

Client Comments 2017 – 2018

"Mike & Karen & Care & Repair—just to say a very 'Thank You' for all the support you have given us. We're both so grateful. Our house has changed from being a chilly, damp place into a warm & cosy home to be proud of. Thank you again."

"Lennie is a hero! He helped me find someone to fix my boiler and my heat is now back on. I don't know how I would cope without you."

"I know if I need help and advice you are a phone call away."

5/10
WOULD JUST LIKE TO SAY A HUGE THANK YOU FOR ALL THE HELP AND ORGANISING YOU DID TOWARDS MY SITUATION WITH THAT HORRID BURST PIPE AND THE NEW WATER CONNECTION.

I CAN ASSURE YOU ITS VERY MUCH APPRECIATED. GOOD LUCK WITH THE OTHER THREE HOUSES.

YOURS SINCERELY

MRS [REDACTED] & FAMILY

THANK YOU
ORKNEY CARE AND REPAIR.

HANG MAY YOUR LUM. REEK.

"Dear Manager and all staff, Thank you for fixing a handrail yesterday outside my front door, and for the other jobs you did yesterday and have done in past years. I do not take this service for granted, and write this to tell you how very much I appreciate what you do. For efficiency, promptness and good manners, I am sure you should all get an award."

Orkney Care and Repair

39a Victoria Street

Kirkwall

Orkney

KW15 1DN

Funded by Orkney Islands Council

Managed by Orkney Housing Association Ltd

Annual Report 2018

Orkney Care and Repair

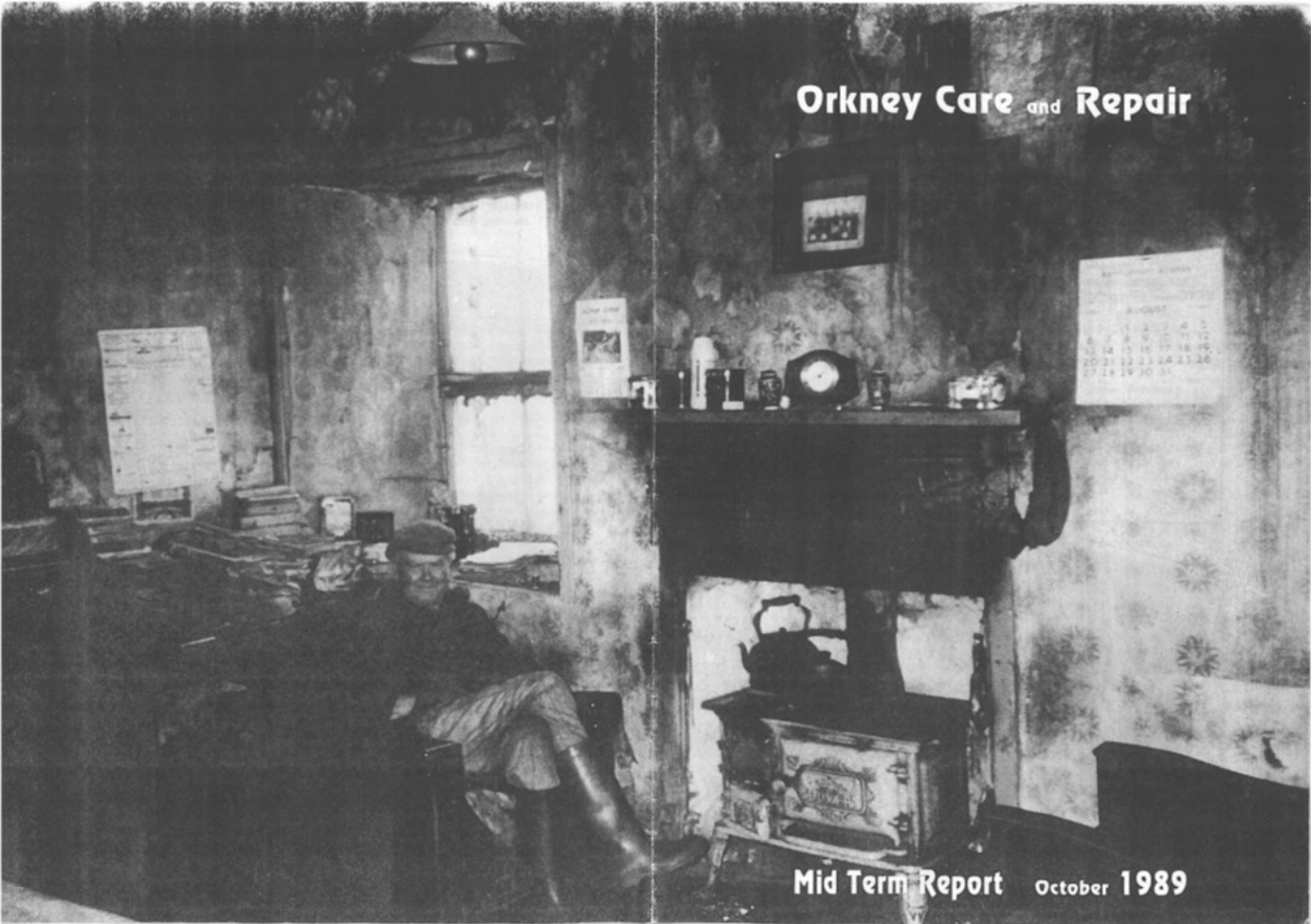
Improving Homes Improving Lives in Orkney

30 years



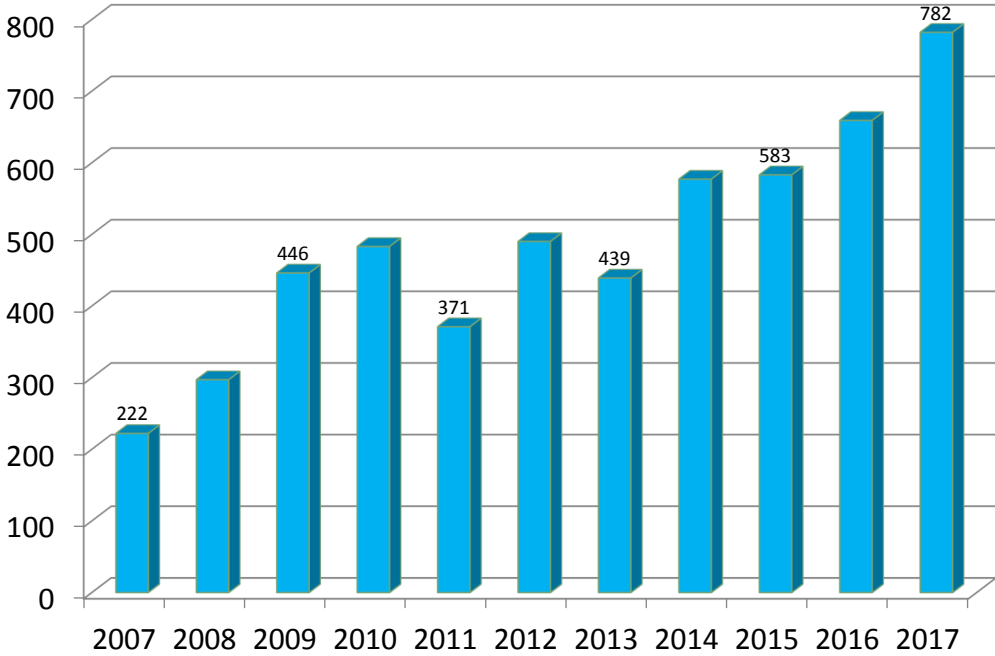
Annual Report 2017 - 2018

During 2018 we will be celebrating 30 years of Care and Repair. In 1988 the Scottish Office tasked Orkney, along with seven other Local Authority areas in Scotland, to deliver a three year pilot project aimed at providing advice and practical assistance to elderly and disabled householders, assisting them to remain in their own homes for as long as possible. The service during this period was managed by Shelter Scotland and due largely to the huge effort of these early "pioneers", the support of our Glasgow Coordinating office and Shelter Scotland, the way was paved to roll-out the Service across the country, where we see 33 offices established in 30 local authority areas today.



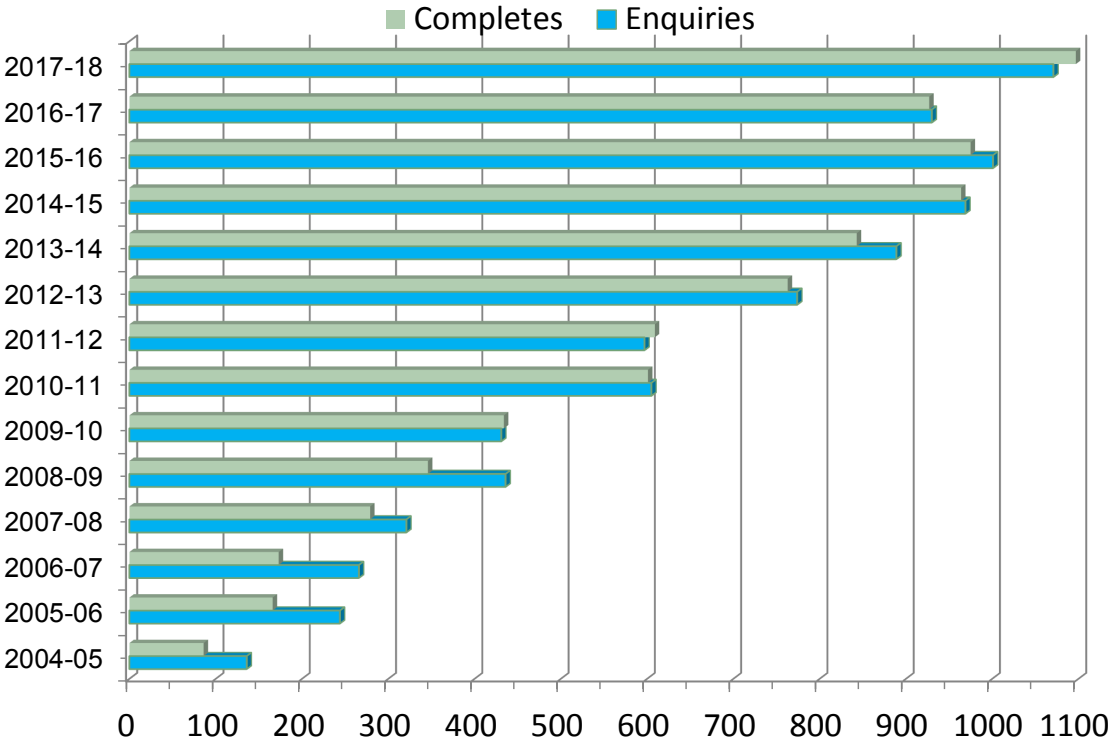
The cover of a report from 1989 depicts the “before” of one of our earliest renovation projects.

Advice Cases – Complete



Advice cases have increased by 80% in 5 years.

Small Repairs Service



Working in partnership with Occupational Therapy service “Minor Adaptations” has become a major part of what we do.

The year 1999 team



Brian Clouston
Mike Cooper
Ruth Aldred

Joined Care and Repair		
Mike Cooper	Manager	1989
Brian Clouston	Technical Officer	1994
Karen Kiluk	Admin Assistant	2004
Alan Gray	Small Repairs Assistant	2007
Lennie Merriman	Small Repairs Officer	2009
Davie Rendall	Small Repairs Assistant	2014

The Team in 2018



It is important to recognise the extent of and nature of the Care and Repair sector in Scotland as a whole: “Over a four year period, Care and Repair Services completed over £53M of improvement works and completed almost a quarter of a million projects which enabled older and disabled people to remain independent at home. This activity makes a substantial contribution to the ‘Age Home & Community’ agenda which aims to shift the balance of care.” (Care and Repair Good Practice Guide 2018)

We are proud to be part of a service that has earned itself huge support and recognition not only locally but across the country, mainly due to the hard work of dedicated staff. Our 30 years celebrations in Orkney intends to mark the occasion with a number of promotional events during the year, where we will hope to catch up with past, present and future clients, partner agencies and others.

Anyone interested in finding out what we do will be most welcome.

PROJECT SUCCESS AS HOMES ARE RENOVATED

Two more homes have been improved through the Orkney Care and Repair Project which aims to assist elderly and disabled people in Orkney to maintain and improve their homes.

The Project, now in its third year, is co-ordinated by the charity Shelter, on behalf of the Scottish Development Department and is supported by Orkney Islands Council and other organisations including the Earl Haig Fund.

Mr Mike Cooper, the local project worker has seen the scheme operate amongst “some of the worst rural housing conditions in Scotland,” he says.

“To remain in ones own environment, in the comfort of ones own home, is of prime importance.

“With a significant gap existing between waiting lists and the availability of good rental accommodation it is recognised that many home improvement schemes should be encouraged.

“We can only hope the Government recognise and will reflect this need in their future allocations to the housing sector in Orkney.”

Local contractors Cogle Mowat and J. & D. Firth were involved in the improvement work at the home of Sinclair.

Pictured above are those involved in the Care and Repair project, from the left: Ivor Harcus, Magnus Sinclair, Charlie Millar, Helen Stevenson and Mike Cooper. Pictured right is Willie Louttit.

(Picture: Orkney Photographic)

A rare sighting of the original Care and Repair team: Mike Cooper and Helen Stevenson (from a press cutting circa 1990)



Transport within Orkney was limited in the 1980s; however as ro-ro ferries were introduced Care and Repair was able to extend the service to assist a greater number of vulnerable households across the Islands.

The Scottish Government has a longstanding policy of “shifting the balance of care”, that is supporting people to remain at home independently for as long as possible, rather than in care homes or hospitals. Emergency admissions to hospital by older people cost £1.4 billion in Scotland each year. The benefits of providing the right housing and support at the right time will be considerable, reducing both the costs and trauma of unplanned hospital admissions. In the context of a growing population of older people in Scotland, Care and Repair offers a cost-effective solution to the rising costs of care support.

A recent publication from “Equality and Human Rights Commission Scotland” states: “Housing is the cornerstone of independent living, yet many disabled people live in homes that do not meet their requirements. If disabled people are to have choice and control over their lives, then urgent action is required to make sure that future housing supply is accessible for everyone.”

NHS Scotland’s briefing “Housing and Health Inequalities” states “Everyone in Scotland should have an affordable home that meets their needs”.

The problems are not new, however they are becoming recognised as we identify that housing has a direct influence on health.

As our population grows older, with more people requiring property adaptations and improvements to help them retain their independence at home, people will need the help of Care and Repair more than ever before.

ORKNEY CARE & REPAIR PERFORMANCE INDICATORS					
01/04/2013 - 31/03/2018					
MAJOR WORKS/ADAPTATIONS	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
SERVICE ENQUIRIES	614	701	772	787	916
WORKS COMPLETIONS	156	133	167	212	175
ADMCE ONLY COMPLETIONS	439	577	583	659	782
CAPITAL EXPENDITURES - (COMPLETIONS)	£423,952.36	£552,896.05	£494,094.36	£632,892.63	£497,302.30
SMALL REPAIRS/HANDYMAN SERVICE	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
SERVICE ENQUIRIES	889	969	1001	930	1071
CASES COMPLETE	843	964	975	927	1097
TOTAL COST OF WORK	£27,193.59	£28,991.90	£28,738.96	£30,254.80	£28,136.17
AVG COST PER REPAIR	£32.25	£30.07	£29.47	£32.64	£25.65
Total Enquiries All Services	1503	1670	1773	1717	1987
Total Completes All Services	1438	1674	1725	1798	2054
Total £	£451,145.95	£581,887.95	£522,833.32	£663,147.43	£525,438.47

The scope of our Care and Repair service has grown over the years; originally assistance was aimed exclusively at elderly and disabled households, however Local House Condition Surveys revealed high levels of properties in very poor condition and increasing fuel poverty issues were identified across all tenures and so our remit was widened to include low-income groups.

Orkney Islands Council were hugely supportive of the service from an early date, providing revenue funding once Shelter/

Government sources ceased. As a result, C&R became instrumental in reducing BTS levels in Orkney from 21% in 1991 to 4% by 2003. (Orkneys Local Housing Strategy 2004-2009)

This Council partnership still exists and we now deliver their obligations under “Scheme of Assistance” which entitles any private sector owner or tenant to help and advice, regardless of income. We have also developed a close working relationship with Orkney Health and Care, which ensures many more households are able to remain in their own community and enjoy independence at home for longer.

Advice, support and advocacy is a valuable part of what householders are offered and to underline increasing housing-related problems the number of recorded Advice cases have increased by almost 80% over the past 5 years. Some problems can be addressed over the phone or by email, however a large number of solutions require home visits and further assistance.

It should be noted that while Small Repairs cases have increased by over 30% in 5 years, the cost per person has decreased. We are constantly aware of a need to maximise service delivery costs whilst enabling householders to take responsibility for their own maintenance and repairs. Keeping works affordably within low-income budgets for our clients is therefore essential.

Care and Repair Scotland estimate that for every £1 spent on C&R services the NHS 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.

