



Casework Outcome
Measurements Report 2012-13

Introduction

Care and Repair Scotland is the national co-ordinating body for Care and Repair. Care and Repair teams operate throughout Scotland to offer independent advice and assistance to help people repair, improve or adapt their homes so that they can live in comfort and safety in their own community.

The services are available to owner occupiers, private tenants and crofters who are aged over 60 or who have a disability. We have changed our reporting framework to an outcome based approach that seeks to reflect our clients' views of our services. This is the first year for reporting from the performance management framework.

What we have achieved

Based on information supplied by 27 offices, our teams received 51,606 referrals, carried out 44,661 home visits and completed 51,146 jobs valued at £14,812,069.

£248,747.83 comes from additional services which some individual offices provide.

Based on information provided in client satisfaction surveys:

- Over 10,300 of our clients reported feeling more confident about living independently after we completed the work.
- Over 6,800 of our clients reported that using their facilities in the home was easier.
- Over 1,500 of clients reported that their homes are warmer at the same or reduced cost to themselves.
- Over 6,800 of our clients feel less anxious about safety and security since the work was carried out.
- Over 6,400 of our clients feel that they are less likely to have a fall at home since the work was carried out.
- Over 5,100 of our clients are more likely to go out and about or receive visitors as a result of the work that has been carried out.

How we have achieved these outcomes

Care and Repair teams provide a wide range of services to clients to assist them in making decisions about repairs and adaptations to their homes. In many areas, small repairs and other additional services are offered so that householders can access preventative, safety and security works. Care and Repair often provide these services in partnership with Police Scotland, Fire and Rescue Scotland and NHS Scotland.

The Housing (Scotland) Act 2006 created a new Scheme of Assistance based on the principle that individual owners have primary responsibility for maintaining their properties in good condition. This means that there will be variations in what qualifies for grant assistance through Care and Repair in each local authority area.



Value of Completed Work

■ To nearest £000

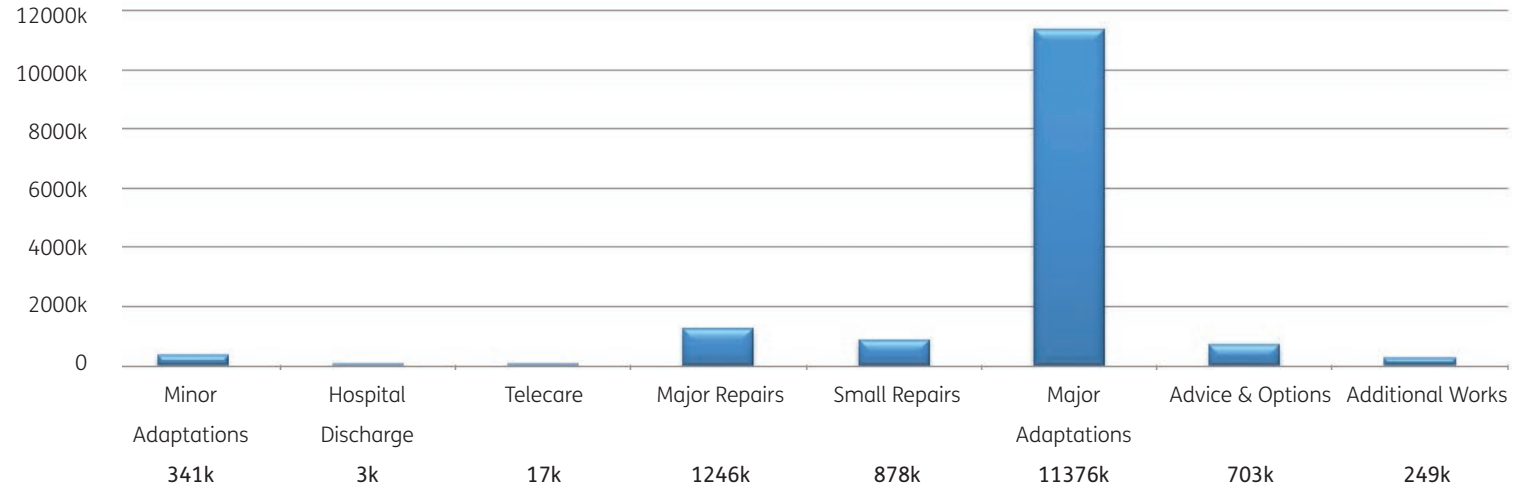


Figure 1 Value of Completed Work by Category

Client Reported Outcomes

- I feel more confident that I can continue to live independently in my home
- It is easier for me to use the facilities (kitchen, toilet, bathroom) in my home
- My home is warmer at the same or reduced cost to me
- I feel less anxious about my safety and security in my home
- I feel I am less likely to have a fall at home because of the work that has been carried out
- I am more likely to get out and about or receive visitors at home, as a result of the work that has been carried out

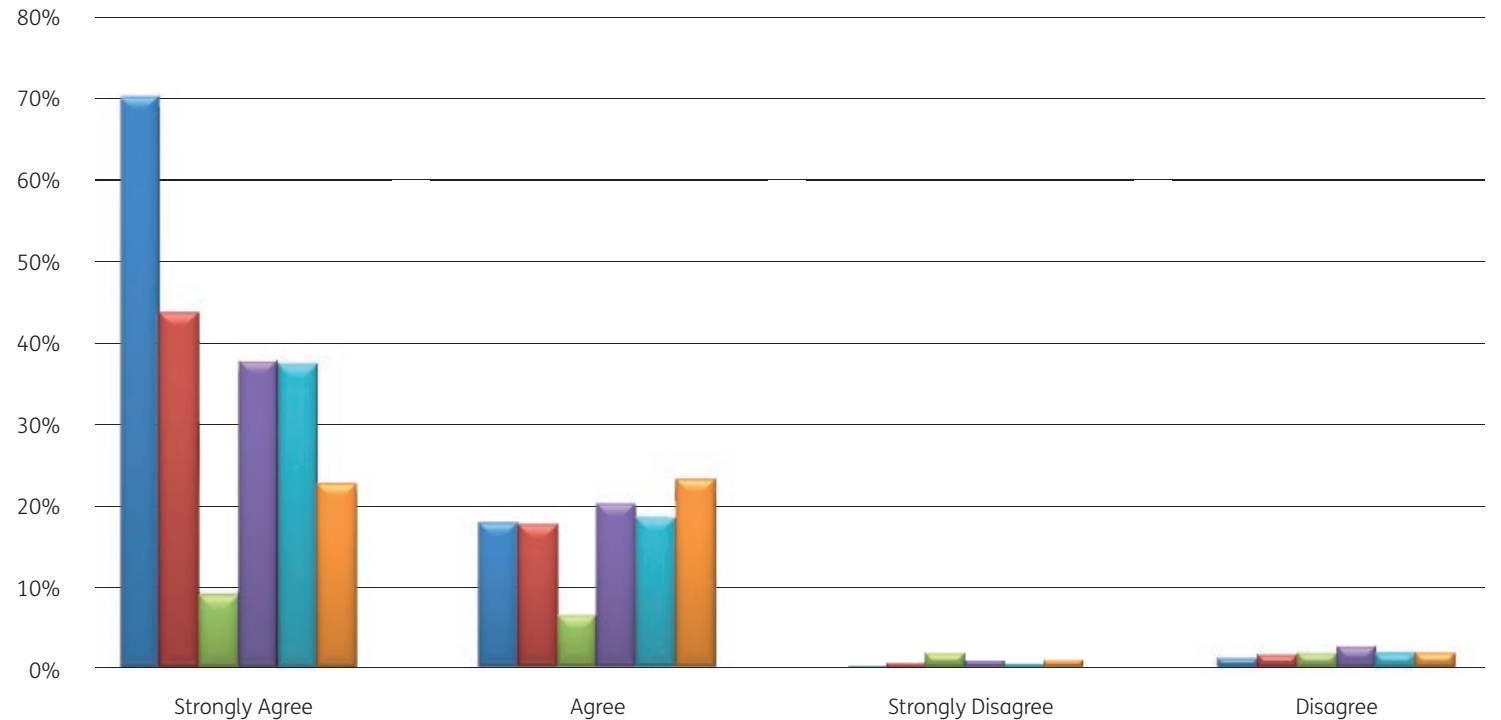


Figure 2 Clients View of Outcomes of Work

Referrals, Home Visits, & Completed Cases

- Number of Referrals
- Number of Home Visits
- Number of Completed Jobs

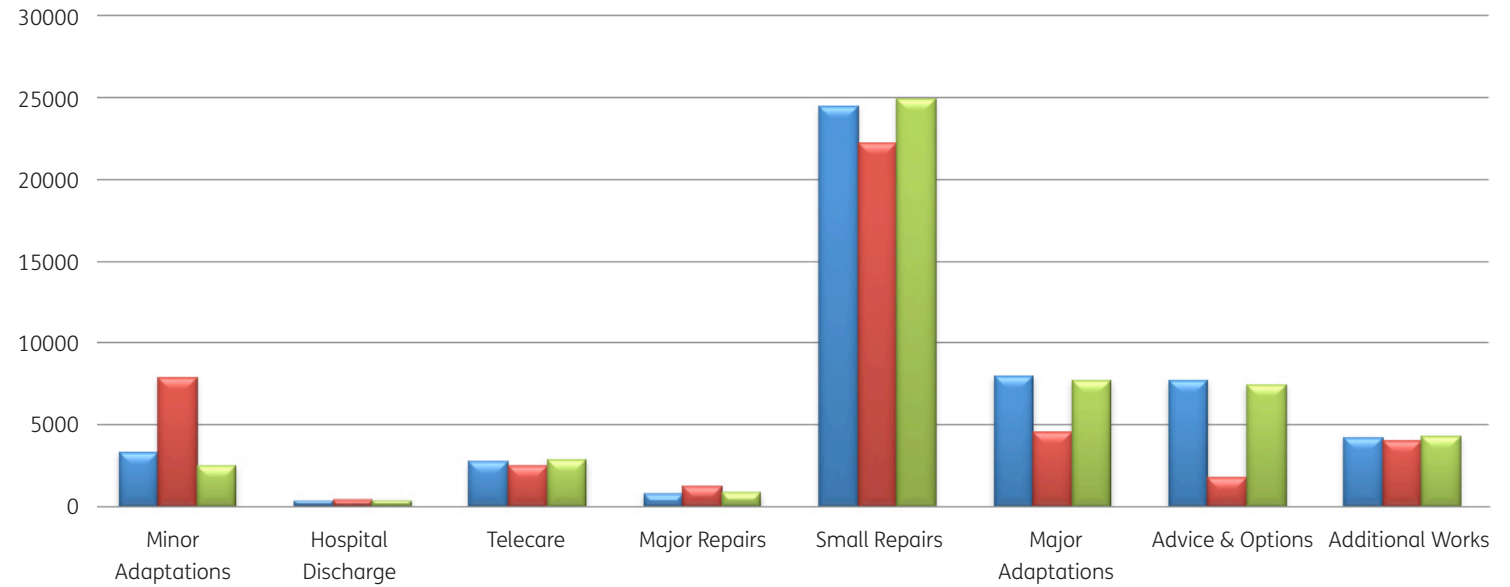


Figure 3 Numbers of Referrals, Visits and Completed Cases by Category

Percentage Breakdown of Clients Satisfaction by Service Categories

- Advice and Options
- Minor Adaptations
- Hospital Discharge
- Small repairs
- Telecare
- Major Adaptations
- Major Repairs
- Additional Costs

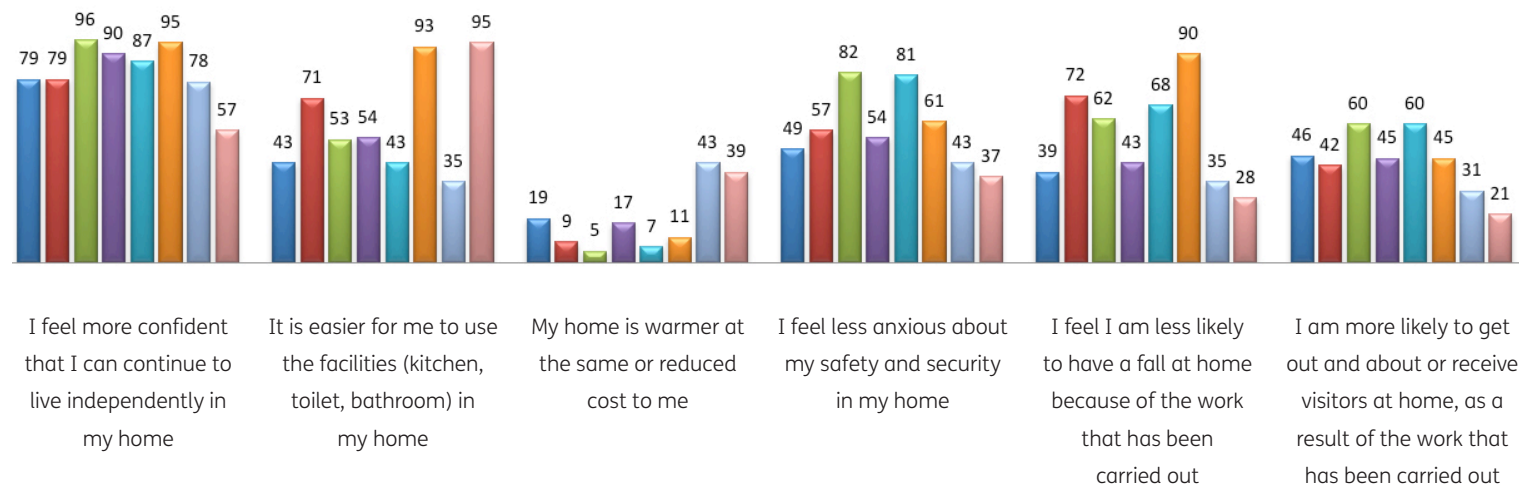
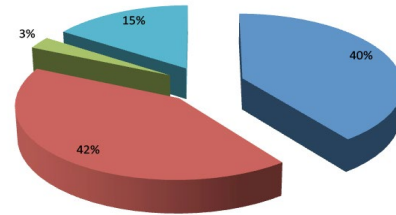


Figure 4 Percentage Breakdown of Clients Satisfaction by Service Categories

Percentage Breakdown of Cases by Works Category

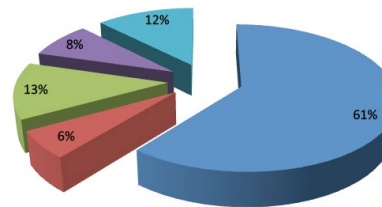
Hospital Discharge

- Accessibility from outside
- Internal Accessibility
- Bathing Relating
- Hospital Discharge Other



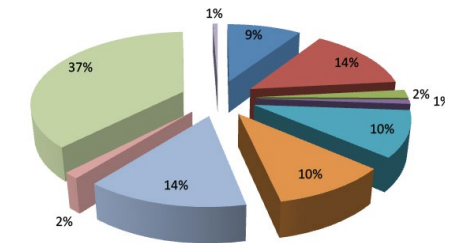
Major Adaptations

- Level Access Showers
- Other Bathroom Adapts
- Stairlift
- External Ramping
- Major Adaptations Other



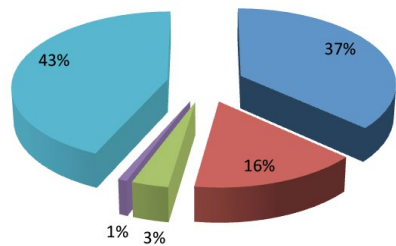
Additional Works

- Change Fund
- HA Adaptations
- Handyperson
- Key Safes
- Safe as Houses
- Electrical Safety
- Gardening Project
- Home Safety
- Preventative Works
- Safety and Security



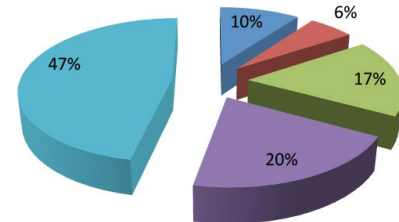
Minor Adaptations

- Internal Handrails and Grab Rails
- External Handrails and Grab Rails
- Toilet Frames
- Temporary Ramp
- Minor Adaptations Other



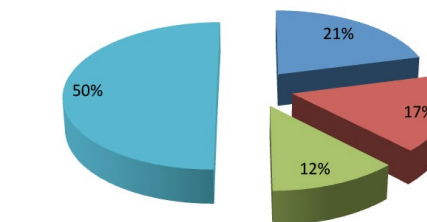
Small Repairs

- Fences, Gates, External Steps
- Door and Window Repairs or Adjustment
- Plumbing and Heating
- Safety and Security
- Small Repairs Other



Telecare

- Dispersed Alarm
- Smoke, gas and Flood Sensors
- Movement Detectors, Fall Detectors
- Telecare Other



Major Repairs

- Roof/ Rainwater
- Heating, Plumbing, Drains
- Electrical
- Major Repairs Other

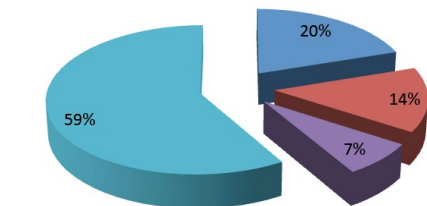


Figure 5 Percentage Breakdowns of Total Cases by Works Category



Conclusion

This report compiles information returned by 27 Care and Repair teams. Care and Repair Scotland acknowledges the challenges that the new reporting system has presented to staff. We are however pleased with the initial outcome reports and are working with the remaining offices to encourage them to participate in the new reporting framework.

We are encouraged that the new reporting framework provides strong evidence that Care and Repair is highly regarded by its service users. They have provided feedback which shows that by accessing our housing support services, that have a focus on prevention, they feel that they have been helped to maintain their independence and feel more confident and secure about living in their home.

For further information on the reporting framework, or for more detailed statistics please contact:

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