

2013/2014



review



**CARE &
REPAIR
RENFREWSHIRE**

INTRODUCTION

At the end of April 2013/14, Bridgewater Housing Association were 17 months into the 3 year contract with Renfrewshire and East Renfrewshire Councils to deliver the services of Care & Repair Renfrewshire, alongside the Change Fund Handyperson service in Renfrewshire. We are currently ahead of target in all areas of work and confident they will be met within the contractual period.

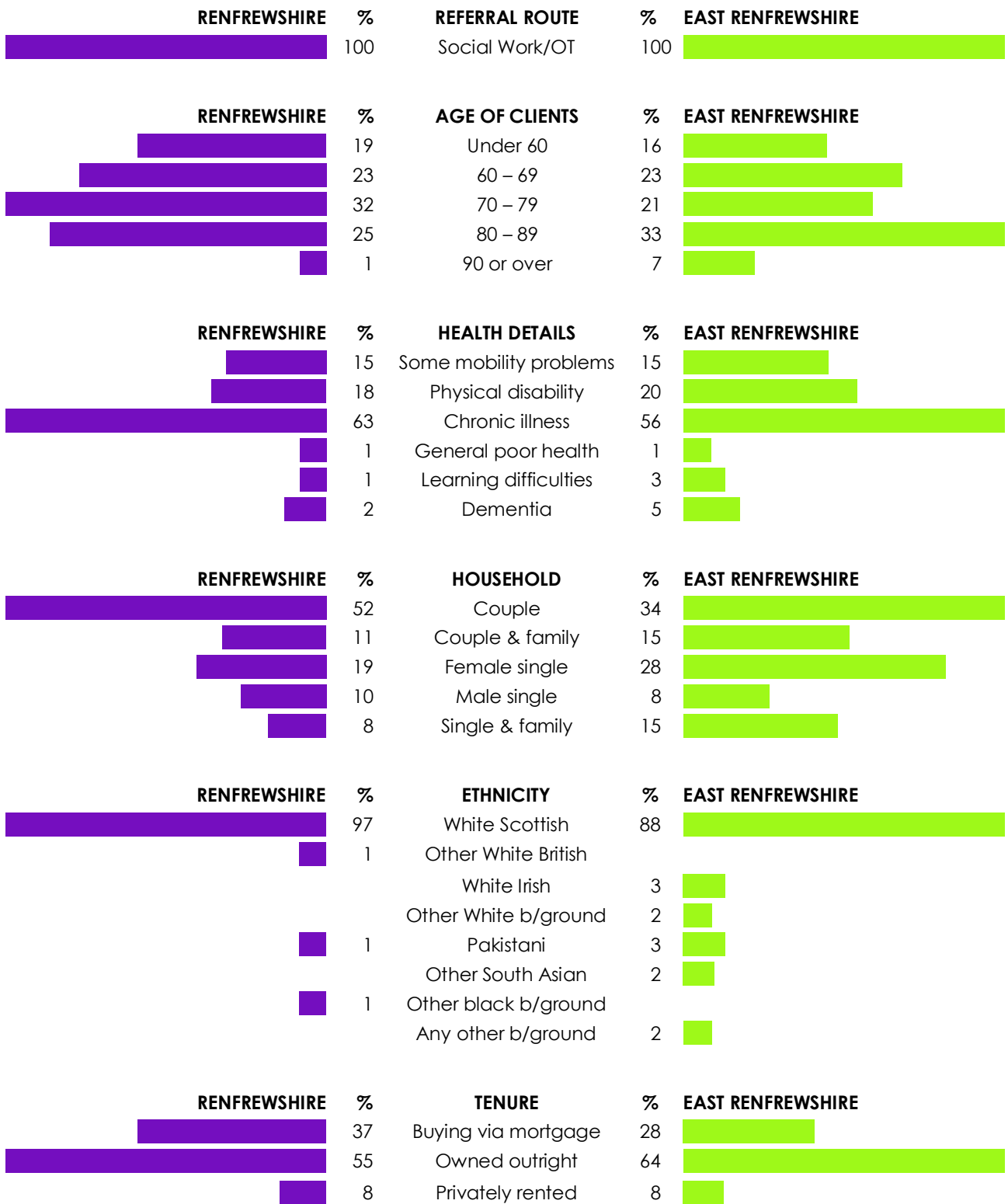
Despite the challenges of fulfilling the terms of the contract we have continued to participate in and deliver additional services and initiatives including Lighting the Way, Let's Be Clear@800, boiler referrals, free smoke alarm installations, Telecare removals and East Renfrewshire's Small Repairs and Handyperson Review.

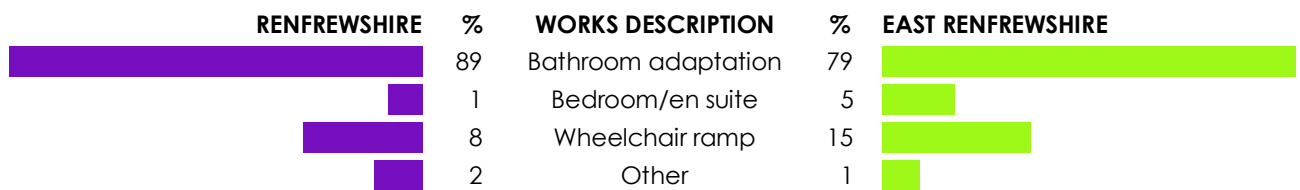
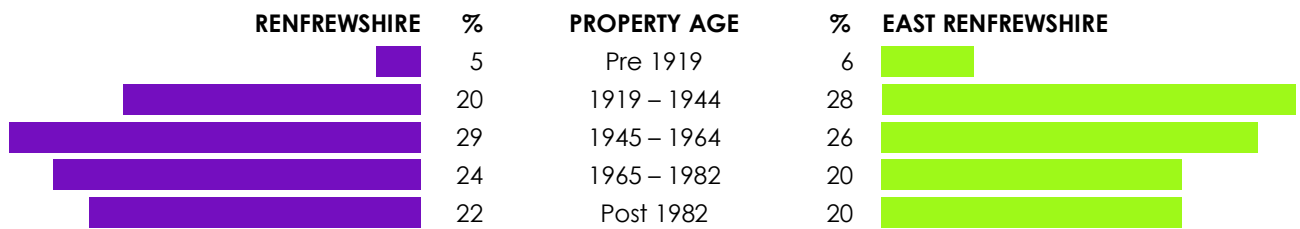
The information in the following pages provides the statistical breakdown of how Care & Repair Renfrewshire have provided assistance to almost 6,000 older and disabled people during the financial year 2013/14.

Included are a few of the numerous quotes from clients who have taken the time (outwith the satisfaction forms) to write to us specifically to express their appreciation.

ADAPTATIONS

175 adaptations were completed during 2013/14 across Renfrewshire and East Renfrewshire.





"I would like to take this opportunity to thank you and Sketch & Design for the magnificent work you all did. It is much appreciated by myself and my wife and she is delighted with the work. You were very good at organising the paperwork and again many thanks for that."

"I just want to thank you most sincerely for all the assistance and support you have provided. It is no exaggeration to say the installation of the downstairs toilet has been life changing and for that I will be eternally grateful."

"Would just like to thank yourself and John MacDonald and his team for a job well done. The new shower conversion has made life easier for Bill, his carers and myself. Thank you all so much."

CLIENT SATISFACTION ASSESSMENT

The following tables summarise the results of our 2013/14 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?	100%				
The conduct of the Project Officer?	100%				
The quality of the building work?	100%				
The time taken to carry out the building work?	91%	9%			
The conduct of the building contractor?	100%				
The conduct of the consultant?					

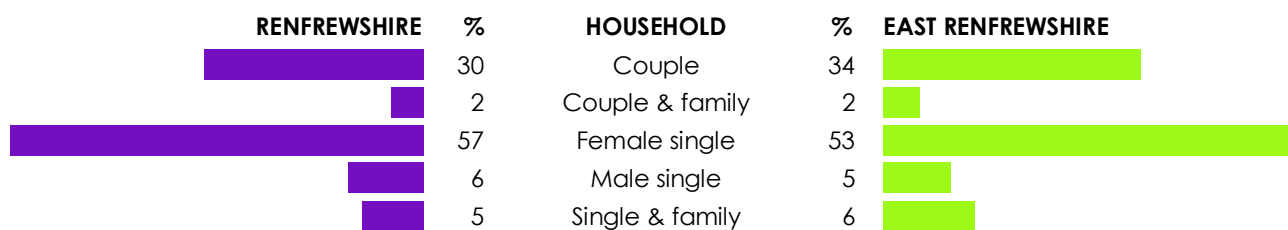
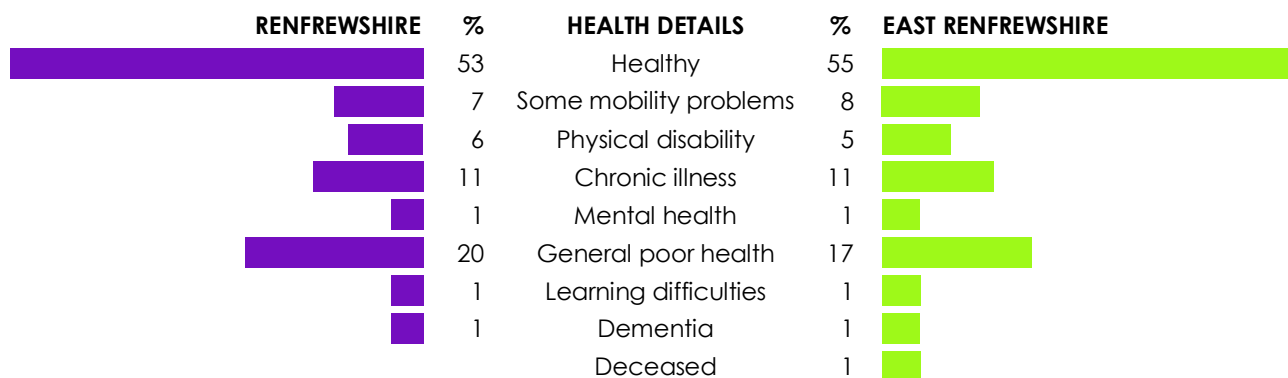
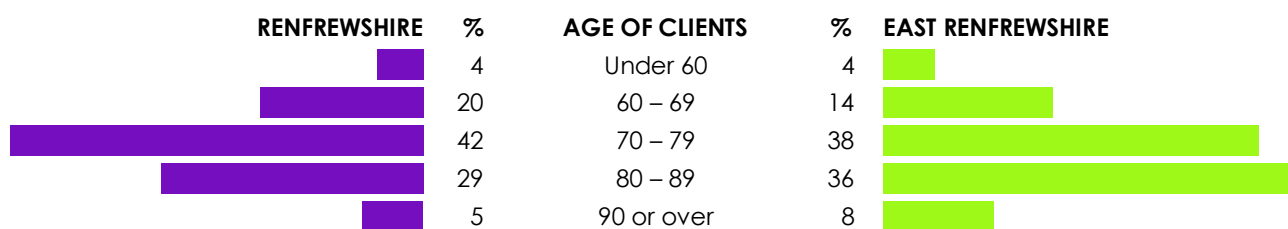
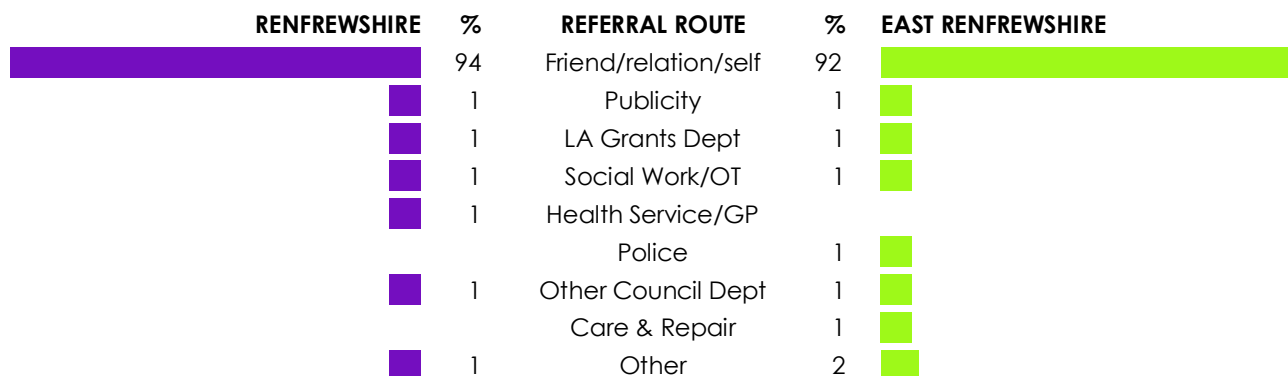
East Renfrewshire

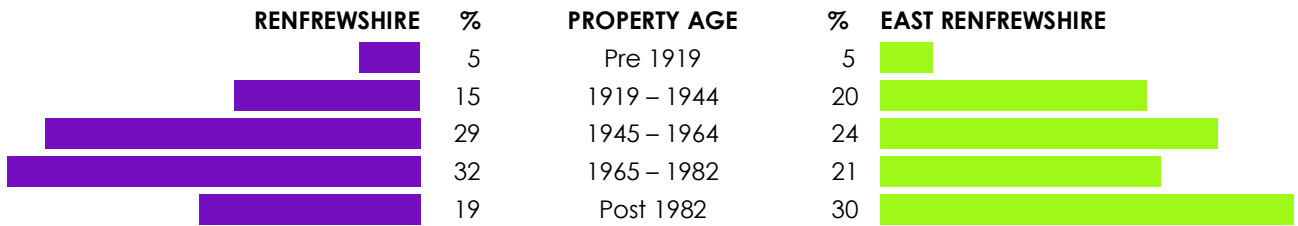
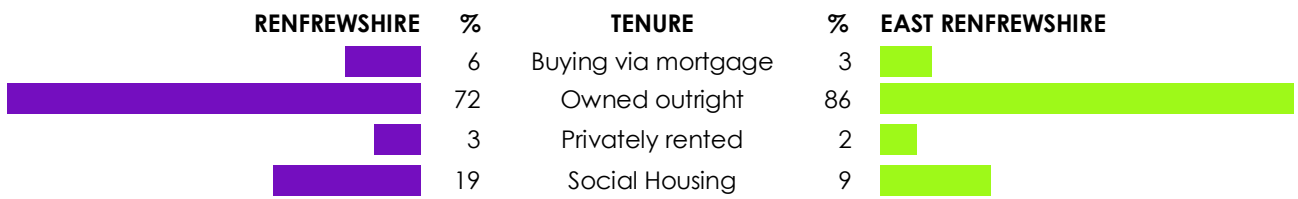
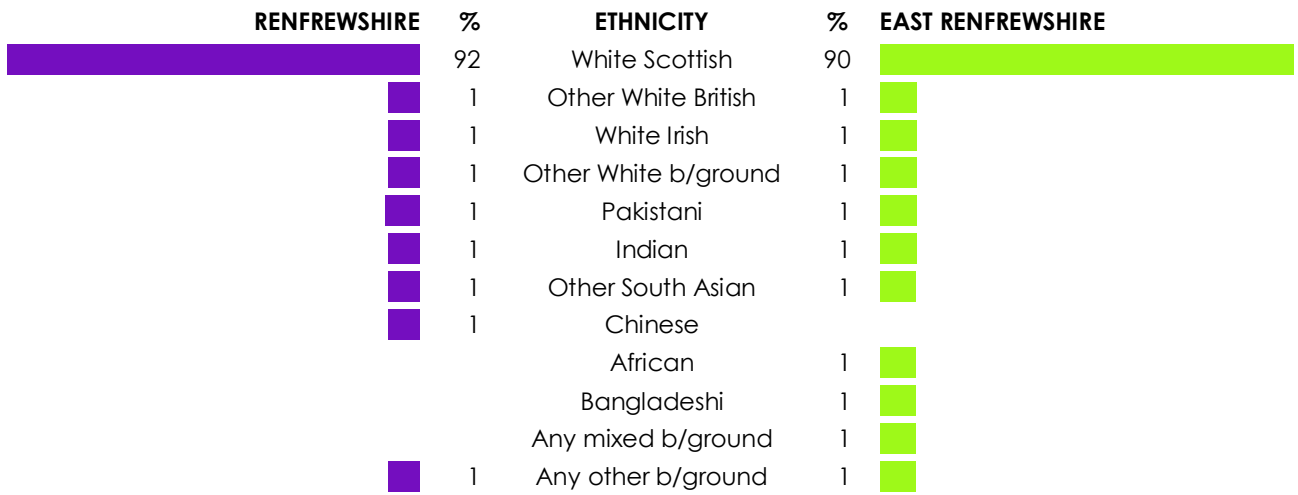
How satisfied were you with:-

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The overall service provided by Care & Repair?	88%	12%			
The conduct of the Project Officer?	88%	12%			
The quality of the building work?	81%	19%			
The time taken to carry out the building work?	63%	31%	6%		
The conduct of the building contractor?	75%	19%	6%		
The conduct of the consultant?	100%				

SMALL REPAIRS/HANDYPERSON

5,084 small repairs and handyman cases were completed throughout Renfrewshire and East Renfrewshire. 51 of these (plumbing) were carried out by our volunteer.





RENFREWSHIRE %
100

SOURCES OF FUNDING %
Client 100

EAST RENFREWSHIRE
100

"I would just like to thank you all at Care & Repair for the help you give to the public of East Renfrewshire. Your team is always so helpful and nothing seems a problem. Robbie & John have just fitted a flyscreen door for me (I'm allergic to wasp stings) and everything is absolutely perfect. Grateful thanks again."

"Yet again I write to thank you for attending to our needs. This time it was fixing lights that my husband couldn't manage. Gosh! Was it lights the last time as well (different ones I hasten to add)? Anyway, your service has once more allowed us to get on with our lives in safety and comfort. We had the pleasure of having Andy to help us. Like Ian, he is cheerful, courteous and efficient. We had a good laugh with him, too. Obliging and friendly as ever, he is a delight to have in your home."

"To all at Care & Repair for coming to our rescue once again putting up our new kitchen light and also getting it for us. Your service is really great and the thoughtful workers that do the jobs we can no longer do are great. Thank you all once again."

"Just a wee note enclosing donation for work carried out by Richard the volunteer plumber. Good job, well done and greatly appreciated."

"Today I had John Blair in to fit grabrails to help me get in and out of my bath. He was prompt, helpful and tidied up after the job was done. I know this service is given freely but I enclose a cheque to show my appreciation. As I am a widow living alone it is good to have the confidence to have a tradesman in the house without worrying."

REPAIRS

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

ADVICE CASES

648 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	0	-	-	-
Adaptations	114	£360,215.09	£ 90,472.91	£450,688.00
Small repairs	1,782	-	£ 2,778.34	£ 2,778.34
Handyperson*	969	-	£ 278.03	£ 278.03
Advice cases	338	-	-	-
TOTAL	3,203	£360,215.09	£ 93,529.28	£453,744.37
E A S T R E N F R E W S H I R E				
Repairs	1	-	£ 1,188.00	£ 1,188.00
Adaptations	64	£257,414.23	£111,434.97	£368,849.20
Small repairs	1,251	-	£ 1,207.62	£ 1,207.62
Handyperson	1,082	-	£ 108.94	£ 108.94
Advice cases	310	-	-	-
TOTAL	2,708	£257,414.23	£113,939.53	£371,353.76
COMBINED TOTAL	5,911	£617,629.32	£207,468.81	£825,098.13

*Change fund post



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