



# Conference Report 2013



## Welcome to our conference

Thank you for attending the 2013 conference organised by Care and Repair Scotland. This year celebrates 25 years since the Scottish Office funded 8 pilot Care and Repair services in Orkney, Skye, Aberdeen, Falkirk, East Lothian, Glasgow, Renfrewshire and South Lanarkshire. Since then the number of Care and Repair offices has grown to 36 in 31 local authority areas. Not counting small repairs or handypersons jobs, our staff have assisted over 250,000 clients in Scotland, providing advice and technical expertise to enable them to repair, adapt or improve their own homes with a total works value of over £230 million.

## Who we are

Care and Repair Scotland is the national coordinating body for Care and Repair services in Scotland. The organisation is a charitable company, limited by guarantee, and funded by grant from Scottish Government. Our Board includes representatives of COSLA, NHS, voluntary sector groups and Care and Repair office regional groups.

Our company objective is to ensure that the Care and Repair movement in Scotland is sustainable for the future and will be able to continue and develop its role in helping older and disabled home owners remain in their own homes, in safety and comfort, for as long as possible.

## What we do

The national coordinating body is engaged in a number of activities to support our objective. These include:

### *Services to Care and Repair Offices*

- Developing and promoting good practice guidance
- Mutual support through facilitating regional and national information exchange
- The provision of training opportunities
- Commissioning, coordinating and disseminating research
- Directly supporting organisations experiencing particular challenges

### *Quality Assurance*

- Developing an appropriate quality assurance framework and having a potential role in managing this

### *Measuring Outcomes*

- Developing a national framework for measuring outcomes
- Coordinating and reporting on the activities and outcomes of Care and Repair each year on behalf of the Scottish Government

### *Branding and Marketing*

- Developing and marketing the Care and Repair brand

### *Representing Care and Repair*

- Collectively representing Care and Repair at local government and Scottish Government levels

## What we have achieved

This financial year we have implemented the final recommendations of the 2000 Scottish Government review of Care and Repair. We have worked closely with Foundations, the national coordinating body in England, to introduce the first Quality Mark accreditation for Care and Repair services to Scotland. The pilot phase is now complete and Mrs Burgess, Minister for Housing and Communities, will launch the scheme today and present awards to the first two offices in Scotland to achieve the Quality Mark.

We also introduced a new outcomes based performance management system. The system is designed to highlight the clients' views of Care and Repair. The final quarter figures are currently being collated and we intend to publish the results later in 2013.

We have contributed to two important discussion groups - the Preventative Support and Adaptations Working Groups - which have both reported their findings to Scottish Government. These groups have made important recommendations on how older and disabled people can be better assisted to remain in their homes and chosen communities.

We are committed to exploring the potential of social enterprise opportunities for Care and Repair and this year we worked with Senscot Legal to form a framework that would enable our 4 regional groupings of offices to bid for Poppy Scotland handyperson services.

We have developed and strengthened our relationships with other partner organisations such as Age Scotland, Scottish Public Services Ombudsman, Strathclyde Fire Service, RoSPA, Happy to Translate, SFHA and the Electrical Safety Council. A number of our offices have received additional funding as a result of these discussions.

We currently facilitate and attend regional Care and Repair managers meetings to encourage information sharing and develop good practice. We intend to add training opportunities to these meetings during 2013.

Finally, in recognition that the Review recommendations have been achieved, the Board has produced a 3 year business plan that hopefully will help us build on the considerable achievements of the past and shape the future for Care and Repair in Scotland.

## We hope you enjoy the day

The annual conference involves a considerable amount of work behind the scenes and, once again, we wish to record our thanks to Sam and Debbie of Big Bright Star for their help and expertise.

We also wish to thank our plenary speakers and information session leaders for the commitment and knowledge that they will bring to the day. We are sure that you will find the presentations helpful and informative.



## Wishing the best

This month we say farewell to two of Care and Repair's longest serving managers – Les Robertson and John Gold – who are retiring and moving on to new lives. Les and John have made a massive contribution to Care and Repair for over 20 years and are highly respected by their colleagues. We wish them both the very best for their retirement and look forward to reading the memoirs!



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