

REVIEW



2012
2012
2013
2013

INTRODUCTION

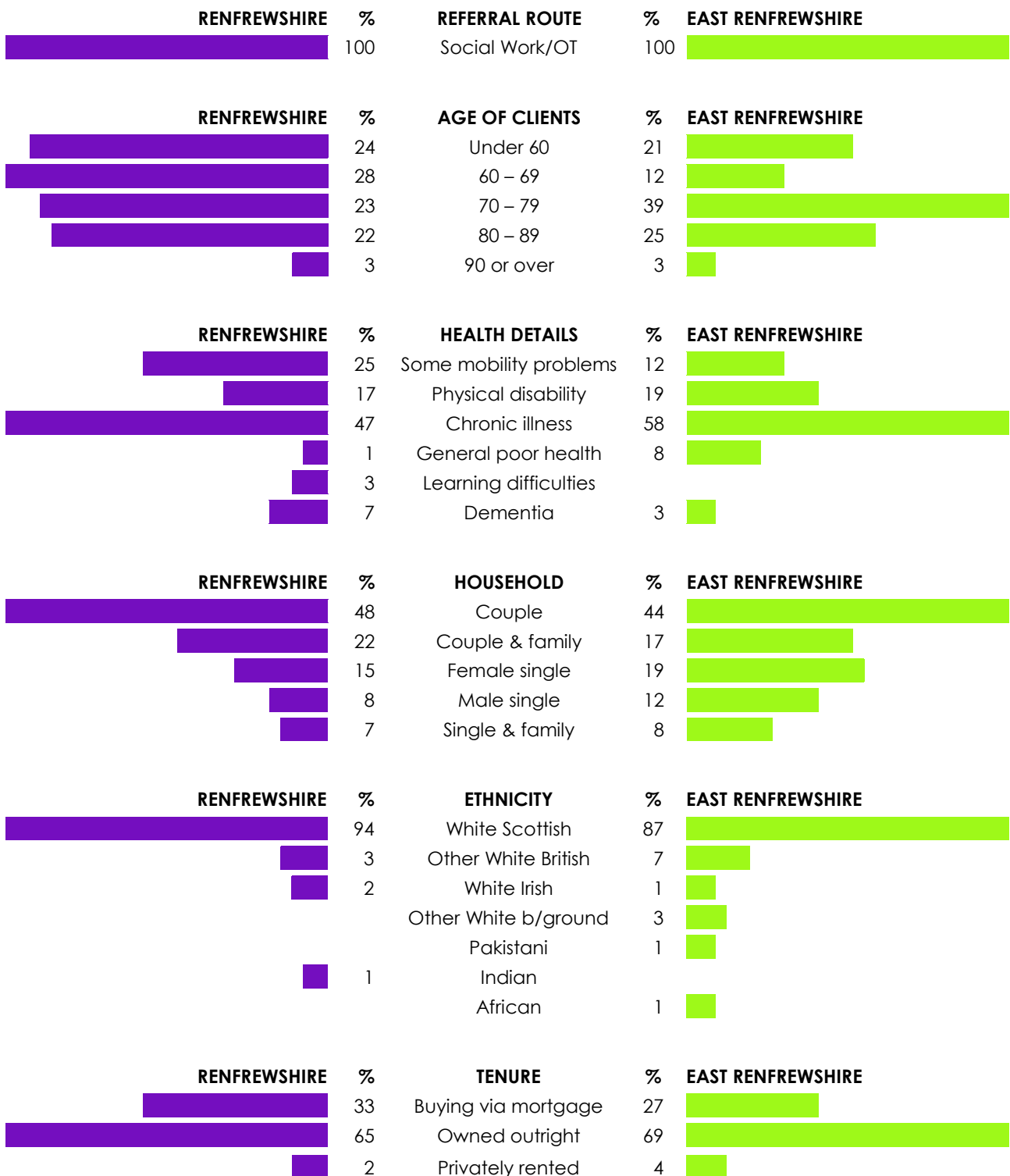
2012/13 was a significant year for Care & Repair. Renfrewshire and East Renfrewshire Councils carried out a joint EU tendering process for the delivery of Care & Repair for the next three years. Bridgewater Housing Association submitted their tender and was awarded the contract which commenced 1 November 2012. This changes the Associations' relationship with the councils from a tri-partite arrangement to a contractual agreement with a stipulated set of targets to be achieved. These pertain mainly to disabled adaptations, small repairs/handyman jobs, trades referral and advice.

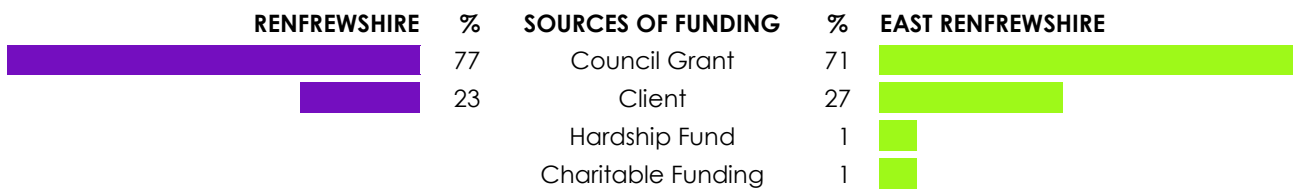
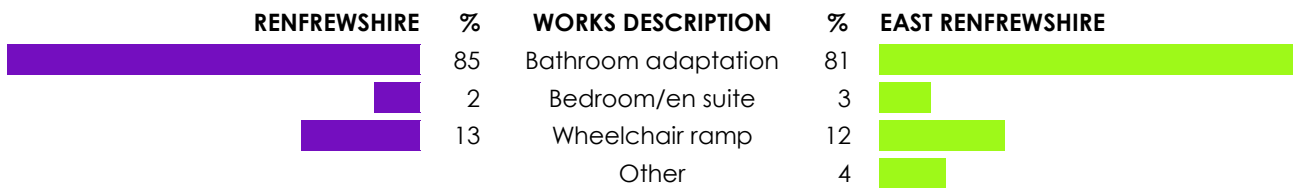
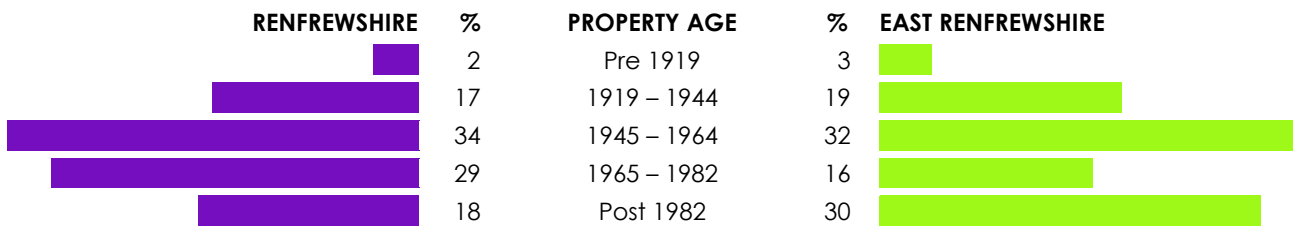
In addition, Renfrewshire Council provided additional funding for a dedicated Handyman Service through the Change Fund – a Scottish Government initiative to support local partnerships to develop services to help older people live more independently at home. The funding for this service runs in tandem with the Care & Repair contract.

Care & Repair are no different from any other organisation during these difficult times and although funding is fairly tight, a three year contract does allow some forward planning.

ADAPTATIONS

174 adaptations were completed during 2012/13 across Renfrewshire and East Renfrewshire.





CLIENT SATISFACTION ASSESSMENT

The following tables summarise the results of our 2012/13 satisfaction forms. These were sent to all clients who had adaptations completed.

Renfrewshire

How satisfied were you with:-

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The overall service provided by Care & Repair?	94%	6%			
The conduct of the Project Officer?	94%	6%			
The quality of the building work?	82%	18%			
The time taken to carry out the building work?	76%	12%	12%		
The conduct of the building contractor?	80%	7%	13%		
The conduct of the consultant?		100%			

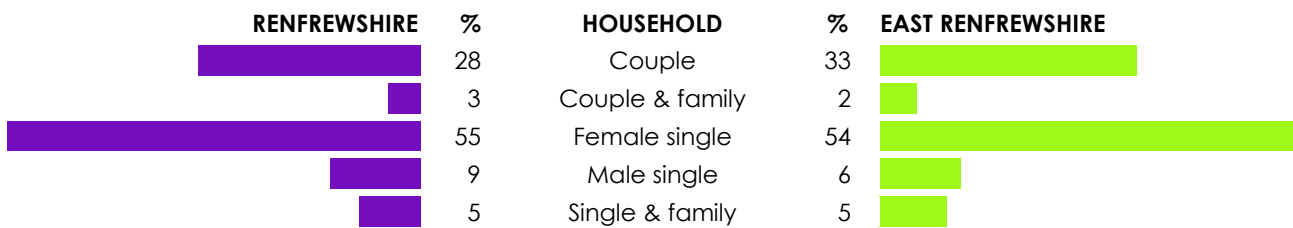
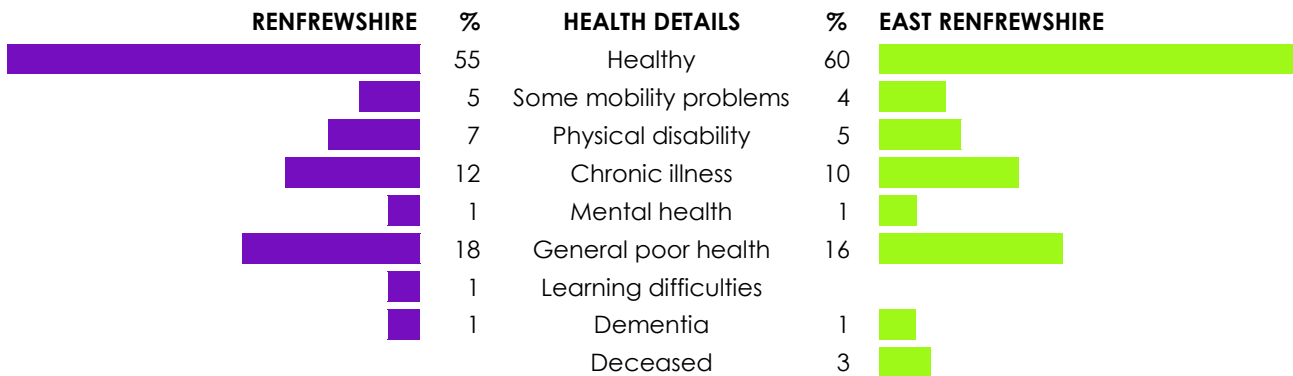
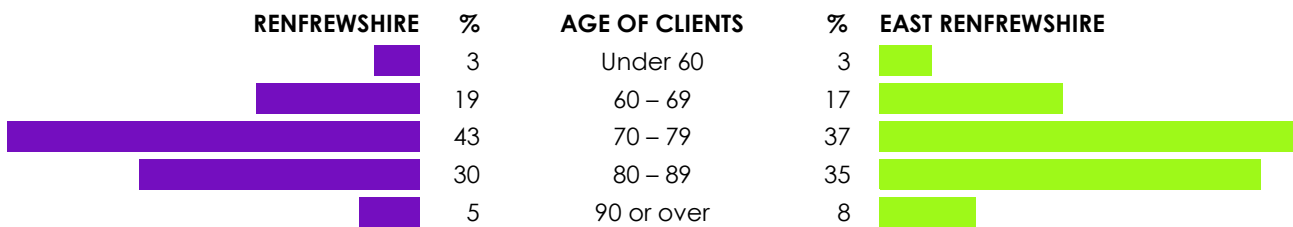
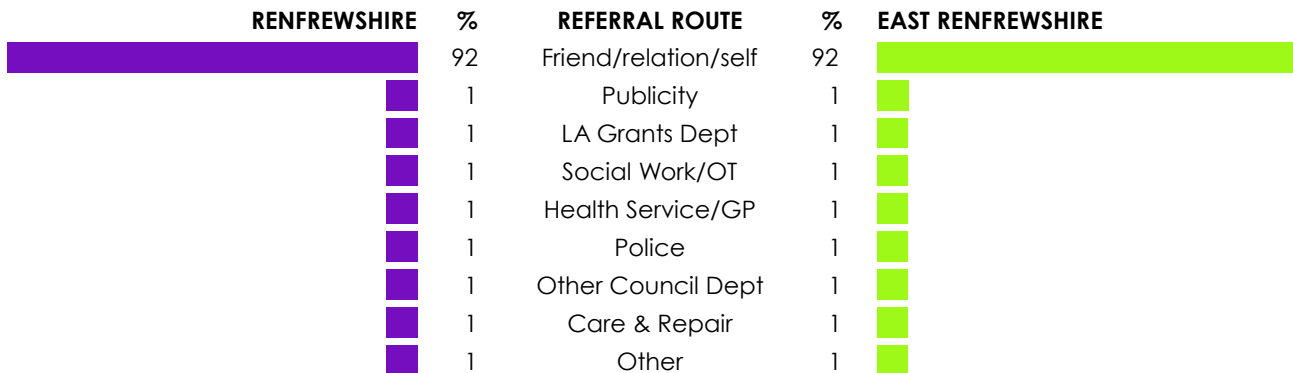
East Renfrewshire

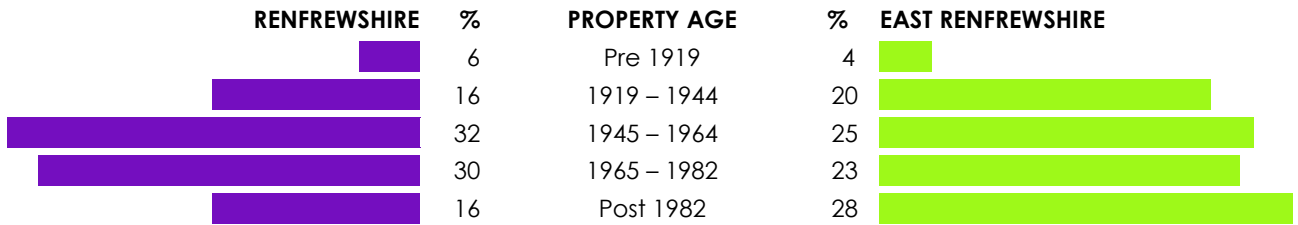
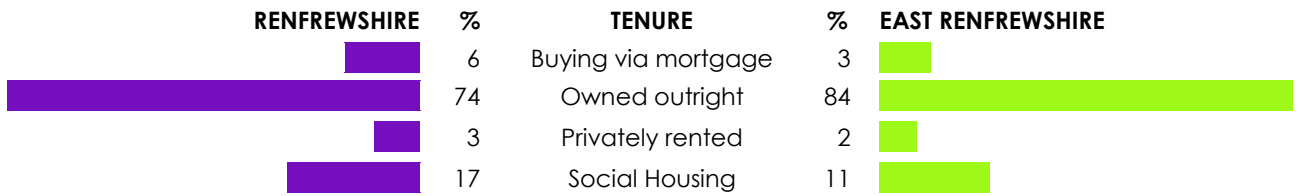
How satisfied were you with:-

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The overall service provided by Care & Repair?	75%	25%			
The conduct of the Project Officer?	75%	25%			
The quality of the building work?	63%	31%	6%		
The time taken to carry out the building work?	63%	31%	6%		
The conduct of the building contractor?	72%	21%	7%		
The conduct of the consultant?		100%			

SMALL REPAIRS/HANDYPERSON

3,931 small repairs and handyman cases were completed throughout Renfrewshire and East Renfrewshire. 60 of these were carried out by our volunteer worker.





REPAIRS

Managing fabric repairs are no longer part of our remit, other than in exceptional circumstances, as was the case with one client in Renfrewshire. We now generally only provide advice or referral to reputable contractors.

ADVICE CASES

677 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	1	-	£ 280.00	£ 280.00
Adaptations	99	£320,809.85	£ 94,893.25	£415,703.10
Small repairs	1,760	-	£ 6,177.10	£ 6,177.10
Handyperson*	312	-	£ 215.94	£ 215.94
Advice cases	394	-	-	-
TOTAL	2,566	£320,809.85	£101,566.29	£422,376.14
E A S T R E N F R E W S H I R E				
Repairs	-	-	-	-
Adaptations	75	£280,214.04	£110,375.77	£390,589.81
Small repairs	1,456	-	£ 2,380.66	£ 2,380.66
Handyperson	403	-	£ 100.47	£ 100.47
Advice cases	283	-	-	-
TOTAL	2,217	£280,214.04	£112,856.90	£393,070.94
COMBINED TOTAL	4,783	£601,023.89	£214,423.19	£815,477.08

*Change fund post



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