

Orkney Care & Repair Annual Report 2019-2020

Pictured Left: Elaine Gordon with one of the automatic doors installed to help with access to her home.

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 30th 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 can now 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 & Repair's role, as well as providing practical assistance with grant applications and co-ordinating repairs.

Orkney Care & 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.

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.

Just at the end of this financial year we were thrown into a state of ‘lockdown’ with the Covid19 Pandemic. While this had a major impact on the delivery of the service for the last month of the 2019/20 financial year, it also greatly impacted on our ‘Year End’ process, meaning that our statistical data for the full year is not fully representative of all the completed works, due to everything coming to an abrupt halt.

From mid March 2020, we were able to deliver an emergency repair service for urgent/emergency cases, as well as completing all Hospital Discharge adaptations requested from our OT colleagues.

We would like to thank our main funders, Orkney Islands Council, for their continued support, enabling Care & Repair to deliver the numerous services throughout the county.

Key Performance Indicators 2019/20

MAJOR REPAIR WORKS/MAJOR ADAPTATIONS	2016-2017	2017-2018	2018-2019	2019-2020
SERVICE ENQUIRIES	787	916	908	748
WORKS COMPLETIONS	212	175	194	200
ADVICE ONLY COMPLETIONS	659	782	748	558
CAPITAL EXPENDITURES - (COMPLETIONS)	£632,892.63	£497,302.30	£474,733.77	£345,279.69
SMALL REPAIRS/MINOR ADAPTATIONS				2019-2020
SERVICE ENQUIRIES	930	1071	1070	1098
CASES COMPLETE	927	1097	1107	1176
TOTAL COST OF WORK	£30,254.80	£28,136.17	£32,520.34	£35,151.28
AVG COST PER REPAIR	£32.64	£25.65	£29.38	£29.89
Total Enquiries All Services	1717	1987	1978	1846
Total Completes All Services	1798	2054	2049	1934
Total £	£663,147.43	£525,438.47	£507,254.11	£380,430.97

Demand for the service across all areas during 2018/19 had been in line with the previous year, up until Q4 when the Covid Pandemic struck. 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 Orkney Islands Council to help towards the costs, where they meet the criteria.

With adoptions, 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 & 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.



Other highlights of last year was the launch of the new and updated Orkney Care and Repair Website. This has been fully incorporated into the OHAL website <https://www.ohal.org.uk/orkney-care-and-repair/about-us/>

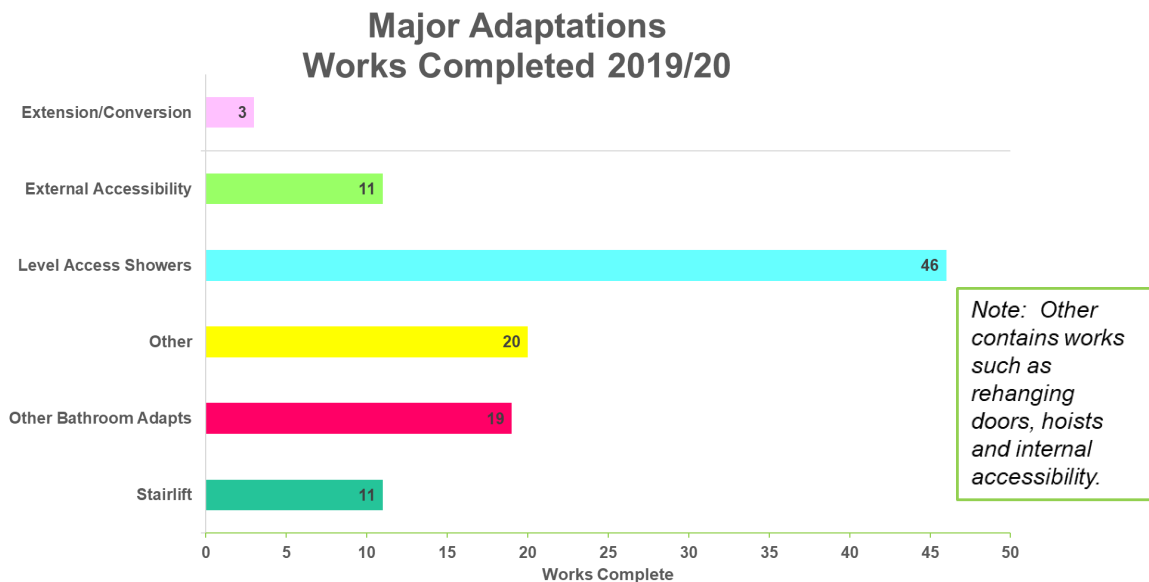


We also updated our promotional material and fliers to deliver a more streamlined message to our clients.

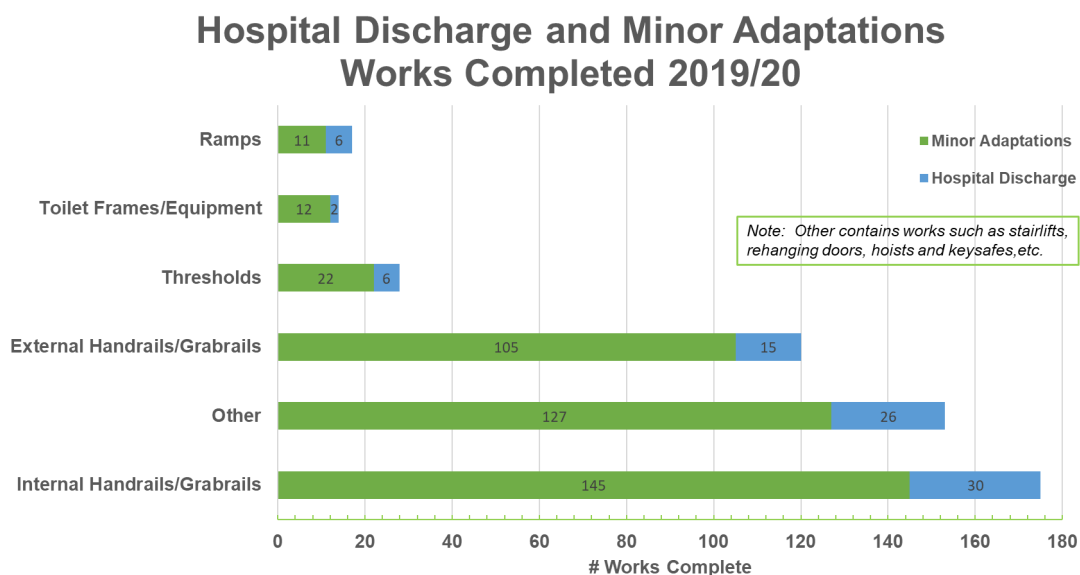


What we do!

Below are some graphs, breaking down each category and detailing some of the type of adaptational work we have carried out throughout the year.

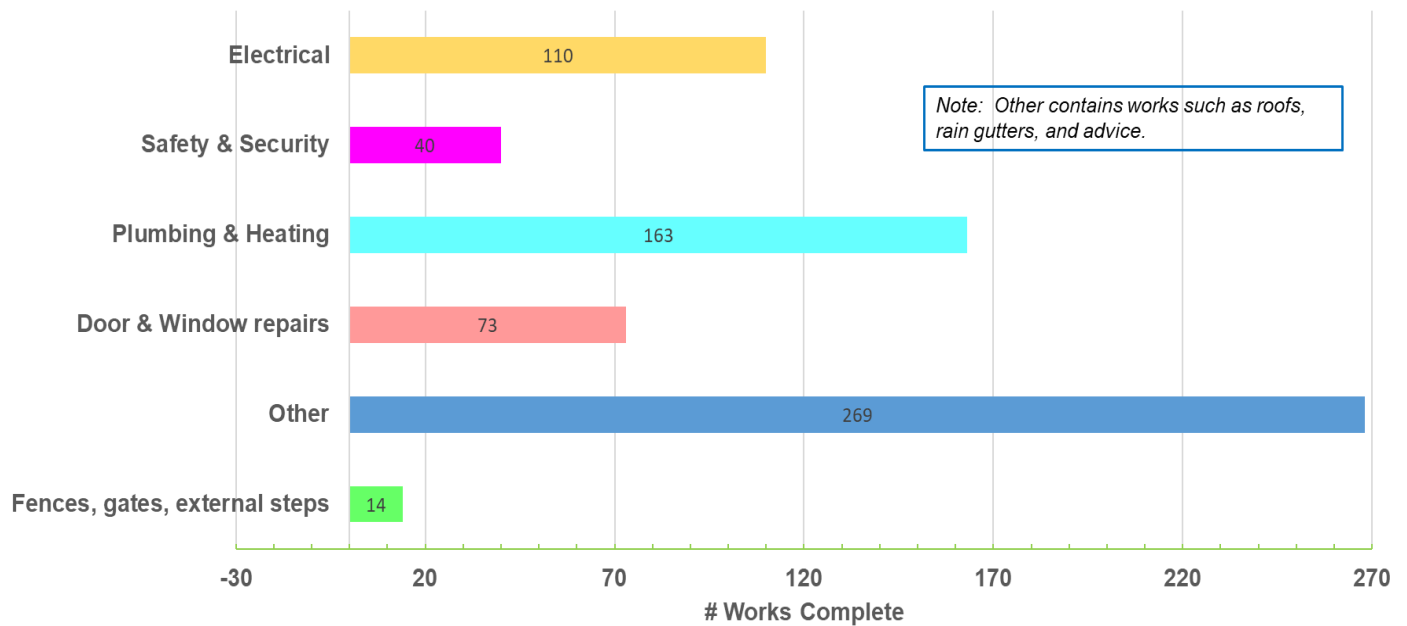


Last year, we carried out 110 major adaptations to existing private sector housing, this includes level access showers, stair lifts, ramps/accessibility and building adaptations/extensions. We also carried out 90 Major Repair (Roofs/heating/hot water/windows/doors etc..) cases and 669 small repairs for our clients over the year.



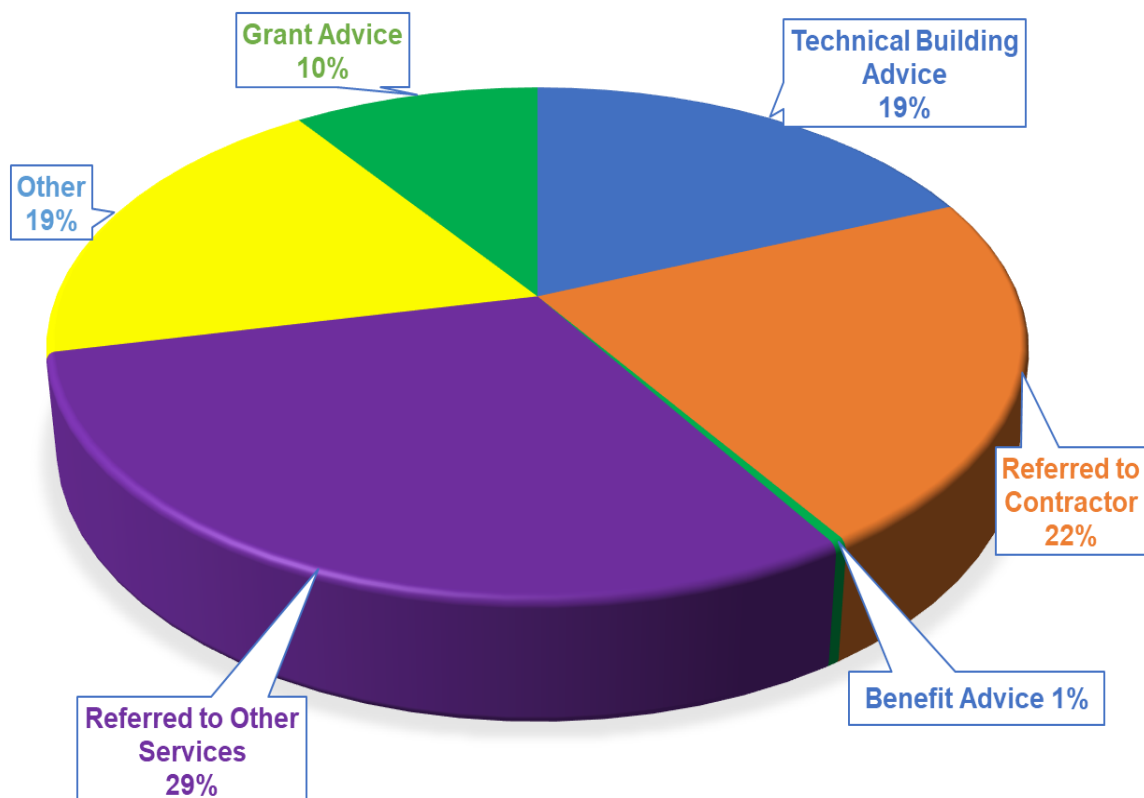
During the year, we also carried out 507 minor adaptations to existing private sector housing, for example, internal handrails and grab rails, external handrails and grab rails, toilet frames and equipment (i.e. bio bidet), ramps and thresholds. The figure in blue, represents the number of Hospital discharge cases.

Small Repairs Works Completed 2019/20



Total Small Repair Cases for the year = 669

TYPES OF COMPLETED ADVICE CASES 2019/20



Total Advice Cases for the year = 558

Some Adaptations from Last Year



What our clients say about us!

..... I would like to say how pleased I am with the work done at my house and with the men who did such a good job...

.... Thank you for an excellent job....
...

.... Please tell the boys:
Thank you so much.
Ramp is absolutely lovely
people keep asking her
where she got it.....

...I was unable to get into shower due to high access but now using shower with easy access helps reduce allergic reactions.....

.... We would like to thank you for all your help, this job has made a big difference to our lives.....

..... I just had two of your men visiting me and I wanted to tell you what an excellent job they did of everything. They were both pleasant, friendly and fantastic workers. It was a pleasure to have them in the house. The stair rail is perfectly fitted and so nice.

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



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