

Annual Report 2012



Managers Overview

It has been a very busy and productive year for Care & Repair with over £520,000 worth of capital works processed. We have assisted elderly and disabled clients to adapt and repair their homes, accessed grants and other financial support and given help, advice and support. Our Small Repairs Service continues to prove essential to our clients with over 1900 visits and assessments undertaken and well over 2000 jobs completed.

In a difficult year for the economy, we are all aware of the need to demonstrate value for money. Despite a further 5% cut in our funding, Care & Repair continues to exceed targets and is able to ensure that those most vulnerable members of our local community, the elderly and disabled, get the help they need to continue to live safely at home. Our value in preventative support has been acknowledged by the Scottish Government with additional central funding to enable us to provide new services in the coming year. Services that contribute to this key aim are recognised as the way forward, will offer significant savings in the years ahead, and provide a better quality of life for the elderly and disabled.

Care & Repair also utilised its expertise to support East Lothian Housing Association tenants with their adaptations which has proved successful with very positive feedback. Working closely with East Lothian Council and a dedicated occupational therapist, we have streamlined the adaptation process. We can demonstrate the quality and quantity of our work offering a personalised approach, placing clients' needs at the centre of our service.

We continue our work with the Fire Brigade and BeGreen Dunbar & District in developing Home Safety and Energy efficiency projects.

We look forward to celebrating our 25th anniversary in October this year, not just to reflect on past successes, but also to a bright future for a service that makes real differences to people's lives in our local communities.

Bev Jones, Care & Repair Manager

Adaptations & Repairs Service

Small Repairs Service

Information & Advice

Trade Referral Information

Adaptations & Repairs Service

Over £520,000 worth of adaptation & repairs work

100 clients assisted with adaptations to allow them to stay at home

250 clients assisted through our Information & Advice Service

Statistics

Age of Clients

Under 55	%
55-64	10
65-74	12
75-84	20
85+	39
	19

Household Types

Couple	%
Couple & Family	38
Female Single	12
Male Single	27
Single & Family	16
	7

Referral Routes

C& R Service	%
Friend/Relation/Self	9
Local Authority	7
SRS	2
Social Work/OT	8
Health Service/ GP	68
Other	2
	4

Property Age

Pre 1919	%
1919-44	15
1945-64	29
1965-82	34
Post 1982	10
	12

Health

Chronic Illness	No.
Physical Disability	22
Mobility Problems	45
Dementia	40
Learning Disability	4
Mental Health Problems	4
Some clients have more than one health issue.	2

This year the Service has undertaken...

- 55 wet floor showers
- 16 stairlift installations
- 5 ramped access provisions
- 2 extensions/conversions
- 25 minor adaptations



"Very compassionate, understanding people. Respectful and at all times supportive. Excellent communication" Ms W

Nearly 60% of clients are aged 75 and over

43% of our clients live alone

Repairs

Promoting safer, healthier homes we assisted clients with rewiring, window replacements, damp-proofing and rot treatment. In May, an elderly client who lives alone contacted us. A cold-caller advised the wiring in her home was dangerous, requiring urgent work for a fairly large sum of money! The client felt anxious and intimidated. Our Officer visited, offered reassurance, and help to refuse this quote, organising the works with reputable contractors to the client's relief. This situation could have been very costly and upsetting for the client had she not contacted us so promptly.

Exciting times ahead!

The Reshaping Care for Older People programme was established by the Scottish Government that will support independent living and individual choices. Preventative services are being developed. With monies made available through the Change Fund, Care & Repair are able to undertake more projects. We are looking forward to developing these projects.

Small Repairs Service

Over 2,000 jobs undertaken for clients

200 households benefitted from our Draught Proofing Initiative

100 Electrical Home Safety checks undertaken

This year our works have included...

- 100 window repairs
- 64 door locks
- 104 home safety measures
- 90 security lights
- 42 grabrails & handrails

" Prompt response, friendly attitude and efficient work – all neat and tidy"

Mrs M



Stay Warm at Home

Our initiative to help clients stay warm resulted in 200 households receiving draught proofing at either no or reduced cost thanks to funding received from BeGreen Dunbar & District.

Joint Working

We are delighted to continue our joint working with the Lothian & Borders Fire Service and this year began a campaign to increase awareness of the dangers of carbon monoxide and fit monitors for our clients free of charge.



" Everything about this service is excellent and especially for me, affordable"

Mr R



Government and Stakeholders to look at the challenges of an ageing population and the need to have policies in place such as Care & Repair are seen as being at the forefront of these policies. offer a Home Safety Service and a Gardening Assistance Project in 2012-2013.

“ We are delighted to have been able to approve over £4,000 of Trust awards this year for clients, without which their adaptations could not proceed”

Iain Stewart, Chairman

East Lothian Care & Repair Charitable Trust

The Charitable Trust was established to offer a level of financial support to Care & Repair clients who struggle to find funds for necessary works which are not covered by a grant or other funds.



“ From start to finish, excellent service, very good personal service from our Care & Repair Officer”

Mrs C

9 households received assistance with awards ranging from £50 to £800

Clients have been assisted with stairlifts, level access showers and ramps

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Care & Repair East Lothian is part of East Lothian Housing Association Limited

Scottish Charity No SC028900

Income & Expenditure

for year ended 31 March 2012



TOTAL INCOME £	280,683
Expenditure	
Staff costs	211,215
Admin & Management Services	7,455
Travel & Subsistence	18,791
Direct overheads	15,565
Indirect overheads	27,657
TOTAL EXPENDITURE	280,683