



CARE & REPAIR RENFREWSHIRE



review

2016
2017



INTRODUCTION

Renfrewshire and East Renfrewshire Councils have increased the extension to the Care & Repair contract from 17 months to 2 years. The existing contract now ends on 31 October 2017. Renfrewshire Health and Social Care Partnership also confirmed continuation of funding for the Handyperson Service in line with this.

The councils now intend to commence the procurement process during the summer with a view to awarding a new Care & Repair contract for 1 November. We are keen to continue providing this service and given that we anticipate exceeding all current contractual targets, we are optimistic about securing the new contract.

The information in the following pages provides the statistical breakdown of how Care & Repair Renfrewshire managed almost 5,500 cases and £1m worth of repairs and adaptations during 2016/17. Included are a few of the numerous quotes from clients who have taken the time to write to us to express their appreciation.

Care & Repair Renfrewshire were part of an affiliate who won the Health & Social Care Alliance "Innovative Partnership of the Year Award." Along with Roar – Connections for Life, Scottish Fire and Rescue, Renfrewshire HSCP and Glasgow Caledonian University. Project 'Feet, Falls and Fire' is a multi-agency initiative which has developed into a full systems approach designed to identify people at risk and reduce the instances of accidents due to falls or fire hazards.

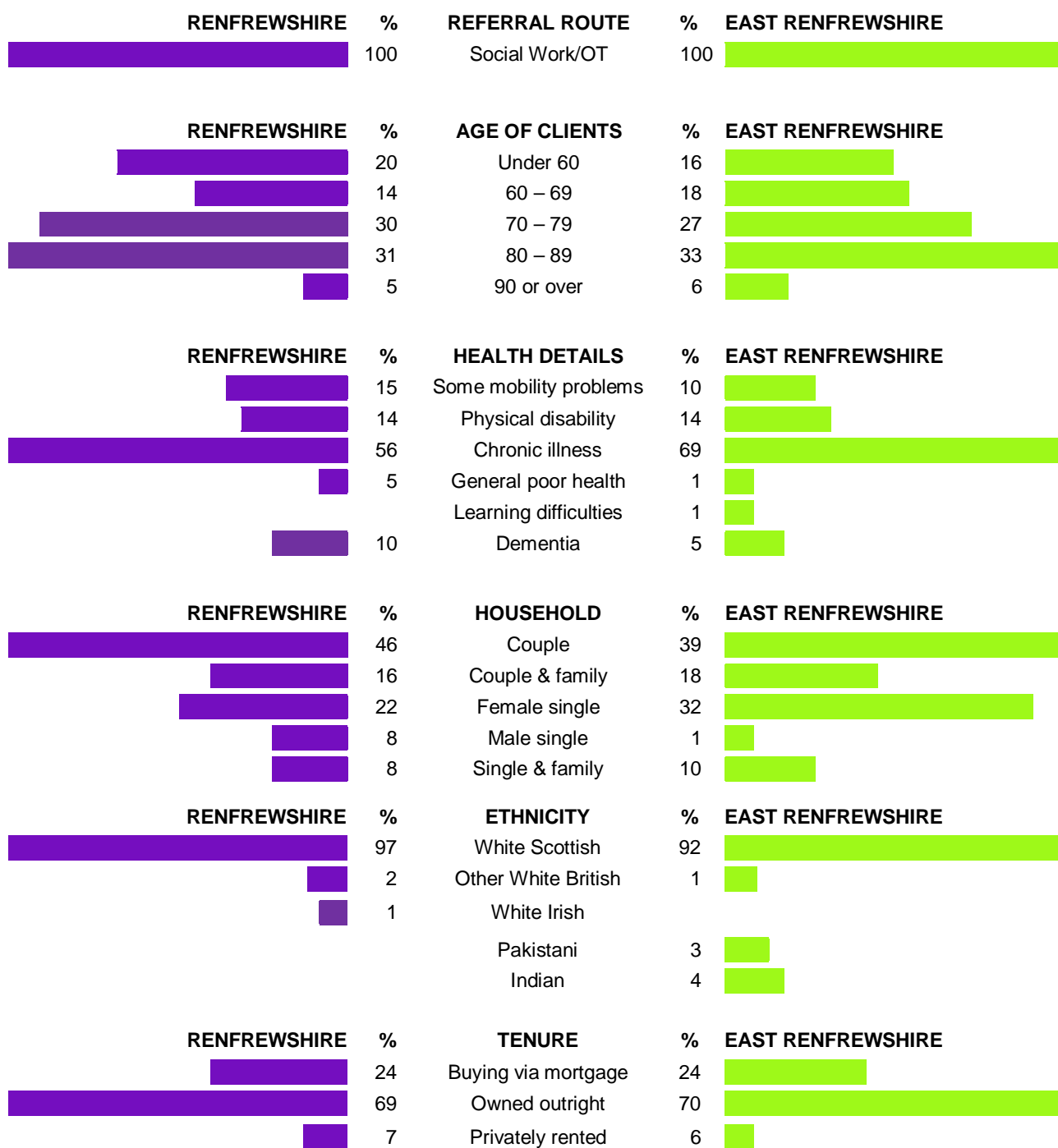


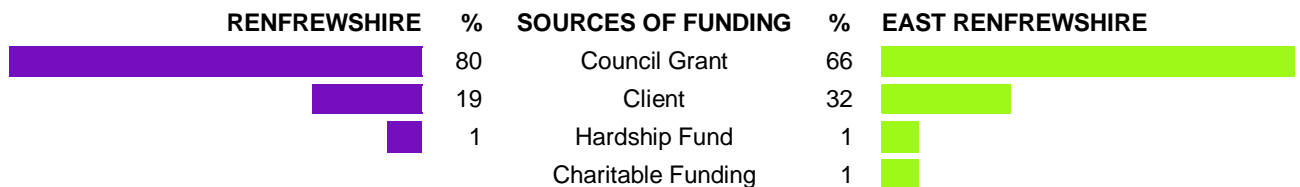
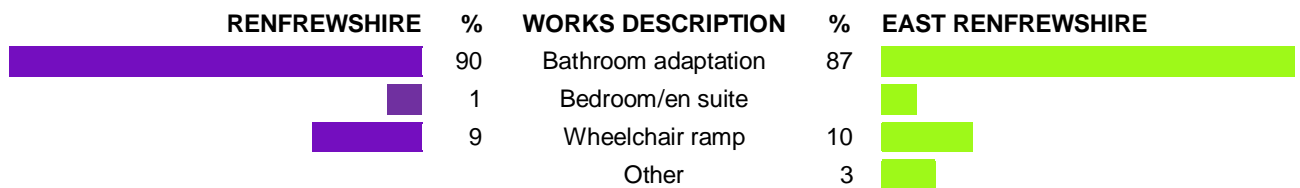
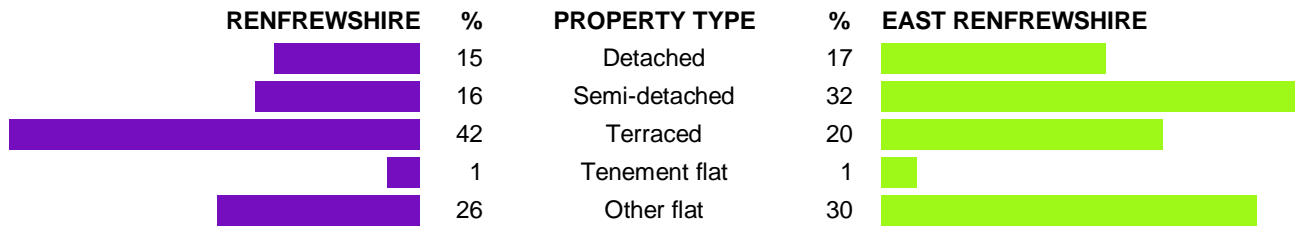
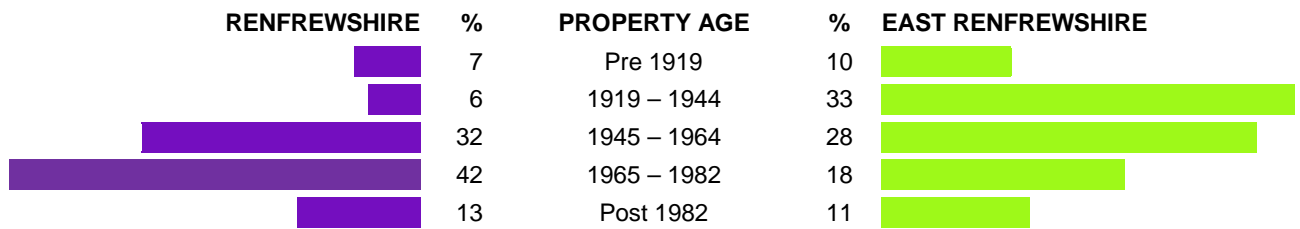
Organisational representatives pictured with Jackie Baillie MSP

ADAPTATIONS

Over the past few years the level of referrals for adaptations in Renfrewshire has increased dramatically. This resulted in a backlog which was regularly reaching over 130 cases. Existing staffing levels were inadequate to cope with the demand and clients were often having to wait a year from date of referral to receive our services. Renfrewshire Council decided to commit additional funding and we redeployed 2 of our Small Repairs Workers as Assistant Project Officers who are almost midway through HNCs in Construction Management.

227 adaptations were completed during 2016/17 across Renfrewshire and East Renfrewshire.





"The ramp has made a massive difference to me. I can get out of the house now."

"I have experienced a stress free relationship with Care & Repair."

"The wet room has made life much easier for my husband and myself as his carer. The ramp has improved our access to the outside world."

"Care & Repair involved me in every aspect of the adaptation. It was a positive experience from start to finish. Very happy."

"The whole experience of having the bathroom conversion was made as easy and stress free as possible thanks to the Care & Repair team and the contractors who were very pleasant."

"Installing a wet room has made a tremendous difference to my life. I now feel so much safer and more independent. Thank you all for the work you have done."

CLIENT SATISFACTION ASSESSMENT

The following tables summarise the results of our 2016/17 satisfaction forms. These were sent to all clients who had adaptations completed. The percentage of clients who returned their forms was 43% in Renfrewshire and 37% in East Renfrewshire.

Renfrewshire

How satisfied were you with:-

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The overall service provided by Care & Repair?	94%	5%			1%
The conduct of the Project Officer?	95%	5%			
The quality of the building work?	86%	9%	5%		
The time taken to carry out the building work?	71%	22%	3%	2%	2%
The conduct of the building contractor?	87%	11%		2%	
The conduct of the 2nd building contractor?	50%	25%	25%		

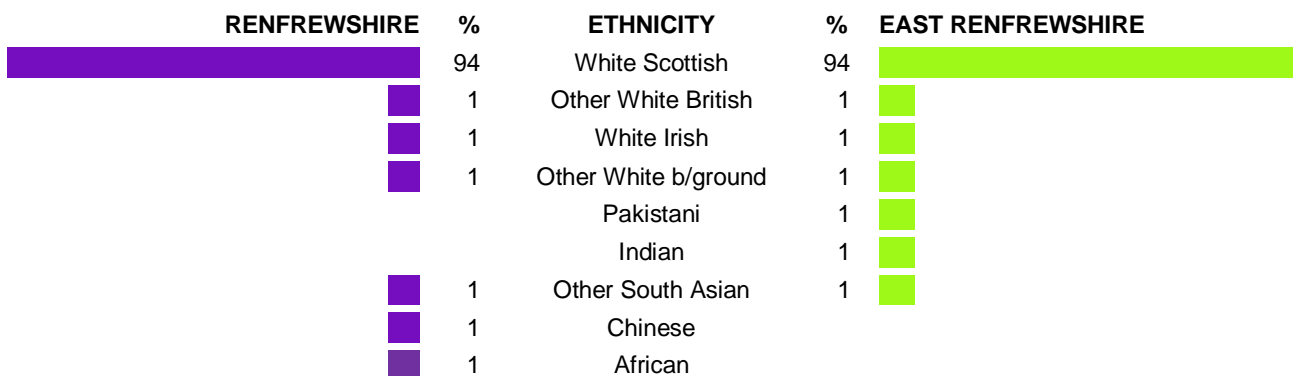
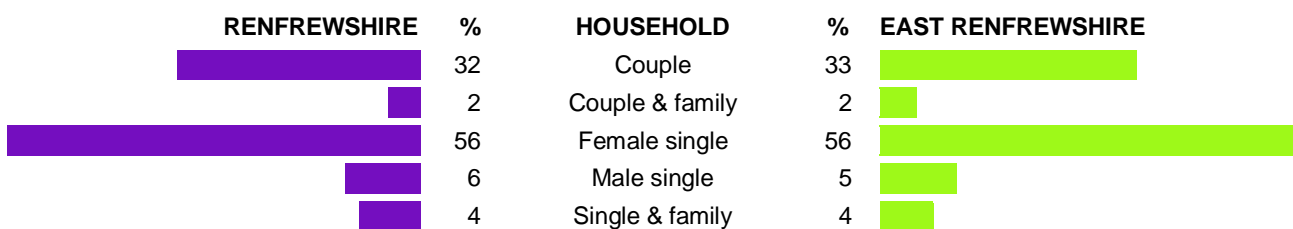
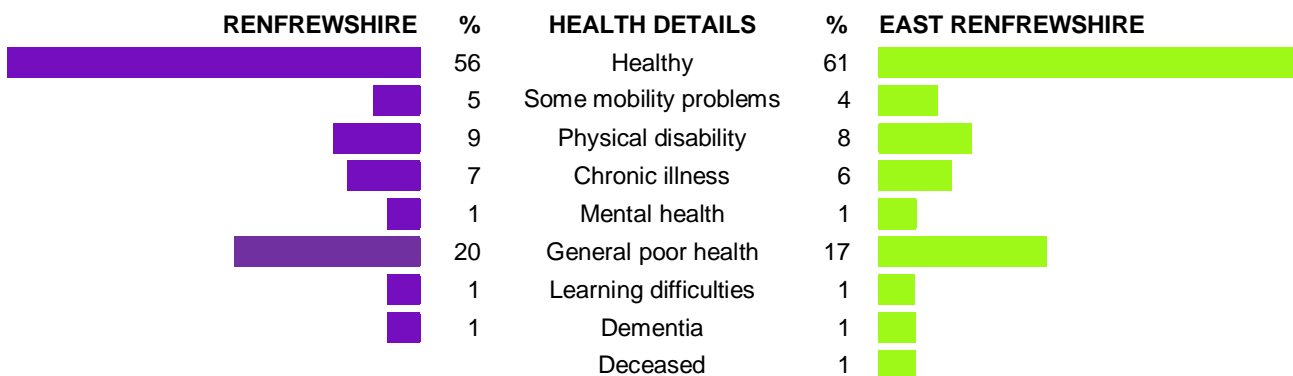
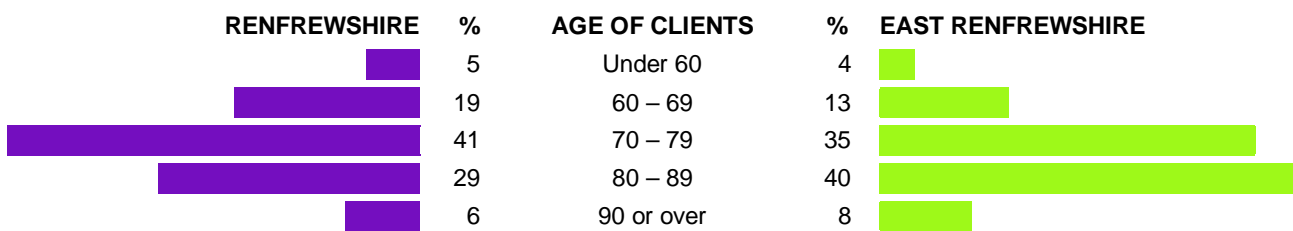
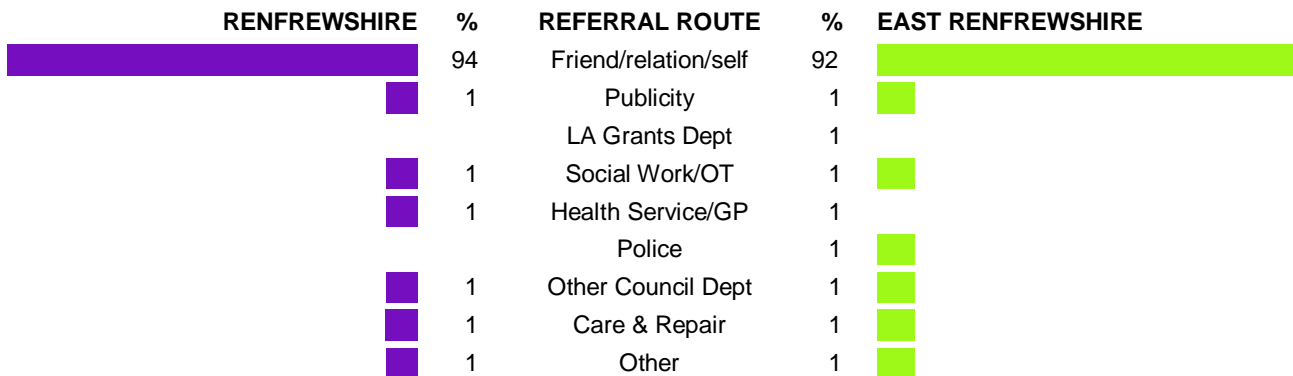
East Renfrewshire

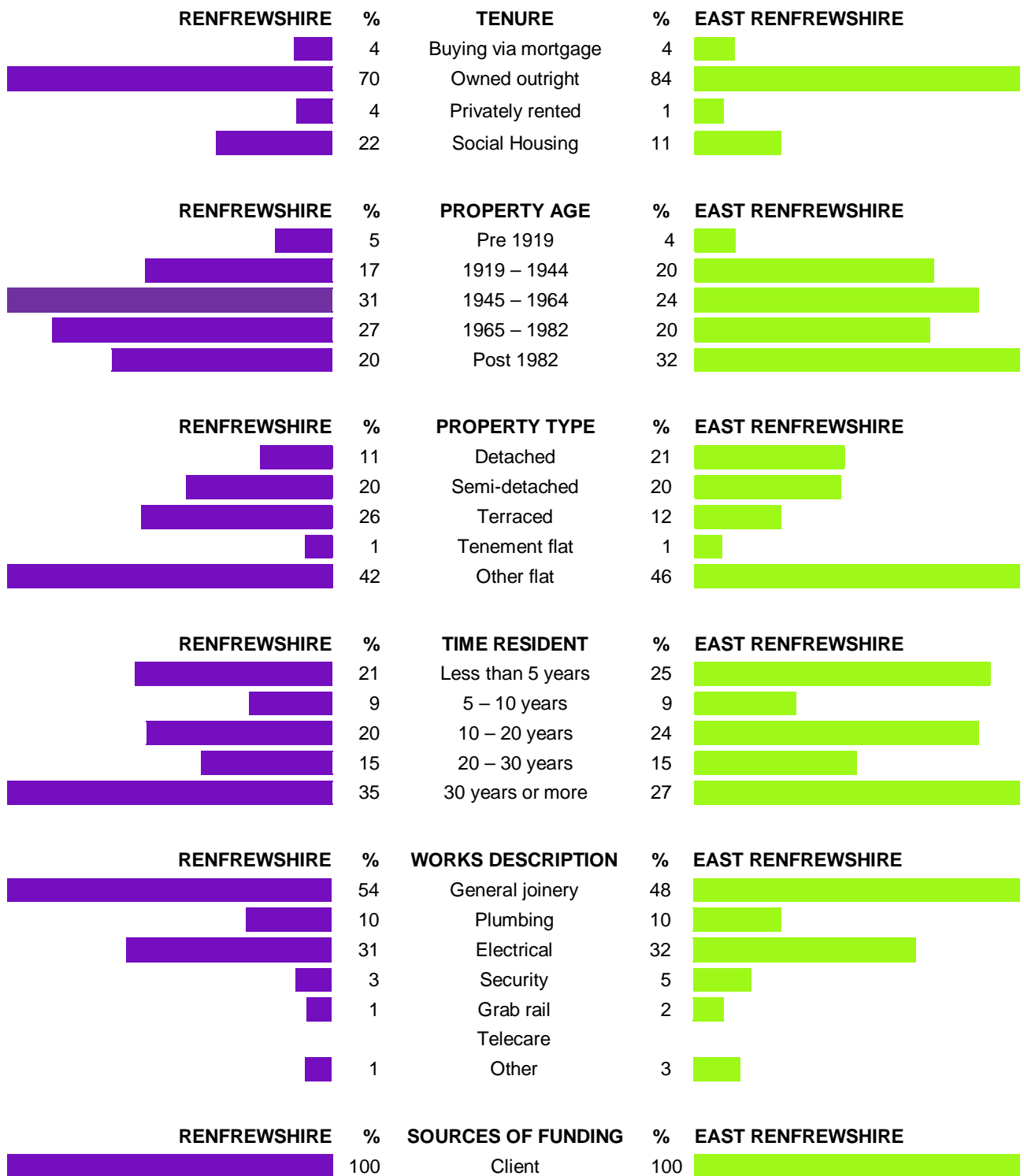
How satisfied were you with:-

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The overall service provided by Care & Repair?	85%	15%			
The conduct of the Project Officer?	89%	11%			
The quality of the building work?	89%	11%			
The time taken to carry out the building work?	74%	26%			
The conduct of the building contractor?	96%	4%			
The conduct of the 2nd building contractor?	100%				

SMALL REPAIRS/HANDYPERSON

4,540 small repairs and handyman cases were completed throughout Renfrewshire and East Renfrewshire.





"Thank you very much for all the wee jobs you have done for me and a special thanks to Dougie for fixing my window last week,"

"Thank you and the other men for doing all the odd jobs for me as it is so difficult to get someone to do things for the house."

"Your boys are gentlemen and so kind. We the older and disabled people are so grateful to you all for this wonderful service. We have brought it up at our Forum meetings singing your praises."

"I just wanted to thank you both for the kindness you afforded me and just wanted to say no one can compare with Care & Repair!"

ADVICE CASES

654 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				
Adaptations	148	£507,894.15	£127,340.68	£635,234.83
Small repairs	1,541	-	£ 3,752.31	£ 3,752.31
Handyperson	1,046	-	£ 1,708.33	£ 1,708.33
Advice cases	411	-	-	-
TOTAL	3,146	£507,894.15	£132,801.32	£640,695.47
E A S T R E N F R E W S H I R E				
Adaptations	79	£240,317.80	£121,129.00	£361,446.80
Small repairs	1,194	-	£ 2,149.08	£ 2,149.08
Handyperson	759	-	£ 925.98	£ 925.98
Advice cases	243	-	-	-
TOTAL	2,275	£240,317.80	£124,204.06	£364,521.86
COMBINED TOTAL	5,421	£748,211.95	£257,014.38	£1,005,217.33



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