

CARE & REPAIR RENFREWSHIRE



2005

2006



REVIEW



Foreword

2005/06 has been another busy year for the Care & Repair team. Assistance has been provided to 3,267 clients overall, more than in any previous year and nearly £3¼million worth of work has been completed.

The past year has seen some significant developments with the addition of three new staff members. At the tail end of 2004/05 an additional joiner was employed to provide a Small Repairs Service throughout East Renfrewshire, complimenting the existing service in Renfrewshire. An additional Project Officer was employed to work alongside Council Occupational Therapists in project managing adaptations and extensions to suit the requirements of client's disabilities. A Project Assistant also joined the team to assist in coping with the increased administrative demand.

On a cautionary note, the demand for fabric repairs continues to rise and waiting list levels are at an all time high. Consideration must be given to meeting this demand by other means if funding resources continue to be inadequate to provide the required grants.

The Care & Repair team remain committed to helping their client groups and will continue to expand, broaden and adapt their range of services to ensure that as many people as possible benefit from their expertise.

Jansen Healing

Chairperson, Bridgewater Housing Association

Managing Agent of Care & Repair Renfrewshire



Client Satisfaction Assessment

The following tables summarise the results of our 2005/06 satisfaction forms. These were sent to all clients who had building work done.

Renfrewshire

How satisfied were you with:-	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The overall service provided by Care & Repair?	96%	4%			
The conduct of the Project Officer?	98%	2%			
The quality of the building work?	72%	24%	2%		2%
The time taken to carry out the building work?	56%	33%	9%		2%
The conduct of the building contractor?	73%	23%	2%		2%

	Yes	No	Don't know
If you had not received assistance from Care & Repair would you have organised the work yourself?	35%	43%	22%
Do you think you may have had to move home had the work not been carried out?	9%	78%	13%
Has the completed work made a substantial difference to your comfort?	98%		2%
Would you use Care & Repair again?	98%		2%
Would you recommend Care & Repair to others?	100%		



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ng works completed.

East Renfrewshire

How satisfied were you with:-	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The overall service provided by Care & Repair?	93%	7%			
The conduct of the Project Officer?	98%	2%			
The quality of the building work?	78%	22%			
The time taken to carry out the building work?	71%	25%	2%	2%	
The conduct of the building contractor?	84%	16%			

	Yes	No	Don't know
If you had not received assistance from Care & Repair would you have organised the work yourself?	28%	43%	29%
Do you think you may have had to move home had the work not been carried out?	9%	80%	11%
Has the completed work made a substantial difference to your comfort?	88%	7%	5%
Would you use Care & Repair again?	100%		
Would you recommend Care & Repair to others?	100%		

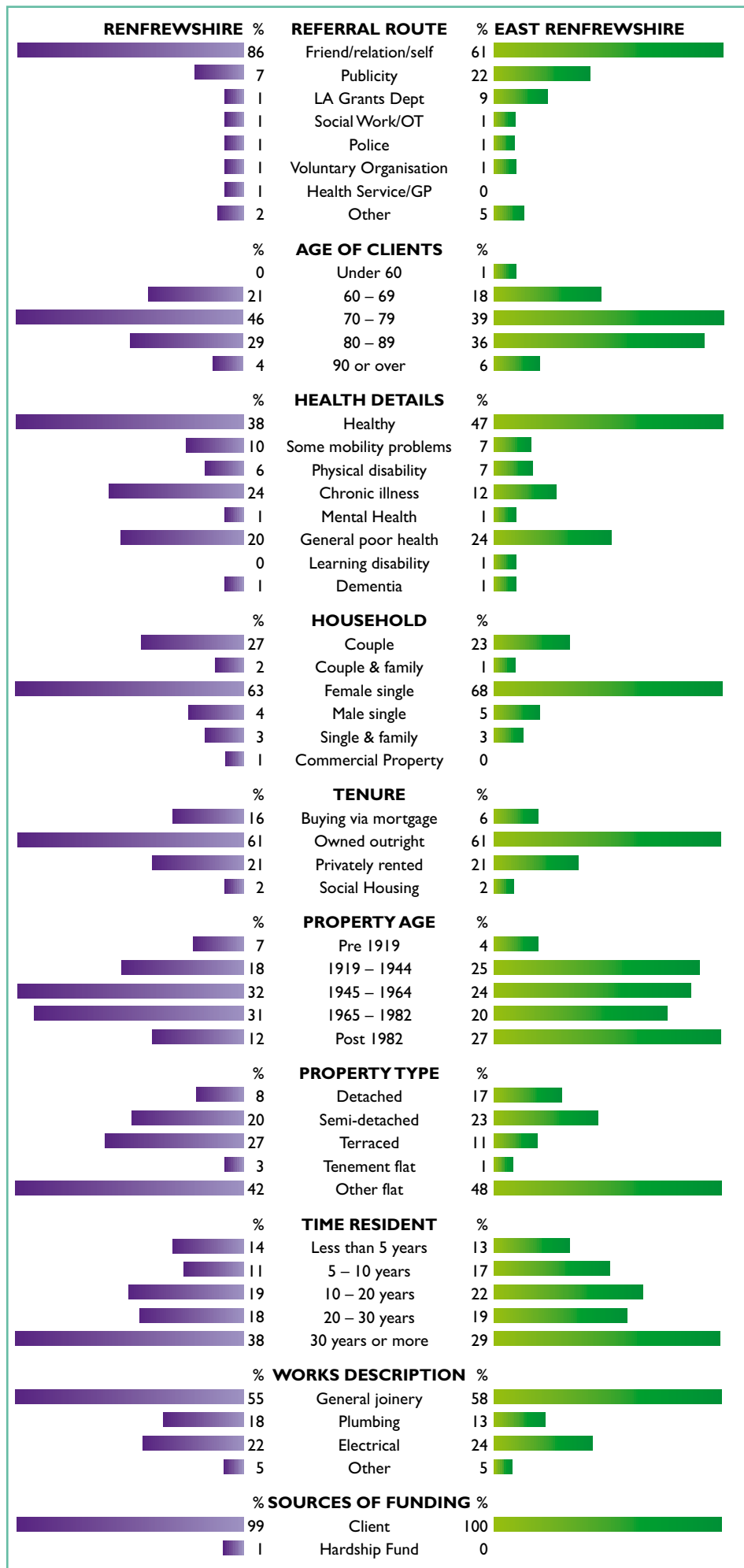


Small Repairs

The Small Repairs Service has been the most significant development Care & Repair has made since expanding into East Renfrewshire a few years ago. Three Small Repairs Workers are now employed with two operating in Renfrewshire and one in East Renfrewshire. 1,711 and 1,171 small repairs were completed in each area respectively, to the satisfaction of 100% of clients.

We have addressed an unmet need due to people either being unable to afford the cost of such repairs or experiencing difficulties in finding contractors willing to undertake them. This has led to our profile being increased throughout the community.

The Small Repairs Workers have attended plumbing and electrical maintenance courses, which has developed their skills and the scope of works which can be carried out. However demand is such that in order to keep waiting times within reason (generally 4-6 weeks) we have to closely monitor the work types undertaken and in some cases exclude some from the service.



Home Security Initiative

The Small Repairs Service and additional admin support has allowed us to diversify and run other initiatives which compliment existing services.

Working in conjunction with Strathclyde Police, a new home security initiative was publicly launched in February 2006. Both councils funded the purchase of a range of security products ie door viewers, locks, safe cans, bulkhead lights, cctv cameras, etc.

Police Officers conduct crime prevention surveys to establish which products clients feel will increase their security and decrease their fear of crime. Referrals are then forwarded to Care & Repair listing the requirements and our Small Repairs Workers visit to provide or fit the products. In the case of new fit bulkhead lights, an external contractor is employed for mains wiring purposes.



Advice Cases

Advice cases vary in complexity. They may involve something as simple as one telephone conversation providing information or referral to another agency or as much as several home visits resulting in the case not proceeding. Advice cases are considered a significant and integral part of the Care & Repair service.

133 advice cases were administered in Renfrewshire and 114 in East Renfrewshire.

Funding Summary

DESCRIPTION	COMPLETIONS	COUNCIL GRANTS	PRIVATE FINANCE	TOTAL VALUE
R E N F R E W S H I R E				
Building work cases	71	£241,063.96	£94,281.97	£335,345.93
Small repairs	1,711	-	£6,026.18	£6,026.18
Advice cases	114	-	-	-
TOTAL	1,896	£241,063.96	£100,308.15	£341,372.11
E A S T R E N F R E W S H I R E				
Building work cases	67	£273,283.12	£118,828.77	£392,111.89
Small repairs	1,171	-	£2,914.64	£2,914.64
Advice cases	133	-	-	-
TOTAL	1,371	£273,283.12	£121,743.41	£395,026.53
COMBINED TOTAL	3,267	£514,347.08	£222,051.56	£736,398.64

CARE & REPAIR RENFREWSHIRE



THE CARE & REPAIR TEAM

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Small Repairs Worker
Charlene Moore
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Small Repairs Worker
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Care & Repair Renfrewshire is funded by Renfrewshire and East Renfrewshire Councils and managed by Bridgewater Housing Association Limited (recognised Scottish Charity No SC 035819).