



Care & Repair

Aberdeen Care & Repair Annual Report 01/04/2014 to 31/03/2015

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Aberdeen Care and Repair
(Managed by Castlehill Housing Association)
01/04/2014 to 31/03/2015

Executive Summary

Background

The service is in its third year of a SLA from Aberdeen City Council to deliver the Core service that has been the main basis of the service for the past 25 years. The emphasis of the service has however developed away from a dependence on public funding through grants with the development of a social enterprise, Castlehill Solutions which has increased the income generated through services provided to a widening range of clients. The emphasis of the provision of services for the traditional client group of older and disabled owner occupiers and people in private rented housing has also been diversified with the development of new services for social rented tenants, the general public and commercial businesses. This diversification will allow us to increase income generation to contribute to the viability of the overall service.

Service Developments throughout the year

Demand for the service in 2014-15 continued to increase reflecting the aging population and increasing emphasis on supporting older and/or disabled people to live independently within their own homes in a safe and secure environment.

Through feedback from clients, changes in the policy environment and restrictions in funding from other sources Care and Repair has endeavoured to continue to introduce a range of different service which meet identified needs within our client group and to develop new services which have the potential to increase income. These have included

- A charitable funding post currently supported for the 5th year by Fairer Aberdeen Funding, the need for which has become more critical across all aspects of the service
- Assistance with advice and practical assistance for older people around minor aids and adaptations, beyond the statutory requirements of the Council's OT service
- Expansion of the gardening services for traditional client group
- Development of services for commercial clients including gutter cleaning and the use of our tradesmen for non-emergency repairs for a range of clients including Castlehill Housing Association and other housing providers.
- Continuing work with Aberdeen City Council on a range of initiative including draught proofing, Victorian tenant project etc.
- The continuation of the Adaptations service which supports clients applying for LA improvement grants to carry out grant assisted adaptations
- The service continued to build on connections with other agencies, especially CIYP, to provide complimentary services and identify gaps in service provision.

Throughout the year a key factor within the service has been the increasing difficulty around sourcing charitable funding to enable works to be carried out both for individual clients and for the charitable fund operated by the service.

The service has build on previous positive experiences of taking young people on work placements to actively offer work placements to young people. During 2014/15 we have supported 5 trainees, facilitating work placements (13 to 26 weeks) with our tradesmen and within the office.

Future Environment

There is clear evidence of the ongoing and increasing demand for the range of services that Care and Repair provides in a society with an aging population where there is an increasing emphasis on retaining people in their own homes.

The SLA with Aberdeen City Council will be reviewed this year and the option to extend for a further 2 years will be considered. This should be done in the context of the current proposals for the integration of health and social care where care and repair is unique in offering practical services which deal with issues affecting individual's ability to manage their lives in their own homes.

The development of the Social Enterprise has demonstrated that the service can operate an effective charging policy that will ensure that all clients can benefit from the service. It has also proved however that public grants are necessary if a subsidised service is to continue.

Scope exists to develop the service to generate more income from commercial work but this is limited with the limit on available resources.

The service has been very effective at bringing additional funding in to both the core service and the Charitable fund to support both individual clients and various initiatives but this is becoming increasingly difficult and it is evident that it will only ever be a complimentary source of monies and will not underwrite the core service.

The ongoing role of the service working in partnership with other organisations in Aberdeen is evidenced by the Home & Fire Safety Project set up in July 2015 with Scottish Fire and Rescue. This local pilot involves the placement of a Home Safety Officer within the Care and Repair service initially for 12 months.

The development of supported work placements within the service has been very successful and beneficial for the clients, the people on placement and the overall service and we are keen to continue it with the appropriate infrastructure in place to manage it effectively.

1.0 Introduction

- 1.1 Aberdeen Care and Repair has provided services for owner occupiers and people living in private rented accommodation in Aberdeen city for 25 years. It works in partnership with public, private and third sector organisations to provide services that assist with home maintenance, repairs, improvements, adaptations, heating and safety and security issues within the home. Many of the services, in particular our small repairs service, gardening, security and minor aids projects, are available to social housing tenants when the work required is not part of their tenancy agreement.
- 1.2 Our client group are older people and/or people with disabilities or long-term health problems living within the city and the services' main objective is to support them to remain living independently within their own homes in a safe and secure environment. As people are now living longer, the demand for our services increases year-on-year. The number of referrals has increased from 3800 in 2013-14 to 4236 in 2014-15.
- 1.3 Funding for the service comes from various sources including a Service Level Agreement with Aberdeen City Council PSHG to deliver the Core Service, Fairer Aberdeen Fund who finance a funding assistants post, income generation through our small repairs and adaptation services, and donations from various charitable trusts and local companies. Aberdeen City Council tendered the service in 2013/14, and Castlehill Housing Association were awarded a 3 year SLA with the option of an extension for a further 2 years. The security of this contract allowed Castlehill to develop a social enterprise during 13/14 and 14/15 this allows the service to generate income outwith the Association's charitable status.
- 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 as client's needs are more complex. Over the years the project has adapted and changed to meet the demands of both service users and funders. For example
- The removal of statutory grants for repairs 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. The creation of a dedicated funding assistant post has helped to address this requirement.
 - As a result of changes in the OT assessment criteria in 2010 we identified a gap in advice and assistance for older people around minor aids and adaptations and we have developed a service to help meet this need.
- Since 2004 when our first in-house small repairs service was established the need for this type of service has increased exponentially. This service deals with minor repairs and improvements which are not commercially viable for private businesses but if not dealt with can develop into more significant problems for the householders.
- 1.5 The service works in partnership with a range of organisations in Aberdeen City and staff actively participate on many networks and committees to ensure that the voice of our client group is heard, and lobby both local and national bodies for changes in service provision to meet identified unmet needs within the city. 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. The service manager chairs the Cash In Your Pocket Network meeting, sits on the CIYP advisory group, and is a member of Older Persons Advisory Group and ASEN (the social enterprise network). Our Funding Officer attends the Money Advice Forum to keep up to date with any changes in Welfare Reform.
- 1.6 This year the service participated in 10 community events/talks and the service's website has been further developed to provide information on the range of services offered.
www.aberdeencareandrepair.co.uk.

2.0 Services

Care and Repair provides the services listed below. The number of referrals relates to those received during 2014/15:

Service	No of Referrals
Advice	195
Trusted Traders	267
Affordable Warmth	115
Minor Aids/Adaptations	45
Major Adaptations	52
Small Scale Works	156
Repairs/Improvement	145
Funding/Benefits	252
Small Repair Service	3009
Total No of Households assisted	4236

Figures above indicate that the number of referrals across all services have increased by 6% since the previous year.

3.0 Project Statistics

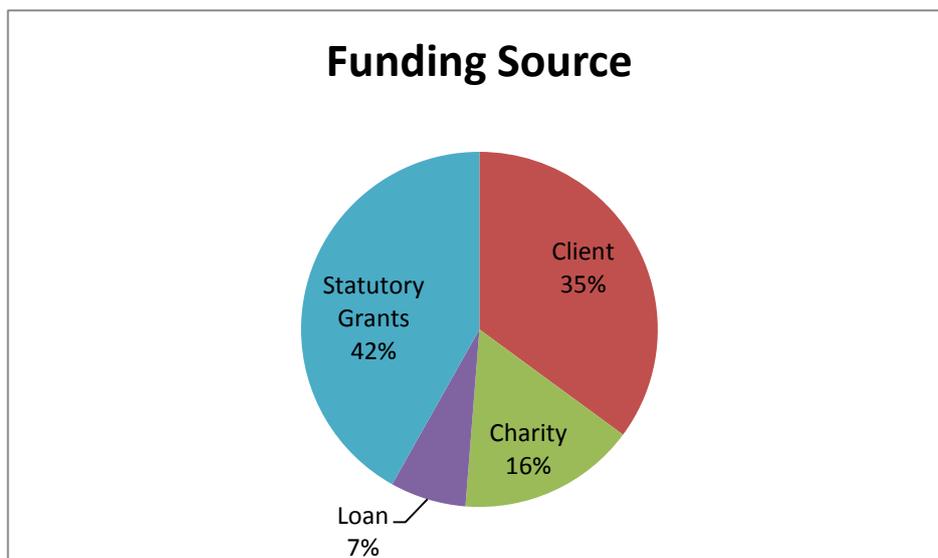
Aberdeen Care and Repair received a total number of 4236 referrals to the service over the year and in order to progress the work required for individuals project staff carried out a total of 4345 home visits.

Total cost of work completed in older and disabled households

Small Repairs/Handyman	£ 149,356.59
Affordable Warmth	£ 251,286.76
Major Adaptations	£ 192,839.74
Small Works	£ 6,590.03
Minor Aids/Adaptations	£ 12,066.00
All other work	£ 97,162.02
Total Costs of Works Carried out	£ 709,301.14

3.1 Funding Sources

The graph below illustrates the sources of funding which covered the works carried out through Care and Repair in 2014/2015.



*NB. Statutory Grants are higher this year but this is as a result of a 12 month Boiler Replacement Scheme for older and disabled people funded by the Local Authority

4.0 The Service

4.1 Free advice/Trusted Trader Scheme

One of the barriers for older and disabled people carrying out work within their homes 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 Care and Repair, and over the last few years the numbers of advice cases have increased with vulnerable clients requiring immediate advice. An officer is on duty between 9am and 4.30pm to deal with any calls for advice, and clients can get the information they require immediately thus reducing their concerns. The service's staff attends regular meetings/training with partner organisations on local and national issues such as Welfare Reform, to ensure that they are kept up to date and can effectively signpost clients to other agencies.

A formalised 'trusted trader scheme' has been in operation for the last 5 years. This is a list of local reputable contractors which is used by Care and Repair and made available to clients. To be part of this scheme contractors have to submit

- copies of their public liability insurance,
- accreditations,
- details of their hourly rates
- Sign up to Care and Repair's Code of Conduct and pay a registration fee.

Contractor's details are advertised on the service's website and Customer satisfaction surveys are carried out to ensure that these contractors are providing a professional and reliable service. Contractors are removed from our lists if they do not meet Care and Repair standards of service. 26 contractors were registered in 2014/15. The registration fee is paid into the services charitable fund (Aberdeen Care and Repair Group).

During 2014/2015, 462 clients received immediate advice or information on our Trusted Traders to enable them to carry out work in their homes.

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 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 works. There are no statutory grants available for repairs and improvements, and many clients are unable to afford the cost of the work. In these cases charitable organisations can be approached for financial assistance. This has an impact on the length of time taken per case, and can often lead to a reduction in the level of repairs carried out by householders. Many clients will choose to carry out the minimal repair required and in some cases none at all. To help address the issues around funding during 2014/15 the service's Loan Fund was extended to cover repairs/improvements/adaptations on a trial basis. This gives the opportunity to householders to apply for a low cost loan to carry out the necessary work, paying it back in monthly instalments based on individual circumstances. Types of work undertaken: roofs/gutters/downpipes repairs, rewiring, window & door replacement, shower installation

During 2014/2015 353 cases were assisted through Care and Repair for this type of work. Total cost of work carried out £296,591.76.

4.3 Affordable Warmth Project:

Established in October 1999 the Aberdeen Affordable Warmth Scheme continues to provide a valuable resource to enable 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, to carry out work to take them out of fuel poverty. The main barrier, which prevents people from carrying out energy efficiency measures, is their lack of capital, lack of ability to borrow money or repay a loan as they are often on low fixed incomes. The scheme works with individual householders to identify the

energy efficiency measures required, access any grants available to them, both locally and nationally, and if necessary approaches charitable organisations on their behalf. If no alternative source of funding is available this fund will offer low fixed interest loans to clients

Over the years the loan scheme has been extending to include anyone suffering from fuel poverty and in 2014/15 it was agreed that Care and Repair clients could be offered a low cost loan for improvement, repairs or adaptations.

The service administers two streams of funding

- Affordable Warmth Loan Fund –available to carry out energy efficiency measures. Current interest charges are fixed at 2.4% for loans over 12 months, while loans up to 12 months are interest free.
- Energy Efficiency Grant – Small grants up to £500 are available for clients on low incomes, depending on each individual's circumstances (this fund is held within the charity).

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 2014/2015, 115 households received assistance through Care and Repair with work relating to heating. The total cost of work carried out was £251,286.76

4.4 Disabled Adaptations

This service is a Technical Support service working closely with the Occupational Therapists, contractors and Private Sector Housing Department to assist clients to carry out disabled adaptations within their own home, including arranging temporary accommodation for the occupants whilst the work is being carried out, and if necessary raising charitable funding towards the cost of the adaptation. The cost of the adaptation including the technical support is grant eligible. This part of the service was incorporated into Castlehill Solutions in 2014/15 as it is income generating.

This service has also undertaken work for RSL's based out with the city. Aberdeen Care and Repair staff organise adaptations within the Association's property and charge them a fee for the work. Although the number of jobs that have been done for RSLs is small it highlights an area of potential growth where we can offer Technical/Support Services to landlords, and private customers. This will be developed further in 2015/16.

During 2014-15 52 disabled householders received assistance through the adaptation service, 90% of the adaptations were for level access showers.

4.5 Minor Aids/Adaptations

This project is proving to be very successful with referrals coming directly 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. This ensures that households that 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's need. Works include installing both internal and external grab rails, fitting key safes and extending front door steps. All staff, both officers and tradesmen, undertook training through ROSPA on falls prevention, Fire Safety training through Scottish Fire and Rescue and can carry out safety checks whilst at properties. The importance of early intervention to reduce the risk of trips and falls is reinforced through out the service. As part of our ongoing commitment to staff training all staff will be attending refresher training on Home Fire Safety and Home Safety (trips/falls/poisoning prevention) during the summer of 2015.

Grants for Minor Aids can be available to householders who are on low incomes through the Charitable Group.

45 households received assistance during the 2014/15 financial year, with Minor Aids totalling £12,066.00

4.6 Small Repairs Service/Handyperson Service

The demand for the small repairs and handyperson service provided by the four in-house tradesmen has increased year on year and the results of a customer survey reinforced its importance to clients. This part of our service is supported by grant funding from Aberdeen City Council and by charging clients, combined this covers the costs of operating the service. Since April 2013 it has been delivered through Castlehill Solutions. This has allowed the service to undertake more commercial work to generate income in addition to the work subsidised by the Council grant. Commercial work has been carried out for Aberdeen city Council and for other housing providers but scope to develop this further is restricted by the availability of resources.

During 2014/15 the charging policy was reviewed to ensure that householders who are in most need continue to access the service at the reduced rate. Charges were set at £17.00 per hr plus VAT for those in receipt of benefits and £27.00 per hr plus VAT for all other service users. A charge of £28.50 per hour plus VAT is applied to domestic customers and/or charities, and £32.00 plus VAT per hour to commercial customers. These charges will remain the same in 2015.

The number of referrals to this service constantly increases and it continues to be supported by clients as it offers a great deal more than a main stream contractor

1. Project can cover joinery, plumbing and electrical work, all charged at the same rate.
2. Work can be both indoors and outdoors and can include safety and security measures.
3. All Care and Repair Staff have full Disclosure Scotland.
4. Continuity – same person/service turning up to do the work.
5. Cost effectiveness – clients are advised of charges before work carried out, and assistance can be provided if financing the work is a concern.
6. Appointments are arranged to suit clients whilst they are on the telephone, and backed up by an appointment letter where necessary.
7. Staff can be flexible, i.e. meet social workers/carers at appointed times.
8. Staff have knowledge of other assistance that may be available through Care and Repair and through other agencies/services that clients can be referred to.
9. Small jobs are often more complex or involve more than one type of tradesman.
10. Tradesmen can provide advice on minor aids and adaptations and fit items where necessary.
11. Customer satisfactions surveys are carried out to ensure a quality service is delivered.
12. The charitable group fund raises funding to support projects delivered by the service, such as the Security, Energy Efficiency, Minor Aids and Gardening projects and clients can be referred to these as appropriate.
13. The service continues to develop new services which clients tell us will be of benefit to them, our gardening and gutter cleaning service are a direct result of this.
14. The service ensures that older and disabled people are safe and secure within their own home, as our tradesmen identify any issues where the client needs further assistance from the service and supply and fit equipment as necessary. Aberdeen Care and Repair Group can purchase these items and our tradesmen can fit them free of charge when at the property for another reason.
15. The service offers work placements to young people. During 2014/15 5 trainees were on work placements (13 to 26 weeks) with our tradesmen. The introduction of trainees to our client group has been positive and encourages inter-generational relationships, whilst at the same time giving younger people an insight into the difficulties facing older and disabled people.

Throughout 2014-15 the service has begun to develop more commercial work, working with established partners such as Aberdeen city Council and by deal with non-urgent repairs for local Housing providers.

Examples of work with ACC

- 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, extending or providing a loft hatch at competitive rates.
- Tenant Draught-proofing – Our joiners have been carrying out draught-proofing work on behalf of ACC for their tenants.
- HEEP – targeting householders on low incomes to improve the energy efficiency of their homes, offering free energy efficiency improvements for those householders meeting the criteria. Improvements offered are:
 - Replacement central heating boiler
 - Draught-proofing
 - Loft/cavity or underfloor insulation

Type of work carried out to all clients

Electrical	16%	Plumbing	14%
Joiner	19%	Gardening	18%
Security/Safety Measures	16%	Decoration	2%
Other	15%		

Feedback from Clients

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

During 2014-15 3009 households were assisted by Care and Repair through our Handyperson/Small Repairs Service.

Referrals to the service increase yearly. Many of these clients live in designated regeneration areas within the city. During the last financial year 35% of our clients lived in regeneration areas.

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

5.0 Qualitative Assessment

5.1 Income maximisation

As part of our holistic approach to clients circumstances a benefit check is carried out for all clients who receive a home visit from one of the Project Officers or the Funding Officer. If benefits are required clients are assisted with completing applications for the benefits highlighted below, but referrals are also made on to other organisations in 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:

38 clients have received assistance in applying for additional benefits.

£1435.60 a week of additional income has been secured.

£74,651.20 per annum of additional income secured for our client group.

Benefits Secured 14/15

Attendance Allowance	24
Disability Living Allowance	1
Annuities	13

**NB a large proportion of this work is carried out by our Funding Assistant Post which is funded by Fairer Aberdeen Funding*

5.2 Charitable Fundraising

The ongoing support from the Fairer Aberdeen Fund for a part time post focussing on income generation has enabled a member of staff to concentrate on income maximisation and applying for charitable funding for individuals within Aberdeen city. This has supported 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

No. of Households	No. of charities approached	Charitable Funding Secured	Cost of Work enabled as a result of charitable funding	% living in regeneration areas
298	489	£68,060	£596,914	28%

Type of works where charitable funding was required

Description of Works	Number of Households
Repairs/Improvements to properties	56
Heating Issues	42
*Internal issues – Decoration/Floor coverings/Furniture/Equipment/Cookers etc.	41
Adaptations (Major)	25
General Repairs/Other	55
Safety or Security Measures	49
Minor Adaptations/External works – fencing/kerb turning/rails	30

*The existing project would not have previously assisted these householders

We have received confirmation from the Fairer Aberdeen Board that this post will initially continue to be funded until September 2015. FAF is reviewing all funded projects and a decision will be made in August/September 2015 on whether they will continue to fund this post. Should funding not be awarded we will have to re-evaluate our staffing structure and the services we can and cannot provide.

6.0 Additional Assistance – Referrals to other agencies

As part of the holistic approach taken by Care and Repair staff during this financial year, 404 referrals were made to other agencies/organisations on behalf of Care and Repair clients.

7.0 Funding/Staffing:

SLA Aberdeen City Council: 24 months into tender period (tender awarded for minimum of 3 years)

Fairer Aberdeen Fund Funding secured 2014/15 – 28 hours per week Funding Officer

Training: All officers and some administrators attended dementia awareness training
 Administrator attended social media training

Staffing:
Volunteers:

Three volunteers provided administration support to the service in 2014/15. Two volunteers were referred to us through DWP, women returning to work or changing career paths who wished to obtain 'real office experience'. Both were an asset to the service and feedback on their experience was positive. Our other volunteer started in July 2013 – worked in administration until September, returned to University to do her Masters in HR, but continued to volunteer within the service. Whilst doing her dissertation on the pros and cons of mentoring, our staff participated in a survey on the work they are doing to support and mentor trainees and volunteers.

7.1 Supporting Youth Employment/Development

- Trainee/Work Placements:** Each year the service supports work experience placements for S3 & S4 pupils in local schools. During 2014/15 9 pupils were provided with a one-week work experience placement in administration, totalling 270 hours of work experience provided.
- Barnardos/Workingrite:** We have been working with these organisations providing 13 to 26 week work placements for 16 to 18 year olds within the office, as well as offering trainee handyman placements with our tradesmen. During 14/15 6 young people were provided with 'ready to work' placements, amounting to 1978 hours of work.
- Department of Work & Pensions:** We have been providing 6 to 8 week work placements for people claiming Job Seekers Allowance to increase their skills and experience in an administration role. During 14/15 4 people were provided with work placements, which totalled 366 hours of work placements provided.
- Community Jobs Fund:** Through SCVO we have been providing short term (6 month) contracts for 16 to 18-year-olds in trainee administrator and trainee handyman roles. During 14/15 4 traineeships were provided. Two of these were in handyman roles and the other two were in administration, totalling 2880 hours of work.

Aberdeen Care and Repair Charitable Group Fund (Annual Report 2014/15)

8.0 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. Funds raised by the charitable group are used to provide 'hardship grants' to individuals to assist them to carry out repairs, improvements and adaptations, including on some occasions assisting with the cost of basic furnishings such as beds, cookers and carpets. Over the last year it has become increasingly difficult to raise funds for our charitable group for the general fund. Therefore it was decided to establish a list of the most common areas where assistance was required and through our charity approach organisations/charity's and Trusts for support with these initiatives and it was decided to create a ring fenced fund to support these types of work. This has now become an important part of the service as it allows staff to arrange 'high priority' work immediately when we have an initiative fund to support it. Applying for funding from these organisations is an important part of the project's work, and it has proved successful. All funders are provided with information at the end of the financial year on what their donation was used for along with details of the outcomes achieved as a result of their contribution.

During 14/15 we targeted funders for particular projects and now have **7** initiatives, these are:

Home Maintenance Fund; Gardening/Safety/Security; Safety/Minor Aids; Energy Efficiency; Decoration; Support for Carers/Young Children; Supporting Youth Employment/Training Fund

These funds are held separately within the charitable account (as restricted funds) and awards can be made at Officer level, with reports going to the charity's Management Committee on a Quarterly basis. Information is provided below on each individual initiative and the outcomes that have been achieved for older and disabled people with the support of local companies and trusts.

8.1 Security Initiative & Gardening Initiative

- During 2014/15 we continued to deliver our safety/security project with support from charities/local companies. This fund purchases security/safety equipment and can also cover the cost of our Tradesmen's 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 fit these items at no cost to the client.
***During 2014/15 – 59 households received assistance through this project.
During 2014/15 - £1412.75 was used to purchase equipment such as window locks/carbon monoxide alarms etc.***
- During Spring Summer 2014, 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.
During 2014/15 - 509 gardening jobs were carried out through this project at a cost to the charity of £5090

8.2 Minor Aids/Adaptation Initiative

- This initiative was set up in 2011 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. This fund provides grants (maximum £300) towards the cost of minor aids/adaptations such as external hand rails, kerb turning and extension of steps.
***During 2014/15 – 28 households received assistance relating to minor aids
Total cost to fund £3893, enabling work to the value of £45,696***

8.3 Decoration Fund

- This fund was established due to the high number of requests from service users for assistance with decoration issues. A local company APSC fully sponsor this fund.
***During 2014/15 – 17 households received assistance relating to decoration
Total cost to the fund was £2438, enabling £12,831 of work to be carried out***

8.4 Energy Efficiency Fund

- This fund provides grants towards the cost of energy efficiency improvements within the home. A maximum grant of up to £500 can be awarded to assist with the cost of replacement boilers, draught-proofing, additional heating and repairs to existing heating systems. The fund also purchases portable heaters to offer out on loan to householders until their heating is repaired.

During 2014/15 – 42 householders received assistance with energy efficiency work

Total cost to fund £17,353 enabling work to the value of £81,993

8.5 Support for Carers/Young Children

- We have had an increased number of parents of disabled children who are looking for assistance with items such as safety gates/ramped access/fencing in garden for a disabled child. Recent changes have resulted in no financial assistance being provided for some items such as safe play areas for a disabled child, so this fund will purchase minor items as well as provide small grants towards the cost of the work. This was a new fund established at the end of 14/15 and only 1 disabled child has benefited from the fund to date.

8.6 Home Maintenance Fund

- Hardship grants are awarded to individuals for repairs/improvements/adaptations to the home. The Management Committee consider these requests on an individual basis at quarterly meetings. The maximum grant is £500 and individuals must meet criteria to qualify for a grant.

During 2014/15 – 45 householders received assistance with repairs. Total cost to the fund £9940, enabling £44,202 of work to be carried out.

8.7 Supporting Youth Employment/Training

- Over the last 12 to 18 months the service and charity have been working with young people providing work place training and development to improve the confidence of 16 to 24-year-olds to gain employment. We support work placements for various organisations and the charity covers the cost of training, equipment and staff support. This fund was newly established at the end of 2014/15.

8.8 Funding Support

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. During the financial year to 31st March 2015 a total of **£39,896.86** was raised for the charity which in turn assisted a total of **769** older and/or disabled households within Aberdeen City. The following organisations/trusts/charities provided valuable financial support to the charity in 2014/15, which without their support would not have taken place. A huge thank you goes out to our supporters from staff and service users.

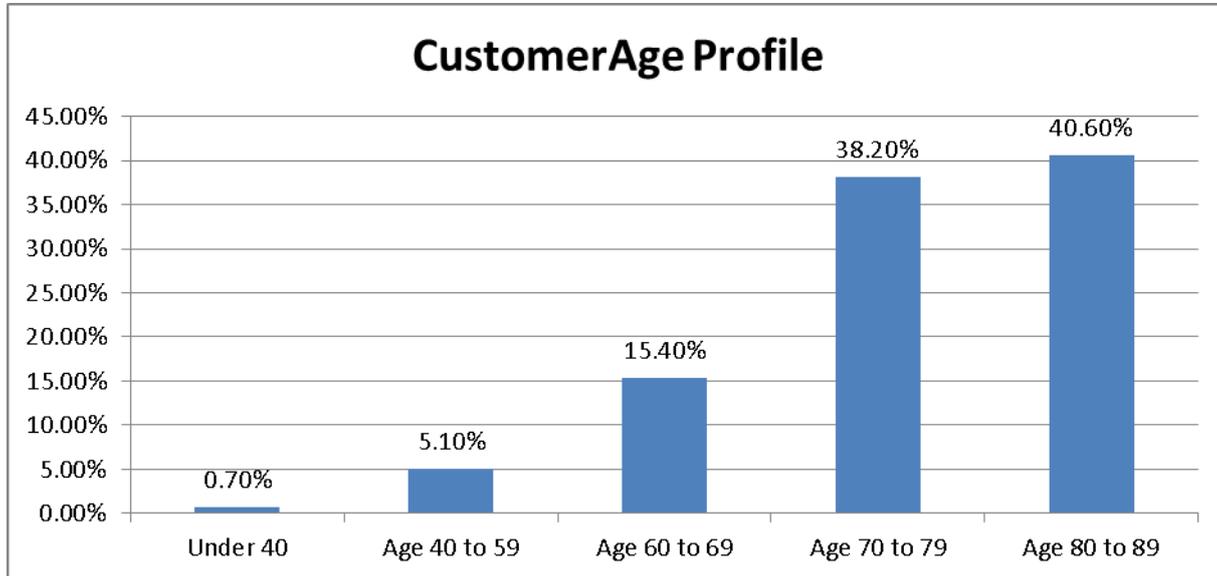
Aberdeen Asset Management
Aberdeen Community Fund (Aberdeen Airport)
ASCO lifestyle
Apache North Sea
Aberdeen Solicitors and Property Centre
ACC Reimbursement charitable Funds
AUSA Students Charity
ACC Energy Efficiency
Caroline Jane Spence Trust
Care and Repair Staff Sponsored Walk
Enquest
ES Wilson Trust
George Crombie Trust
Maersk Oil North Sea
Premier Oil
Tesco Charitable Trust
Thomas Primrose Trust
Violet M Lessel Trust
John Gordon Charitable Trust

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

9.0 Annual Report on Customer Satisfaction Surveys (2014/15)

9.1 Customer Satisfaction Analysis 2014/15 - Small Repairs Service

The results for **2014/15** are detailed below and are based on a 98% return rate. As the results indicate, in most cases customers are 99% satisfied with our services.



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

No - 90% Yes - 10%

Were you satisfied with the Tradesman's manner?

Yes - 99% No - 1%

Were you satisfied with the work carried out?

Yes - 99% No - 1%

Were you satisfied with the manner of the office staff?

Yes - 99% No - 1%

Were your needs met by the service?

Yes - 99% No - 1%

Do you feel this service is good value for money?

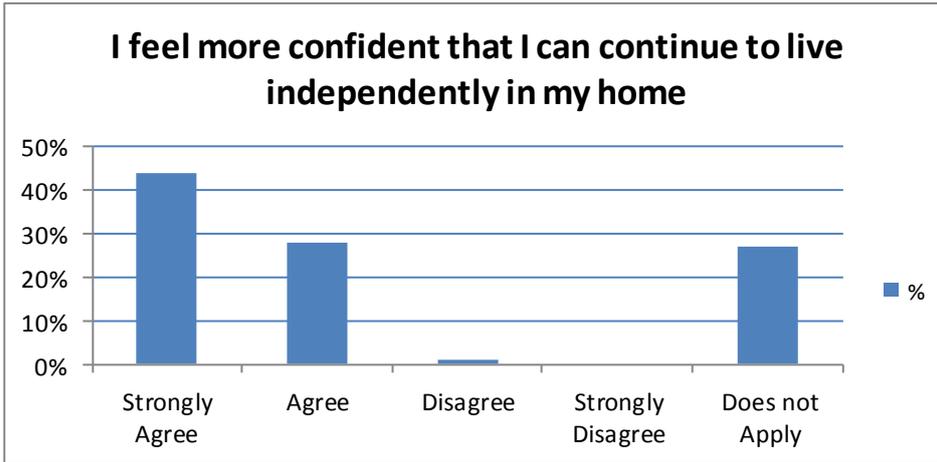
Yes - 98% No - 2%

Would you recommend the service to others?

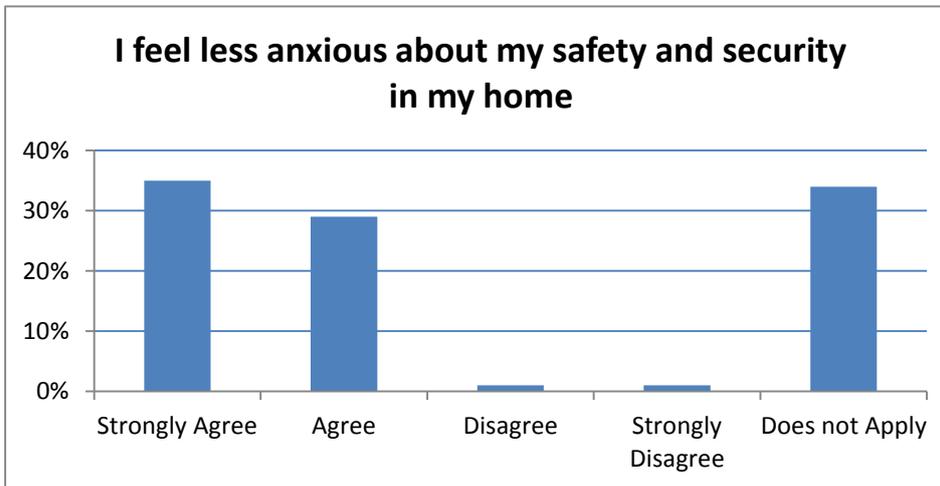
Yes - 98% No - 2%

Customers were also asked to indicate whether they agreed or disagreed with the following 3 statements about the work that had been carried out by the Small Repairs Services. Obviously not all customers are older/disabled people and/or the work carried out does not relate to the statement, which is reflected in the answers to the statements being 'does not apply'.

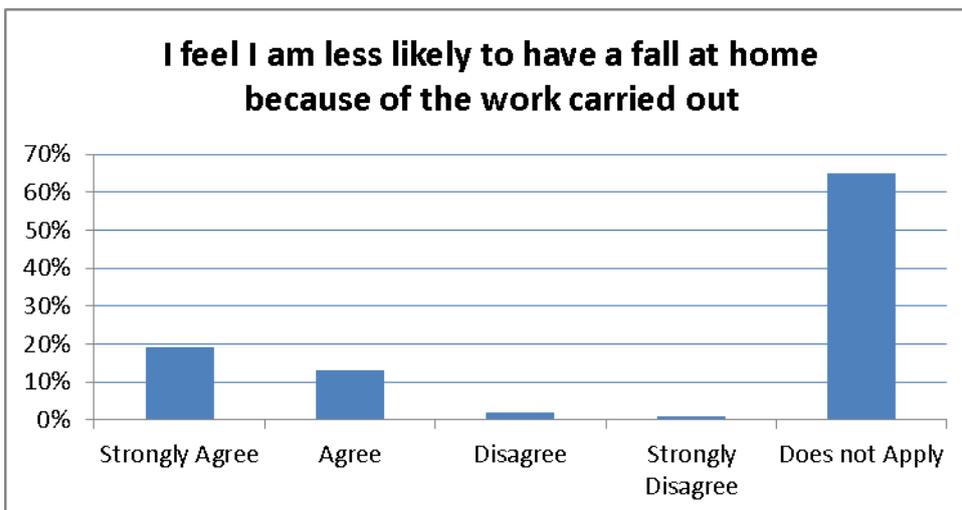
Statement 1



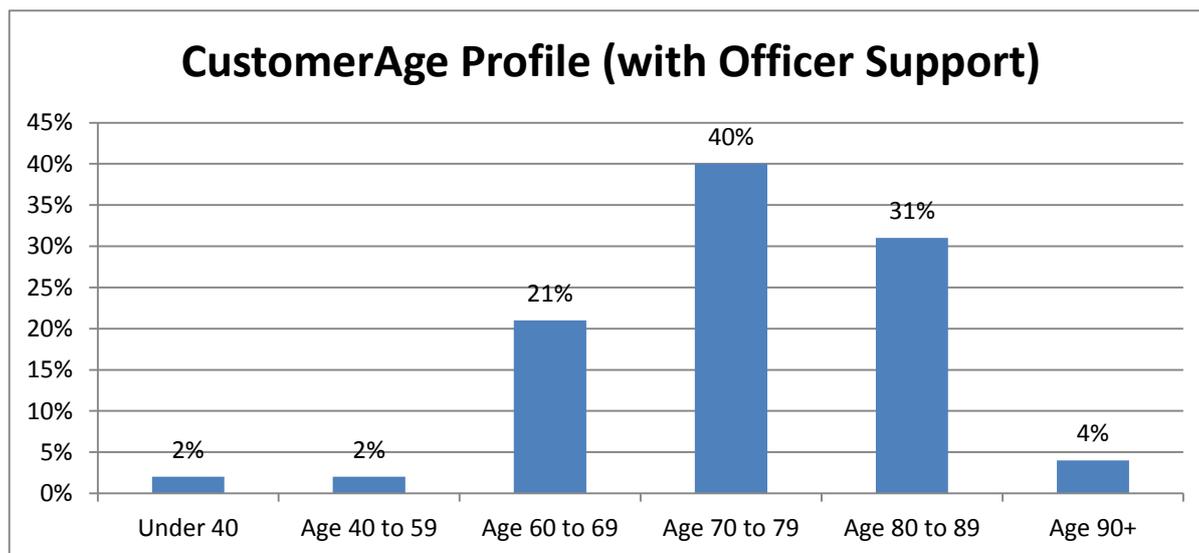
Statement 2



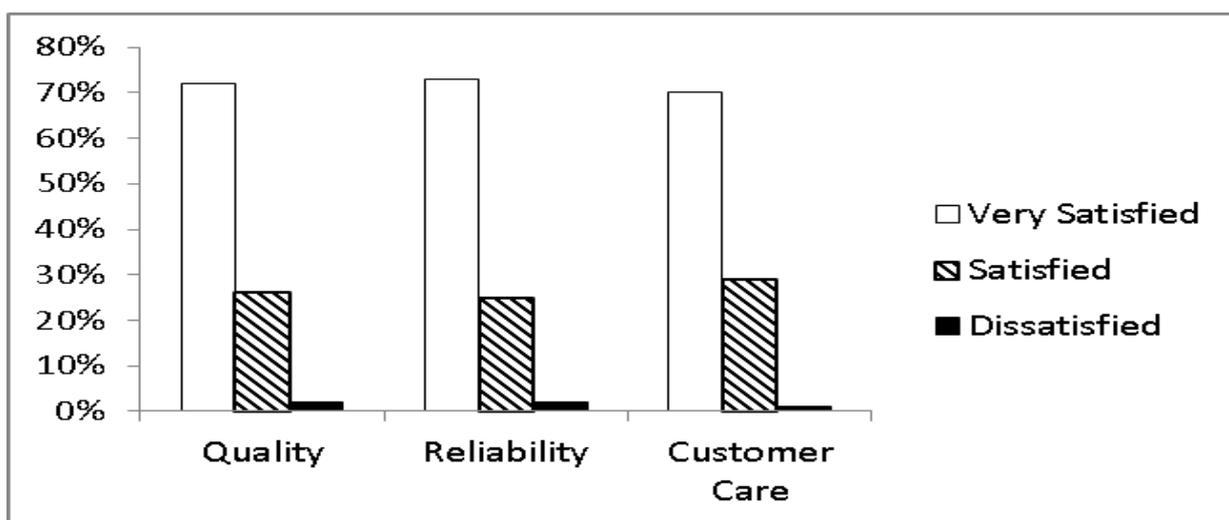
Statement 3



9.2 Customer Satisfaction Analysis 2014/15 – Officer Supported Work Cases



- After initial contact do you think you had to wait a long time for a member of the Care and Repair Team to contact you?
Yes - 6% No - 94%
- How would you describe your experience of communication with our office staff?
Very Satisfied - 83% Satisfied - 17% Dissatisfied - 0%
- How would you describe your experience of the Care and Repair Project Officers?
Very Satisfied - 85% Satisfied - 15% Dissatisfied - 0%
- How would you describe the standard of work carried out by our Trusted Traders with regard to:



5. Do you feel you would have managed to carry out the work without assistance from Aberdeen Care and Repair?
 Yes - 0% No - 85% With Difficulty - 15%

6. Has the assistance provided by the service made a difference to your enjoyment of your home/and or improved your quality of living?
 Significant Difference - 90%
 Minor Difference - 8%
 No Difference - 2%

7. Would you use Aberdeen Care and Repair Services again?
 Yes - 100% No - 0%

8. Would you recommend Aberdeen Care and Repair Services to others?
 Yes - 100% No - 0%

Customers were also asked to indicate whether they agreed or disagreed with the following 6 statements about the work that had been carried out with Officer Support through Care and Repair Services. Obviously not all customers are older/disabled people and/or the work carried out does not relate to the statement, which is reflected in the answers to the statements being 'does not apply'.

