in-house handyman service is in operation employing 4 tradesmen direct to assist older and disabled people within the city of Aberdeen carry out small repairs or small tasks within their home at a fixed charge. We provide through a service level agreement a handyman service for the Homecheck scheme to install safety measures in client's homes for the prevention of trips and falls. Examples of these are grab rails for the elderly and stair gates for young families.

Each year the numbers of requests and referrals increase 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.

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 36.98% of our clients lived in regeneration areas.

We actively participate on many networks and committees to ensure that the voice of our client group is heard and continually lobby local and government for change in service provision as well as identifying unmet needs within the city of Aberdeen.

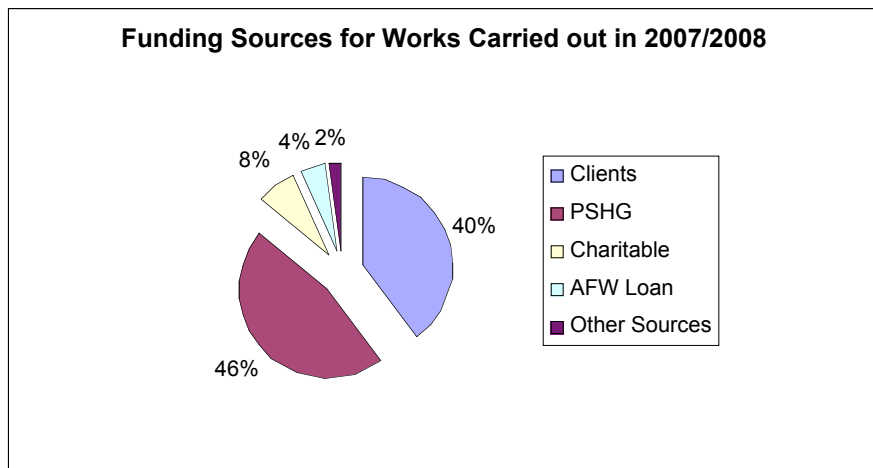
Project Statistics

Aberdeen Care and Repair received a total number of **3811** referrals over the year.

The total number of jobs completed is as follows:

1234 Small Repairs	£ 103,514.93
1914 Handyman	£ 21,976.80
238 Affordable Warmth	£ 377,420.01
213 Repair/Improvement Grants	£ 418,444.32
162 Advice Cases	
104 Other	£ 183,331.23
Total Costs of Works Carried out	£ 1104,688.20

The graph below illustrates the sources of funding which covered the works carried out through Care and Repair in 2007/2008. As the graph highlights the main sources of funding this year have been Private Sector Housing Grant and clients' contributions.



The Service

Free advice/Trusted Trader Scheme

One of the barriers for owner-occupiers 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, but over the last 12 months the number of advice cases has increased with vulnerable clients requiring immediate advice. As a result the project have arranged for an officer to be on duty between 9am and 5pm 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 intend over the next 12 months to go through the accreditation process.

A 'trusted trader scheme' is in operation. This is a list of local reputable contractors used by Care and Repair 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.

During 2007/2008 162 clients received advice only to enable them to carry out the work.

Repairs and Improvements

The Care and Repair service assist 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. During 2007/2008 this work received grant assistance through PSHG but this will not be available in 2008/2009 for new applications, although grants that are already approved as at 22nd April 2008 will be honoured. Clients will still receive assistance from Care and Repair staff with obtaining quotations etc, but this will have a huge financial impact on our client group many of whom will not be in a position to meet the costs of the repairs themselves and charitable organisations will have to be

approached. Types of work undertaken: roofs, roughcasting, rewiring, window replacement and dampness.

During 2007/2008 100 households were assisted through Care and Repair for this type of work. Total cost of work carried out being £418,444.32.

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. The vast majority of people in this group are elderly although it also includes some younger people with long-term health problems or disabilities and families at risk.

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.

Fuel poverty is on the increase with the local house condition survey identifying that currently 16.7% of households in Aberdeen are in fuel poverty. When the most recent fuel prices are included it is estimated that this figure has risen to 21% resulting in more people falling into the client group who will have need of this service.

During 2007/2008 238 households were assisted through Care and Repair for this type of work. Total cost of work carried out being £377,420.01

Disabled Adaptations/Other Works

Over the last financial year 104 of our cases have required assistance with disabled adaptations. The work carried out by Care and Repair presently is not grant eligible for various reasons. Some of these cases are for clients with a mental health disability, as this is not a physical need it is not currently supported through the Occupational Therapists criteria. This means that these cases can be very complex and attracting financial assistance for these individual clients is labour intensive. Generally works are funded by both contributions from the client as well as the project approaching various charitable organisations on an individual's behalf for financial assistance.

During 2007/2008 104 households were assisted through Care and Repair for this type of work. Total cost of work carried out being £183,331.23

Small Repairs Service

This service assists householders with minor household repairs thus enabling clients to remain living independently in their own homes. External contractors are used to carry out minor works, which the in-house Handyman service cannot provide i.e.

slating, corgi work. The first £50 of the labour costs is covered with any shortfall in the labour costs and full material costs being recharged to the client.

In February 2008 due to budget constraints this service was stopped. Clients are still given the names of the contractors to contact direct.

During 2007/2008 1236 households were assisted through Care and Repair for this type of work. Total cost of work carried out £103,514.93

Type of work carried out

Electrical	219	Plumbing	323
Joiner	88	Slater	193
Gas Eningeer	171	SmallTasks	32
Glazing	47	Safety/Security	27
Other	21		

Handyperson Service

Increased demand for the small repairs and handyperson service, out weighed the budget provided to deliver the scheme became apparent over the past few years. A review of these services was carried out, which included a customer survey to obtain our service users views. The out come of the review was additional handypersons were employed to deliver the service in-house with our own Tradesman. At the same time a fixed charged of £20 for up to 2 hours work including travel was introduced.

This service has only been operational since July but has proved to be beneficial to our clients for the following reasons:

1. Safety/Security – all Care and Repair Staff are disclosure Scotland checked
2. Continuity – Same person turning up to do the work
3. Cost effectiveness – Clients are advised of fixed charges before work carried out.
4. Appointments are arranged to suit clients whilst they are on the telephone
5. Staff can be flexible, i.e. meet social workers/carers at appointed times
6. Staff have knowledge of other assistance that may be available through Care and Repair
7. Small jobs are often more complex or involve more than one type of tradesman, which care and repair can provide
8. Customer satisfactions surveys are carried out to ensure quality service is delivered.

“Handyperson service helps maintain people in their own homes and increases home safety and security to help prevent accidents”

During 2007/2008 1845households were assisted through Care and Repair by our Handyperson Service.

Type of work carried out

Electrical	285	Plumbing	403
Joiner	507	Slater/builder	10
Security Measures	199	SmallTasks	97
Safety Measures	354	Other	6

Results of Customer Satisfaction Survey for Small Repairs and Handyperson Service

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

No 86% Yes 14%

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 your needs met by the Handyman/SRS service?

Yes 97% No 3%

(Percentages based on a 85% return rate)

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.

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*

Qualitative Assessment:

Benefits:

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. If benefits are required clients are assisted with completing applications.

Over the last 12 months:

56 Clients have received additional benefits.

£2,113.30 a week of additional income has been secured.

£109,891.63 per annum of additional income.

Benefits Secured 07/08

Attendance Allowance	19	Pension Credit	3
Disability Living Allowance	14	Council Tax Benefit	5
Incapacity Benefit	3	Carers Allowance	4
Annuities	10		

Additional Assistance – Referrals to other agencies

As part of the holistic approach taken by Care and Repair staff during 2007/2008, 339 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:

Scottish Executive Central Heating Programme	25
Aberdeen City Council – Various Departments	14
Disabled Travel Schemes	8
Contractors	101
Rehousing (Various)	18
Insulation/Energy Advice	69
Pension Service	26
Health/Voluntary Organisation	11

Occupational Therapists	44
Other	23

Customer Satisfaction: (Work Cases only)

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

- How did you find out about Care and Repair?

Local Authority Dept (14%)	Social Work/OT (4%)
Health/GP (1%)	Neighbour (9%)
Publicity (10%)	Voluntary Sector (3%)
Home Care (2%)	Other (7%)
Friend/Relation/Self (50%)	
- How did you contact Aberdeen Care & Repair?

Phone (83%)	Referred by other agency (6%)
In person (7%)	Can't Remember (1%)
- How long did you have to wait from first contact to first visit?

1 Week (31%)	1 to 2 Weeks (32%)	1 month (14%)
Can't Remember (21%)		
- How satisfied were you with work done through Care & Repair?

Very satisfied (75%)	Satisfied (18%)
Neither satisfied or dissatisfied (3%)	
- How would you describe the assistance of the Care & Repair officer?

Very Satisfied (86%)	Satisfied (12%)
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- Describe the standard of work of the tradesmen with regard to:

	Very Satisfied	Satisfied	Dissatisfied	Unanswered
Quality	86%	23%	1%	
Reliability	61%	21%	2%	
Customer Care	60%	21%	2%	
- Would you have managed to carry out the work without Care & Repair?

Yes (8%)	No (74%)	Don't Know (12%)
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- Has the work carried out made a difference to your enjoyment of your house?

Significant Difference (80%)	Minor Difference (7%)	No Difference (4%)
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- Would you be able to continue living at home if the work had not been carried out?

Yes (78%)	No (16%)
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- Would you use the Care & Repair service again?

Yes (97%)	No (0%)
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- Would you recommend Care & Repair to others?

Yes (97%)	No (No%)
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12. In overall terms how satisfied were you with the assistance given by the agency?

Very Satisfied (85%)

Satisfied (10%)

Not answered (5%)

The following tables show the profile of customers, their properties and the type of work carried out during 2007/2008 in percentages.

Customer Profile (All):

Age	Under 60	60-70	70-80	Over 80			
%	12%	20%	39%	29%			
Household	Female Single	Male Single	Couple	Single & Family	Couple & Family	Siblings	
%	44%	8%	30%	6%	4%	8%	
Disability	Physical	Mental	Learning	Chronic Illness	Mobility	Dementia	General Poor Health
%	22%	11%	3%	19%	31%	4%	10%

Property Profile:

Property Age	Pre 1919	1919 to 1944	1945 to 1964	1965 to 1982	Post 1982	
%	21%	22%	29%	22%	6%	
Tenure Type	Paying Mortgage	Own Outright	Social Housing	Private Rented		
%	5%	82%	11%	2%		
Property Type	Detached	Semi	Terraced	Tenement Flat	Other Flat	Multi Storey
%	6%	35%	19%	16%	10%	4%
Length of Residence	Less than 5 yrs	5 to 10 years	10 to 20 years	20 to 30 years	30 years or more	
%	8%	10%	17%	27%	38%	

Number of Cases & Type of Work (Completed)

Does not include small repairs

Window/Door	Roof/Walls	Bathroom	Electrical	Heating
80	93	58	23	224
Drainage	Dampness/Rot	Lead pipe	Energy	Other Works
3	18	6	13	62