

2016-17 has been a very successful year in terms of numbers:
There were 1717 total enquiries, however actual works/advice completed was almost 1800 which is once again up on previous years.

THAW Orkney’s technical officer (managed by Care and Repair) left in July, leaving a void in the delivery of heating and other energy-related installations; however OHAL were able to second Ian Pickles to assist and together with a lot of dedicated hard work from Karen they ensured many Care and Repair clients were able to access grant assistance and benefitted from this additional source of funding.

We appreciate Orkney Islands Council’s support for Care and Repair by awarding Orkney Housing Association another three year contract to manage the Service. This ensures all private sector owners and tenants in Orkney continued to have access to help and advice on a wide range of housing issues.

We instigated, enabled and supervised a wide range of completions during 2016-17:

- **Extension/adaptations for a disabled person: £72,494.06,**
- **41 bath to shower wet-room adaptations: £159,637.69,**
- **58 Heating/THAW grant installations: £180,394.80,**
- **376 works of minor adaptation and equipment installs on behalf of and in partnership with, Community and NHS Occupational Therapy: £21,625.10,**
- **462 minor repairs and home maintenance works: £4,730.79,**
- **We carried out 51 works that could be directly linked to hospital discharge: £3,373.62,**
- **659 advice cases.**

The Care and Repair Service has been hugely successful in Orkney since 1988 and demonstrates good value for money: “Highland Care and Repair” carried out a Social Return on Investment exercise three years ago which demonstrated *“that for every £1.00 of capital/revenue grant spent in delivering the Care and Repair Handyperson services, Health Care services benefit by £4.60”*.

Using this as a guideline it is estimated that in the past 12 months Care and Repair’s **Small Repairs Service** alone has ensured Orkney Health and Care services may have benefitted by over £600,000. Should this same multiplier be appropriate for the Orkney Care and Repair Service in total, the benefit would be in excess of £4M

While the main objective of Care and Repair is to offer a property based service providing assistance to older and disabled households with adaptations and repairs in order to enable them to continue to live independently in their own homes, we also need to look at the wider picture and adapt for change where required. The link between Housing and Health is becoming increasingly topical and in Orkney where the private sector accounts for over 80% of all housing we need to ensure Care and Repair continues to play a major part in addressing solutions. We will work in partnership with others such as Orkney Health and Care to help evidence the growing problem.

The “Robert Wood Johnson Foundation” reports:
“Good physical and mental health depends on having homes that are safe and free from physical hazards. When adequate housing protects individuals and families from harmful exposures and provides them with a sense of privacy, security, stability and control, it can make important contributions to health. In contrast, poor quality and inadequate housing contributes to health problems such as infectious and chronic diseases, injuries, and poor childhood development.”

ORKNEY CARE & REPAIR PERFORMANCE INDICATORS					
01/04/2012- 31/03/2017					
MAJOR WORKS/ADAPTATIONS	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
SERVICE ENQUIRIES	573	614	701	772	787
WORKS COMPLETIONS	170	156	133	167	212
ADVICE ONLY COM- PLETIONS	490	439	577	583	659
CAPITAL EXPENDITURES - (COMPLETIONS)	£410,032.02	£423,952.36	£552,896.05	£494,094.36	£632,892.63
SRS/HANDYMAN SERVICE	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
SERVICE ENQUIRIES	774	889	969	1001	930
CASES COMPLETE	763	843	964	975	927
TOTAL COST OF WORK	£20,047.96	£27,193.59	£28,991.90	£28,738.96	£30,254.80
AVG COST PER RE- PAIR	£26.27	£32.25	£30.07	£29.47	£32.64
Total Enquiries All Ser- vices	1347	1503	1670	1773	1717
Total Completes All Services	1423	1438	1674	1725	1798
Total £	£430,079.98	£451,145.95	£581,887.95	£522,833.32	£663,147.43

What do the clients say?

“To everyone at Care & Repair, a very special thank you for all your thoughtfulness. With many thanks for everything that you’ve done for us since we’ve been here in Sanday.”

“Absolutely over the moon with the heating and plumbing. Have never lived in so much comfort.”

“Shower room very safe to use now as the floor is not one bit slippery. Thank goodness the bath is gone. I miss the workers not coming to work. They all were super!”

“Called today to say that the banisters Lenny put up this morning are absolutely brilliant and they are already making a difference.”

“In regards to the ramp and toilet we would just like to state how delighted we are to have those fitted. In particular, R. just loves the ramp and it has made a huge difference to his quality of life.”

Orkney Care & Repair



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STAFF

Manager: Mike Cooper.

Technical Officer: Brian Clouston.

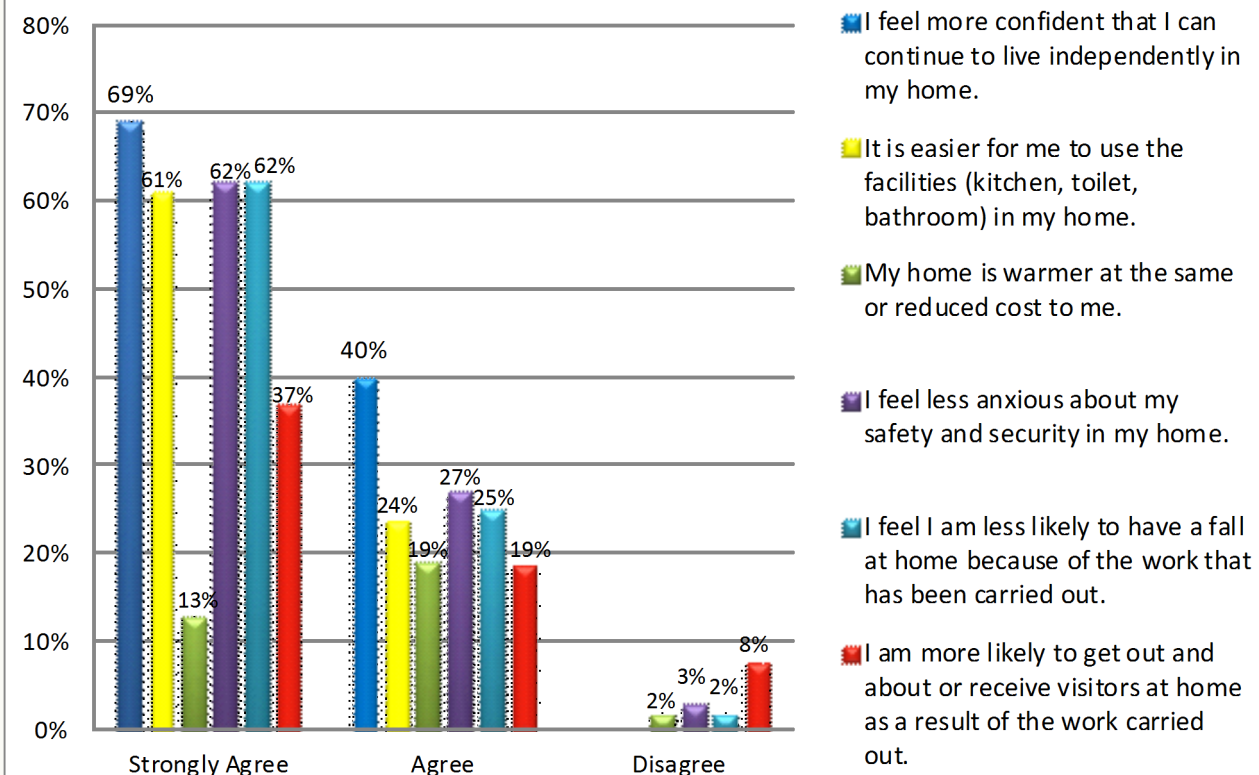
Admin Assistant: Karen Kiluk.

Small Repairs Officer:
Leonard Merriman.

Small Repairs Assistant:
Alan Gray.

Small Repairs Assistant:
Davie Rendall.

Orkney Care and Repair
Outcomes 2016-2017



Improving Homes Improving Lives
since 1988

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Care and Repair is managed by Orkney Housing Association Ltd and funded by Orkney Islands Council