

# Orkney Care & Repair

## Annual Report 2024-2025

*Improving Homes,  
Improving Lives*

# 01

## INTRODUCTION AND CONTENTS

### P2

Introduction &  
Contents

### P3

Our Vision and  
Mission

### P4

KPIs

### P5 - 9

A look at what  
we do

### P10

Care and Repair  
Team

### P11

Partnership  
Working

### P12

What Our  
Clients Say  
About Us

## Introduction

Orkney Care & Repair offers independent, confidential advice and practical assistance to help homeowners repair, improve, or adapt their homes so they can continue living in comfort and safety within their own communities. Our aim is to ensure that people can maintain their independence and quality of life in the familiar surroundings of their own homes, regardless of age, ability, disability or income.

We have been “improving homes, improving lives” for 37 years, and in 2018 we proudly celebrated three decades of delivering this invaluable service to the people of Orkney. Since our inception, our focus has remained firmly on supporting those who need it most - helping individuals and families create living spaces that are safe, warm and suited to their evolving needs.

Our service provides a unique combination of personal, financial, and technical support to those facing the often overwhelming task of adapting, repairing, or improving a home that no longer meets their requirements. Whether due to age, disability, or changing life circumstances, we are here to guide and support clients every step of the way.

Originally set up to assist the elderly, disabled individuals and those on low incomes throughout Orkney, the scope of our work has grown significantly. Since 2011, we have delivered the 'Scheme of Assistance' commissioned by Orkney Islands Council, allowing us to broaden our reach. We can now provide support to a wider range of clients living in both privately owned and privately rented properties, ensuring that more people than

ever can access the help they need to improve their housing conditions.

A key aspect of our work is the provision of high-quality advice and information. This is complemented by hands-on assistance with grant applications, contractor liaison, and full coordination of repair or adaptation projects. By taking the stress and complexity out of the process, we empower our clients to make informed decisions and achieve practical outcomes that truly enhance their lives.

Orkney Care & Repair offer a home-based, personalised service. We place our clients at the heart of everything we do, ensuring they remain in control throughout the process. Our experienced and empathetic staff visit people in their homes, offering support tailored to their individual needs. From the initial planning stages through to the completion of works, we are there to help manage every aspect - from exploring suitable solutions and securing funding, to overseeing contractors and ensuring high standards of workmanship.

Partnership working is essential to the success of our service. We collaborate closely with a wide range of organisations, agencies, and professionals across Orkney, receiving and making referrals to ensure that no one falls through the cracks.

We would also like to take this opportunity to thank our funders, Orkney Islands Council, for their ongoing commitment and support. Their funding enables Orkney Care & Repair to continue delivering our diverse and much-needed services across the county, making a real difference in the lives of those we support.

Fraser Devine  
Manager



## Our Vision

- Ensure that everyone in Orkney has a home suited to meet their needs, enabling them to remain living in their home in safety and comfort

## Our Mission

- Provide quality advice, information and practical help and support across Orkney

## Our Aims & Objectives

- Great Place to Work
- Great Customer Service
- Contributing to a Sustainable Community and Society



Orkney Care and Repair Key Performance Indicators - Full Year 2024 - 2025						
MAJOR WORKS/ADAPTATIONS	2020 2021	2021 2022	2022-2023	2023-2024	2024-2025	Variance to LY
SERVICE ENQUIRIES	451	637	539	440	611	38.9%
WORKS COMPLETIONS	148	165	206	176	139	-21.0%
ADVICE ONLY COMPLETIONS	359	560	379	340	465	36.8%
CAPITAL EXPENDITURES - (COMPLETIONS)	£342,766.27	£359,107.24	£373,989.94	£407,892.89	£436,301.15	7.0%
SMALL REPAIRS/HANDYMAN SERVICE						
2020 2021	2021 2022	2022-2023	2023-2024	2024-2025	Variance to LY	
SERVICE ENQUIRIES	598	905	1041	1153	1155	0.17%
CASES COMPLETE	832	1064	1114	1148	1190	3.66%
TOTAL COST OF WORK	£24,303.70	£42,605.34	£61,834.82	£39,628.33	£33,750.93	-14.83%
AVG COST PER REPAIR	£29.21	£40.04	£55.51	£34.52	£28.36	-17.84%
Total Enquiries All Services	1049	1542	1580	1554	1766	13.64%
Total Completes All Services	1339	1689	1699	1680	1794	6.79%
Total £	£367,069.97	£401,712.58	£435,824.76	£447,521.22	£470,052.08	5.03%

*The table above presents the full-year KPIs for 2024/2025, with comparisons to the previous four years.*

#### Major Works

A total of 139 Major Adaptations/Repairs were completed during the year. The financial cost of these works was £436,301, which was paid for either by either grants of client, or a combination of both.

#### Small Repairs/Handyperson Service

Our Trades Team completed 1190 cases over the year, consisting of minor adaptations, small repairs, teleservice and hospital discharge cases.

A breakdown of the type of work carried out for both major works and small repairs, is represented in the following pages.

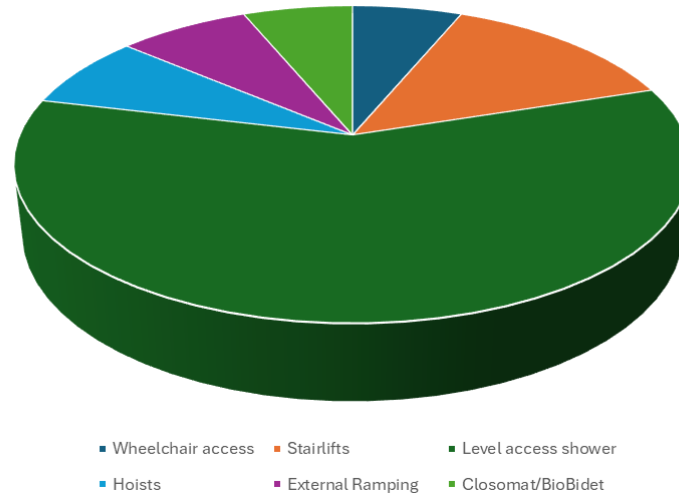
During the year, and across all strands of the service, 1794 cases were completed, representing a 6.8% increase over the previous year.

The total cost of all works completed across all strands of the service was £470,052. An increase of 5% over last year.



# A look at what we do.. Major Works

Major Adaption by Type



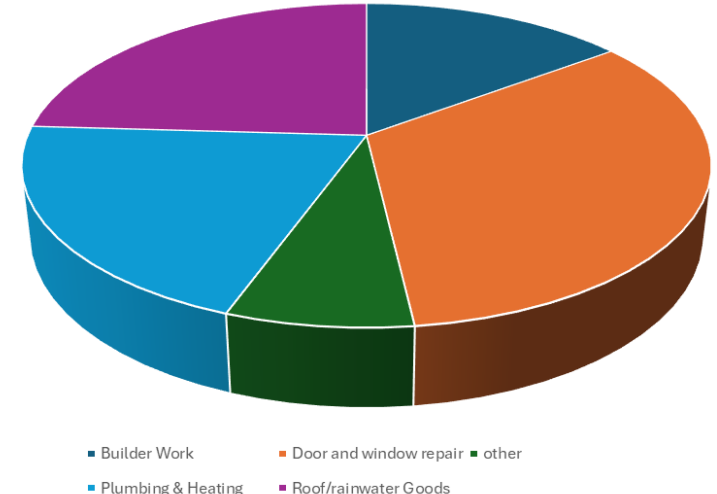
## Major Adaptations

In 2024/25, we carried out 80 major adaptations, with a cost of £354,882.

Highlights from last year were the installation of 47 level access showers, 11 stairlifts, 8 hoists and 11 ramps.

Major Adaptations are funded by a mixture of Disability adaptation grants, clients own funds and where applicable, other third sector support from local voluntary organisations, such as MS Society Orkney, Versus Arthritis, RSABI to name just a few.

Major Repairs by Type



## Major Repairs

In 2024/25, we carried out 54 major Repairs, to a value of £65,019.

Major Repairs carried out during the year, consisted 18 door and window replacements, 13 roof/rainwater repairs, 11 plumbing and heating repairs and 8 builder type repairs, to name just a few.

Again, where clients meet the criteria, we can apply for a small repairs grant from the OIC to help towards costs, with the rest of the costs being met by our clients, and other Third Sector organisations such as THAW Orkney.

# A look at what we do...

## Small Repairs and Minor Adaptations

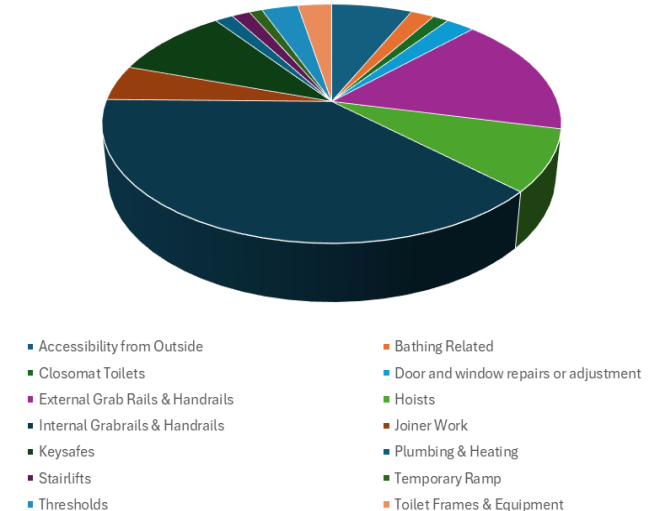
Small Repair Cases by Type



### Small Repair Service

The Small Repairs Service, which is delivered by our Trades Team completed 632 small repairs during the year. The average cost of repair was with £10.47 with 446 repairs (70.6%) having no charge whatsoever to our clients. The type of work carried out under the Small Repair Service varies from toilets not flushing properly, dripping taps, windows/doors not closing or locking properly, hot water and heating issues and even replacing light bulbs where required.

Minor Adaptations by Type



### Minor Adaptions

Over the course of 2024/25 we completed 457 Minor Adaptations. Most are at the request of our OT colleagues, but clients can call the office and request certain adaptations for these themselves. Highlights from last year include installing 175 internal handrails and grabrails, 45 Keysafes, 74 sets of external hand rails and lowering the thresholds in 14 homes.

Most Minor Adaptations are paid for by the Occupational Therapy Dept.

# A look at what we do..

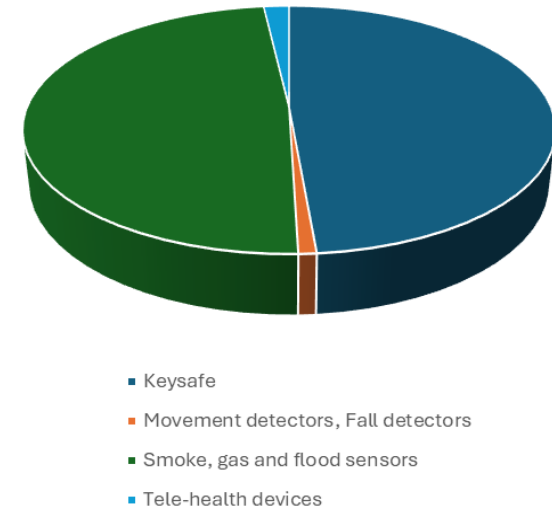
Advice Cases by Type



## Advice Cases

During the year, we completed 220 advice cases, ranging from enquiries around adaptations, benefits, grants and requests for advice around potential contractors to carry out work at our clients homes. Where clients request work which is not delivered by the Service, such as painting, decorating or gardening, we always try to suggest a few contractors to our clients, for them to explore further. Where clients are not in receipt of qualifying benefits, we refer them to Orkney CAB, who support our clients with benefit applications. Receipt of qualifying benefits is required for certain grant applications to be processed by Orkney Islands Council.

Tele-Services Cases Complete



## Tele-Services

During the year, the service completed 109 Tele-Services cases.

The majority of requested works in this category fall into key-safe installations or Heat/Smoke and CO detector installations.

Keysafes are requested when clients have Care Alarms installed in their homes. Should they be unable to get to the door, emergency responders can gain access to the house via the key safe.

Heat/smoke detectors are installed and also linked into the care alarm system.

# Case Study - Level Access Shower

## Supporting Independent Living Through Partnership and Practical Help

A client approached Orkney Care and Repair seeking support and information, as they were finding it increasingly difficult to access their bath safely. The client had a shower above a bath and was frightened they might fall getting in and out of the bath. They enquired about the installation of a level access shower, prompting our team to explore the potential for funding through a Disabled Adaptation Grant.

Initial checks revealed that the client was not in receipt of the qualifying benefits - such as Attendance Allowance - needed to access grant funding. In response, we signposted them to Orkney Citizens Advice Bureau (CAB) for benefit entitlement advice, and at the same time we referred the client to Orkney Health and Care's Occupational Therapy (OT) department for an assessment.

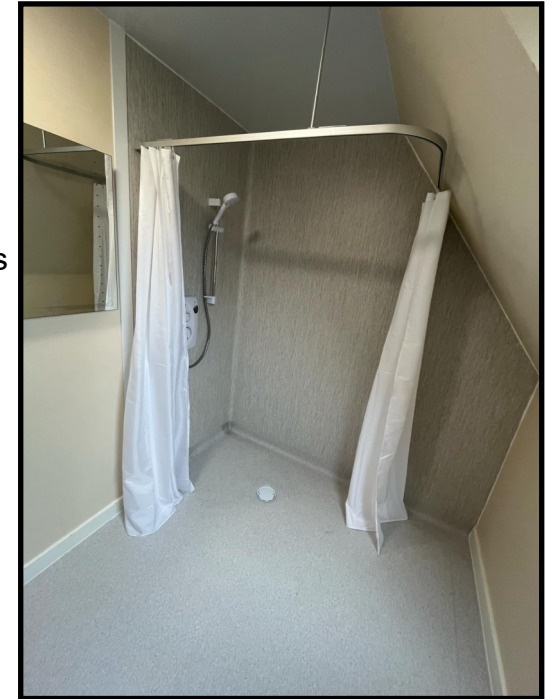
Thanks to expert support from CAB, the client successfully secured the appropriate benefits, allowing them to proceed with a grant application. Following their OT assessment, Orkney Care and Repair received a formal referral recommending the installation of a level access shower.

Our team then visited the client alongside a trusted contractor to design a solution tailored to their individual needs. We supported the client through each stage of the grant process, including preparation of all necessary grant documentation.

Once funding was approved, we coordinated the installation to suit the client's schedule. The work was completed to a high standard, with minimal disruption and a strong focus on quality and client care.

Throughout the process, we provided guidance and reassurance - ensuring the client felt supported every step of the way. The result is a safer, more accessible home that supports independent living and enhances quality of life.

This case illustrates the impact of effective partnership working and the importance of holistic support - beyond the practical delivery of adaptations - to help our clients remain safe, dignified, and independent in their own homes.





04

A look at  
What We Do

# Stairlifts, Level Access Showers & Ramps





# Orkney Care & Repair Team



*From Left to Right:*

**Carl Hellewell** (Small Repairs Assistant); **Liam Drury** (Senior Technical Officer); **Alison Rothnie** (Admin & Finance Asst); **Krystal Flett** (Admin Asst); **Fraser Devine** (Manager); **Lennie Merriman** (Small Repairs Officer); **Davie Rendall** (Small Repairs Assistant)



## Brian Clouston retires after 30 years with Orkney Care and Repair

After an incredible 30 years of dedicated service, our valued Technical Officer, **Brian Clouston**, retired from Orkney Care and Repair in March 2024. Throughout his long career, Brian played a key role in supporting countless clients to live more safely and comfortably in their homes. His depth of knowledge, commitment to the community, and unique friendly manner made him a much-respected colleague and a reassuring presence for those we support. He leaves behind a lasting legacy, and we wish him all the very best in his well-earned retirement.



# Partnership Working

At Orkney Care and Repair, partnership working is at the heart of everything we do. By collaborating closely with organisations such as THAW Orkney, Warmworks, Citizens Advice Bureau, Orkney Health and Care's Occupational Therapy Department, Orkney Islands Council (including Social Work), and a wide range of valued third sector partners, we are able to provide holistic, person-centred support for our clients. These strong relationships ensure that we can respond effectively to the diverse needs of older and disabled people across Orkney, helping them to remain safe, warm, and independent in their own homes.

## Supporting Clients in Fuel Poverty

Our partnerships with THAW Orkney and Warmworks play a vital role in helping us support clients who are struggling with fuel poverty across the county. THAW Orkney works tirelessly to reduce levels of fuel poverty and promote affordable warmth in homes throughout our community. Their local knowledge and client-focused approach complements our own services, allowing us to identify and support those most in need. Similarly, Warmworks - appointed by Orkney Islands Council as Managing Agent for the area-based energy efficiency scheme - brings expertise in delivering improvements through the Warmer Homes Scotland programme. Together, we are able to provide practical solutions that improve the warmth, comfort, and energy efficiency of homes for vulnerable households in Orkney.

## Benefit Assessments

We work closely with Orkney Citizen's Advice Bureau (CAB) to ensure our clients receive the support they need to access the benefits they may be entitled to. This partnership is especially important when clients are applying for grants to fund essential disabled adaptations in their homes, as eligibility depends upon receiving specific benefits. CAB Orkney provides free, confidential, and impartial advice across a wide range of issues, and their team of trained staff and volunteers plays a key role in helping our clients navigate the often complex benefits system. By signposting clients to CAB, we help ensure they receive the necessary support required to complete the often complex application forms, and ultimately enable us to apply for a disabled grant on behalf of them.

## Orkney Health & Care

A strong partnership with Orkney Health and Care's Occupational Therapy (OT) Department is central to the delivery of our adaptation services. We work closely with OTs to assess individual needs and ensure that the adaptations carried out are tailored to support each client's safety, mobility, and independence at home. Their professional expertise guides the specification of works, from minor adaptations to more complex Major Adaptations, helping us deliver the most appropriate and effective solutions for our shared clients.



## What Our Clients Say

### WHAT OUR CLIENTS SAY

"...Fantastic service. They found an excellent contractor to do the work and solved a difficult problem fairly quickly. Can go out, and sleep, without worrying about roof leaking..."

"...Very quick response when I called and the work was completed within a couple of days. Couldn't praise the service highly enough..."

"...When I contacted plumber they were 'too busy'. When Care and Repair did it was sorted within a few days - Very Happy..."

..."Your overall care and service. Thank you, I am most grateful. Please pass on my thanks to your team."...

"..She asked me to pass on as well that she is incredibly grateful and delighted with the ramp that was installed recently. She said that the quality of the workmanship was exceptional and she cannot believe the difference it has made to her life. ..."

".....What an excellent service you offer, and so quick at attending my request to get some work done, Your member of staff was so pleasant...."

"..An excellent service and excellent workers. Keep doing as you are doing and I don't think you can improve much..."

"...Always friendly and the work carried out is highly recommended, everything I have had done has been of the highest quality.."





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