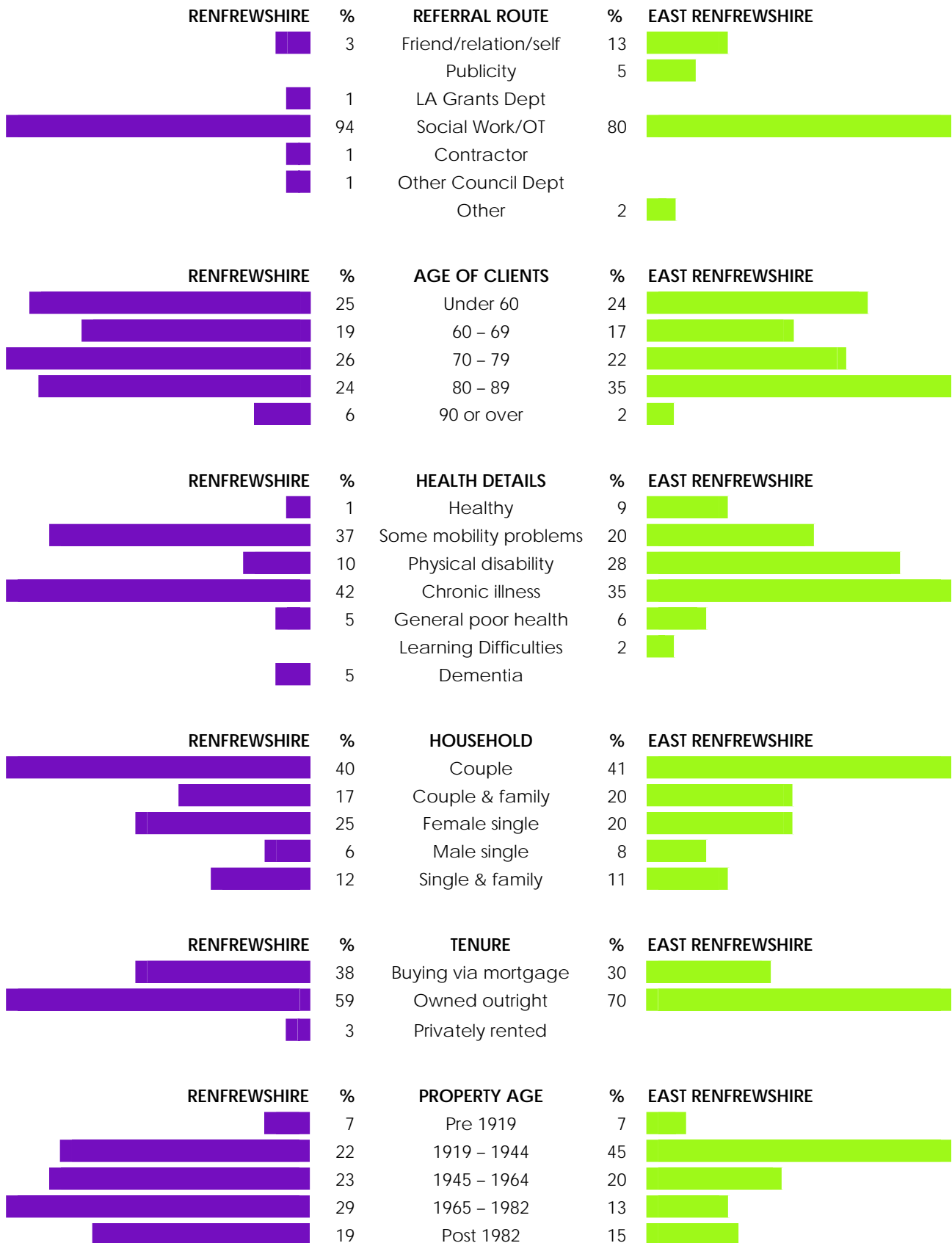


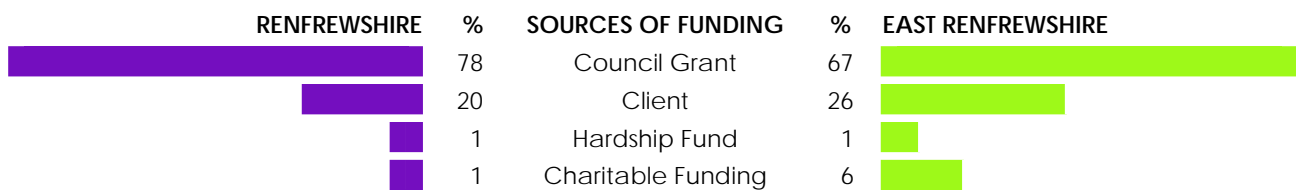
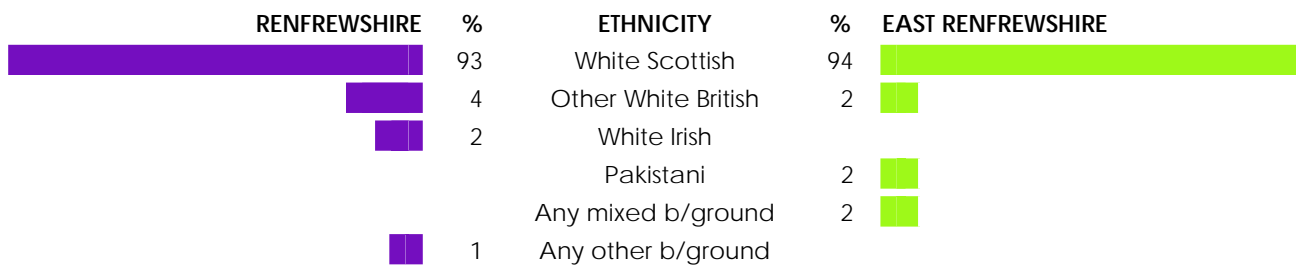
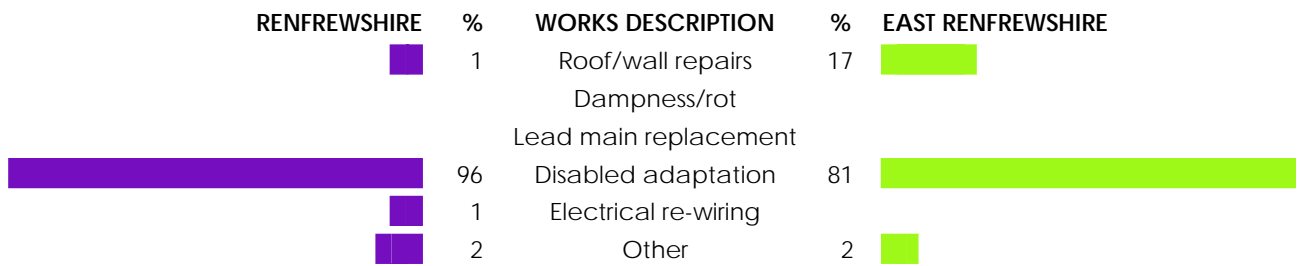
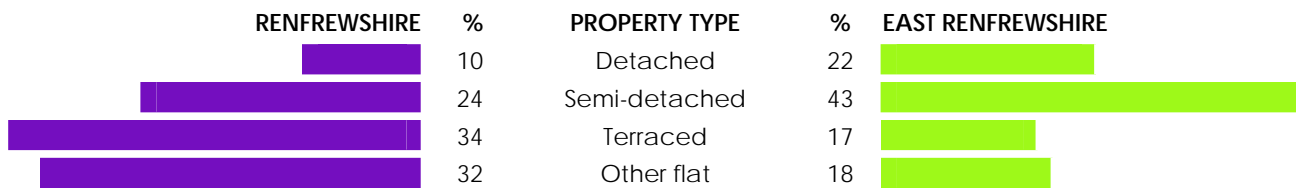


2011/12 REVIEW

REPAIRS & IMPROVEMENTS

181 fabric repairs and adaptations were completed during 2011/12 across Renfrewshire and East Renfrewshire.





CLIENT SATISFACTION ASSESSMENT

The following tables summarise the results of our 2011/12 satisfaction forms. These were sent to all clients who had building works completed.

Renfrewshire

How satisfied were you with:-

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The overall service provided by Care & Repair?	85%	13%	2%		
The conduct of the Project Officer?	88%	12%			
The quality of the building work?	85%	15%			
The time taken to carry out the building work?	63%	28%	2%	7%	
The conduct of the building contractor?	87%	8%	5%		
The conduct of the consultant?					

	Yes	No	Don't know
If you had not received assistance from Care & Repair would you have organised the work yourself?	26%	48%	26%
Do you think you may have had to move home had the work not been carried out?	23%	60%	17%
Has the completed work made a substantial difference to your comfort?	100%		
Would you use Care & Repair again?	100%		
Would you recommend Care & Repair to others?	100%		

East Renfrewshire

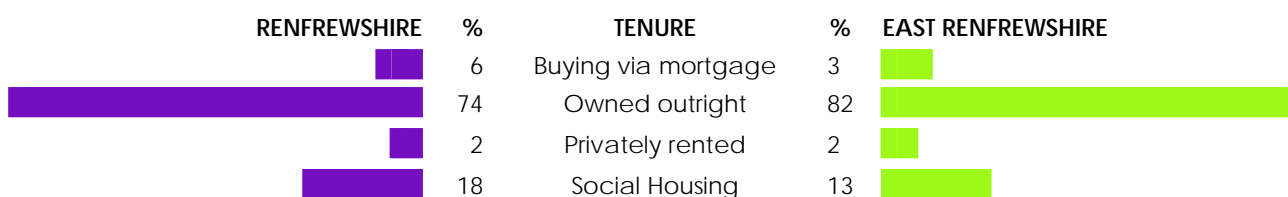
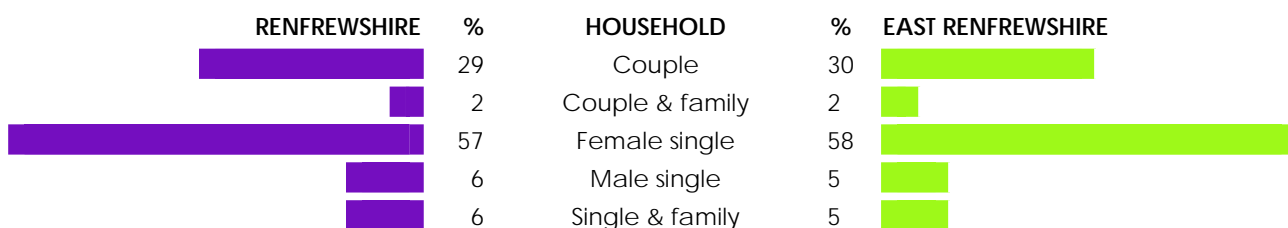
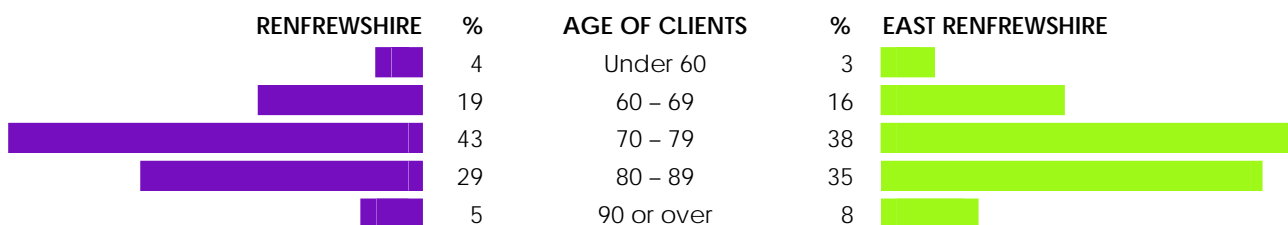
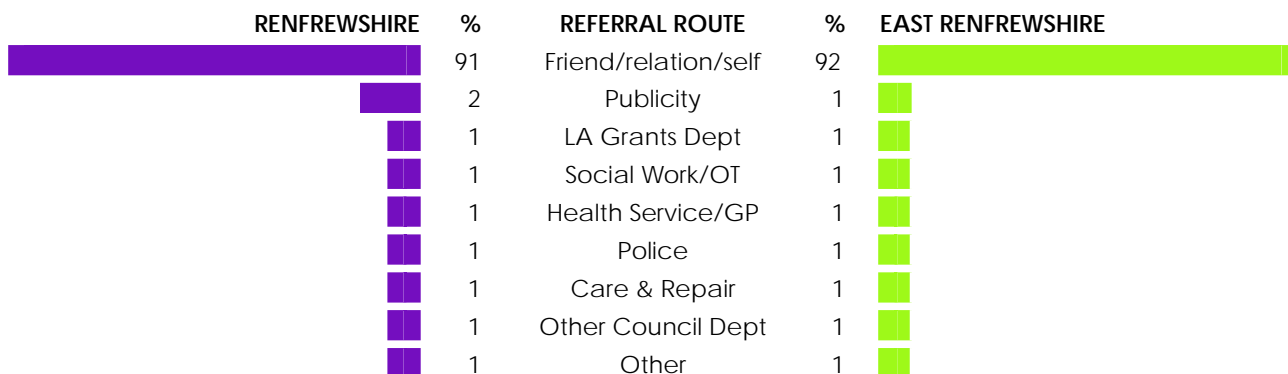
How satisfied were you with:-

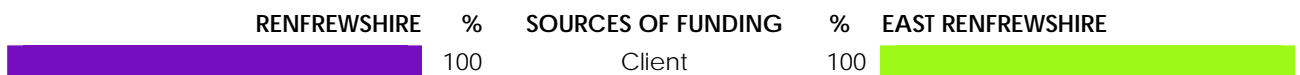
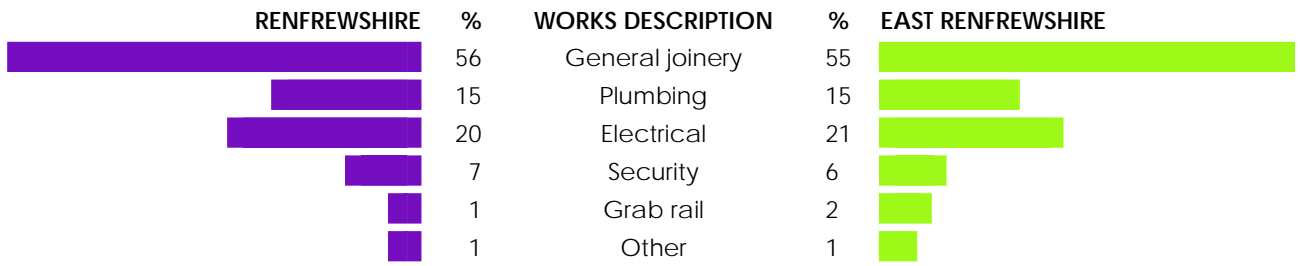
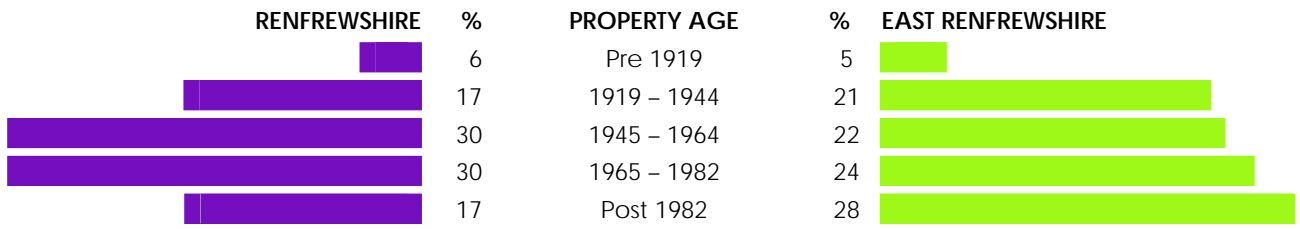
	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The overall service provided by Care & Repair?	86%	7%	7%		
The conduct of the Project Officer?	93%			7%	
The quality of the building work?	79%	21%			
The time taken to carry out the building work?	62%	38%			
The conduct of the building contractor?	86%	14%			

	Yes	No	Don't know
If you had not received assistance from Care & Repair would you have organised the work yourself?	64%	7%	29%
Do you think you may have had to move home had the work not been carried out?	7%	86%	7%
Has the completed work made a substantial difference to your comfort?	85%	15%	
Would you use Care & Repair again?	100%		
Would you recommend Care & Repair to others?	100%		

SMALL REPAIRS

3,095 small repairs were completed throughout Renfrewshire and East Renfrewshire, to the satisfaction of all clients. 73 of these were carried out by our volunteer worker.





ADVICE CASES

968 people received our assistance through the provision of advice only. This mainly involved telephone advice and referral to reputable contractors or other organisations, but in many cases involved home visits and written correspondence.

FUNDING SUMMARY

DESCRIPTION	COMPLETIONS	COUNCIL GRANTS	PRIVATE FINANCE	TOTAL VALUE
R E N F R E W S H I R E				
Repairs	4	£ 396.28	£ 6,532.60	£ 6,928.88
Adaptations	123	£371,364.10	£ 91,944.95	£463,309.05
Small repairs	1,610	-	£ 6,195.92	£ 6,195.92
Advice cases	550	-	-	-
TOTAL	2,287	£371,760.38	£104,673.47	£476,433.85
E A S T R E N F R E W S H I R E				
Repairs	10	-	£ 30,821.08	£ 30,821.08
Adaptations	44	£136,007.26	£ 35,287.59	£171,294.85
Small repairs	1,485	-	£ 5,124.75	£ 5,124.75
Advice cases	418	-	-	-
TOTAL	1,957	£136,007.26	£ 71,233.42	£207,240.68
COMBINED TOTAL	4,244	£507,767.64	£175,906.89	£683,674.53