

# Orkney Care & Repair Annual Report 2018-2019

*Phebe Lennie, with  
access rails at her  
front door which Care  
and Repair made  
and fitted for her.*



Improving Homes,  
Improving Lives





# Introduction

Orkney Care & Repair offers independent advice and assistance to help homeowners repair, improve or adapt their homes so that they can continue to live in comfort and safety in their own community.

We have been *"improving homes, improving lives"* for over 30 years, with 2018 marking and celebrating the 30<sup>th</sup> year anniversary of the service here in Orkney.



We offer personal, financial and technical support to people facing the difficult task of repairing, improving or adapting a home which is no longer suitable to their needs.

Initially targeting elderly, disabled and low-income groups throughout Orkney, we now can offer the service to a much wider client base, through delivering the **'Scheme of Assistance'** commissioned by Orkney Islands Council in 2011. This means that now anyone living in privately owned or rented properties can access a wide range of housing related assistance.

The provision of advice and information is a central part of Orkney Care and Repair's role, as well as providing practical assistance with grant applications and co-ordinating repairs.

Orkney Care and Repair is a home-based and personalised service, which puts the client in control of decisions. Staff visit people at home and assist them through the entire process of deciding what work is to be done, arranging finance and organising the building works.

Partnership working in Orkney plays an important part in supporting our clients. We send and receive referrals from a variety of groups and services within Orkney, and **we'd like to thank the many organisations**, both local and national, who have supported our clients to deliver their required home improvements, enabling them to remain living in their own homes in safety and in comfort.

2018 saw the 30th Anniversary of the Care and Repair Service here in Orkney, initially starting as a pilot project way back in 1988. The service celebrated by holding a celebratory Tea Party which you can read more about later in this report.

The end of this financial year, saw the retirement of Mike Cooper, Care and Repair's long standing Manager. **Mike was instrumental in setting up the service back in 1988.**

In a recent Cost Analysis Survey, Care and Repair Scotland estimated that for every £1 spent on Care and Repair services, statutory services such as Health and Social Services saves £4.50!

This equates to a significant saving in Orkney alone and as part of Scotland as a whole the Service is making a huge contribution to budgets and lives.

Lastly, we would also like to thank Repsol Sinopec Resources UK, Flotta Oil Terminal, for their contribution towards the Safe at Home Packs which we have distributed to our clients over the year. Also to our main funders, Orkney Islands Council, for their continued support, enabling Care and Repair to deliver the numerous services throughout the county.

# Key Performance Indicators 2018/19

MAJOR WORKS/ADAPTATIONS	2015-2016	2016-2017	2017-2018	2018-2019
Service enquiries	772	787	916	908
Works completions	167	212	175	194
Advice only completions	583	659	782	748
Capital Expenditure, Completions	£494,094.36	£632,892.63	£497,302.30	£474,733.77
SMALL REPAIRS/HANDYMAN SERVICE	2015-2016	2016-2017	2017-2018	2018-2019
Service enquiries	1001	930	1071	1070
Cases complete	975	927	1097	1107
Total cost of works	£28,738.96	£30,254.80	£28,136.17	£32,520.34
Average cost per repair	£29.47	£32.64	£25.65	£29.37
Total Enquiries, all Services	1773	1717	1987	1978
Total Completes, all Services	1725	1798	2054	2049
Total Expenditure - all Service	£522,833.32	£663,147.43	£525,438.47	£507,254.11

Demand for the service across all areas during 2018/19 has been in line with the previous year. Our Small Repair Service, offers fast minor repairs for jobs such as leaking taps and pipes, faulty door handles, locks etc. to name just a few. Here the client only pays for any materials used. Where the job is too big for our small repairs service, we will support the client to access a contractor to help with the repair, and if applicable apply for a grant from the council to help towards the costs, where they meet the criteria.

With adaptations, we help clients with bathroom to wet room conversions, installing stair lifts, outside ramps as well as rails and grab rails. Again where clients meet the criteria, we can apply for a grant to help with these costs. However, regardless of the involvement of a grant or not, we can help all homeowners or privately rented tenants to access and use Care and Repair Services. We work closely with Orkney Health and Care and

particularly the Occupational Therapy Department.

Where houses cannot be adapted we can help clients with larger scale projects to improve and adapt their home.

Last year, we carried out 116 major adaptations to existing private sector housing, this includes level access showers, stair lifts, ramps/accessibility and building adaptations/extensions.

During the year, we also carried out 400 minor adaptations to existing private sector housing, for example, internal handrails and grab rails, external handrails and grab rails, toilet frames and equipment (i.e. bio bidet), ramps and thresholds.



# 30th Birthday Celebrations



Pictured left to right - Mike Cooper, Brian Clouston, Karen Kiluk, Alan Gray, Davie Rendall and Lennie Merriman

Orkney Care & Repair Trust held a celebratory tea party in September 2018 to mark 30 years of operation in the county. The event was a huge success, with many people coming along to support the event and the service. Local individuals and businesses generously donated items for the raffle. A grand total of £405.23 was raised on the day through donations and raffle tickets.



John Richards both highlighted the Service, improvements and impact that Care and Repair has made to the housing stock in Orkney over the last 30 years.



Orkney Housing Association Chief Executive Craig Spence and Councillor

To help celebrate the 30th Anniversary, we have been gifting 'Safe at Home' packs to our clients. Our thanks go to our funders for supporting this event.





# And in other news...!

2018 also saw another milestone with our 9000th Small Repair Service Client!



Pictured above are Craig Spence, OHAL CE; Alan Gray from our Small Repairs Service, Hamish Flett and Mike Cooper

To mark the milestone, we were delighted to present 98 year old Hamish Flett with a hamper of goodies to mark this special occasion.

Mr Flett said "...What a wonderful surprise... The Care & Repair service have done a few peedie jobs over the years for me and the new rail will likely be useful too. They are always cheery, helpful and do a super job. We are lucky to have such a good service here....."

Orkney Care  
and Repair



Orkney Care and Repair  
01856 873369  
admin@orkneycareandrepair.co.uk

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Small  
Repairs  
Service



March 2019 saw the retirement of Mike Cooper, Care and Repair's long standing Manager. Mike was instrumental in setting up the Care & Repair service in 1988. Orkney was one of the original 8 pilot schemes in Scotland and continues to serve its community 30 years on.

Fraser Devine has taken over the role as Manager at Care and Repair, and brings with him a wealth of experience having managed the Kirkwall Branch of Woolworths for 11 years, nine years at Voluntary Action Orkney and last year managing Skail House.



Mike Cooper, John Rodwell (Chair) and Fraser Devine



## Julie

*"....I would have been living in misery without Care and Repair....."*

Julie is in her late 70's and lives in a 150 year old house. Julie has used the Small Repair Service at Care and Repair many times, but on this occasion she called us to say that her heating system had just stopped working.



*"... The boiler simply failed , it was cold and mid winter. I knew about Care & Repair as they'd done small jobs for me before. ..."*

After our initial visit, we quickly realised that this was a slightly more complex job than first anticipated, *".... I've got a very old system, linked to a multifuel boiler, with pipes hidden behind the walls ..."*

Care and Repair were able to call out a plumber/heating engineer who after some exploration was able to get to the root of the problem. The great news is that Julie now has a fully functioning heating and hot water system.

*"... I'm on a very low pension... If Care & Repair weren't here, I would have had to live in one room ... I wouldn't have been able to heat the house... or afford the repairs. I would have been living in misery without Care and Repair..."*

Care and Repair were able to access a Small Repairs Grant from Orkney Islands Council to help towards the cost of the repairing the heating system.

Julie has also used our Small Repair Service, including having grab rails fitted at her front door which she says is *'.... great not just for me, but also for my visitors who tend to be around the same age as me!! ....'*

Julie's story demonstrates the fundamental principles why Orkney Care and Repair exists; To enable, support and help elderly, disabled and those living with long term health conditions to remaining living independently in their home in safety and in comfort.

# *What our clients say about us!*

.....I am very grateful for the help I received lately for all my "works" - large or small. Since my cancer diagnoses last year I have really appreciated this Service and its help at home here when I haven't had the energy I used to have....

....Alan did a great job!  
Thank you very much...

....A little note to say "thank you" for all the help you gave us when our heating stopped working. My daughter and I were feeling SO frozen - and with my accident to my foot and arm things felt very difficult and grim! Your help was just invaluable. Best wishes....

...Most impressed with your employees.  
Courteous and very tidy workers - Lennie & Alan  
a credit to Orkney Care & Repair....

....Thank you to Lennie for fixing our heating so quickly. We were so cold that we were sharing a hot water bottle. It just goes to show how invaluable your service is to us.....

.....I would like to take this opportunity to thank you and your team for enabling the work on our cottage. Our life has been changed for the better and proved a springboard for other changes in our life...



# *The Care & Repair*



Fraser Devine  
Manager



Karen Kiluk  
Admin Assistant



Brian Clouston  
Technical Officer



Lennie Merriman  
Small Repairs Officer



Alan Gray  
Small Repairs Assistant



Davie Rendall  
Small Repairs Assistant



Managing Agents: Orkney Housing Association Ltd, 39a Victoria St, Kirkwall, Orkney KW15 1DN

Tel: 01856 873369

Email: [admin@orkneycareandrepair.co.uk](mailto:admin@orkneycareandrepair.co.uk)