

**COMMUNITY  
LINKS**

*INVOLVING COMMUNITIES*

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**South Lanarkshire Care & Repair**

**Small Repairs Service Consultation**

**November 2019**

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## 1. Introduction

Community Links (South Lanarkshire) was commissioned by South Lanarkshire Care & Repair in October 2019 to conduct reliable research for the purposes of:

- Identifying support and demand for the re-introduction of a small repair service for individuals that are elderly, disabled and/or living with life limiting illnesses across South Lanarkshire;
- Exploring the scope of activities desired for such a service and;
- Exploring potential support for introducing a paid/financial element for such a Small Repairs Service

The commission was the result of an initial briefing meeting between Community Links (CL) and SL Care & Repair (SLC&R) which resulted in a proposed consultation plan being submitted for consideration and subsequently approved following minor amendments.

## 2. Methodology

Due to time constraints and available funding, it was agreed early in the consultative planning process that an online survey would be the preferred method of consultation.

The survey, once agreed with SLC&R, was hosted by South Lanarkshire Council (**Appendix 1**) and results were then passed to CL for analysis following its online closure.

Both SLC&R and CL advertised the consultation through their existing communications channels which included Social Media, e-mail marketing and e-newsletters. The survey was also promoted at various meetings and in various groups across South Lanarkshire.

The survey stayed opened for a period of just under 5 weeks and experienced a total of 226 completions of which 221 were valid.

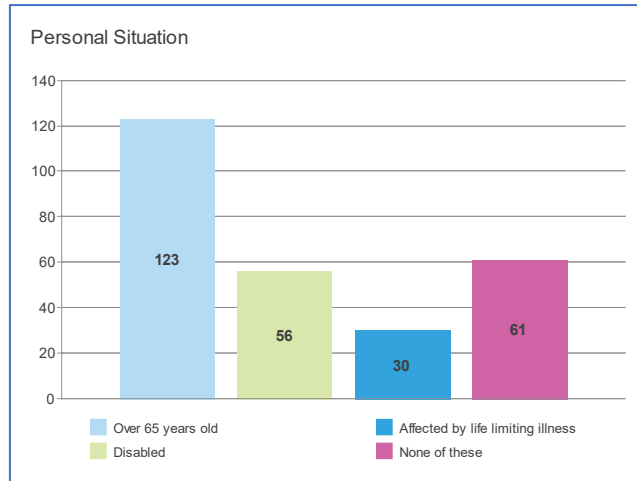
## 3. Findings

As previously mentioned, the online survey attracted a total of 226 completions of which 221 were found to be from individuals living in South Lanarkshire and therefore “valid” submissions.

### 3.1 People

The first section of the questionnaire focussed on the individuals and their personal circumstances.

Firstly, people were asked whether they were over 65 years, identified as having a registered disabled and/or affected by a life limiting illness. Their responses are found as **figure 3.1.1**.

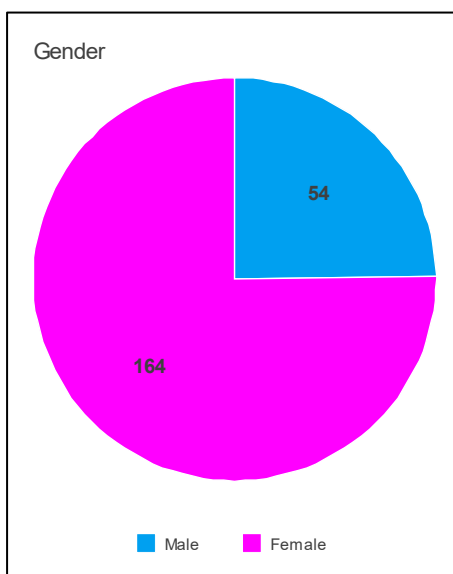


**Figure 3.1.1**

As the above figure shows the majority of individuals completing the questionnaire (56%) were over the age of 65 years. Being that this was a multiple choice question, the following observations/statements are also acknowledged:

- 10 individuals presented as being over 65, disabled and affected by life limiting illness
- 9 individuals presented as being over 65 and affected by life limiting illness
- 17 individuals identified as being over 65 and disabled
- 8 people identified as having a life limiting illness only
- 26 people identified as being disabled only

Individuals were asked to convey their gender. A total of 218 individuals responded and their response is seen in **Figure 3.1.2**.



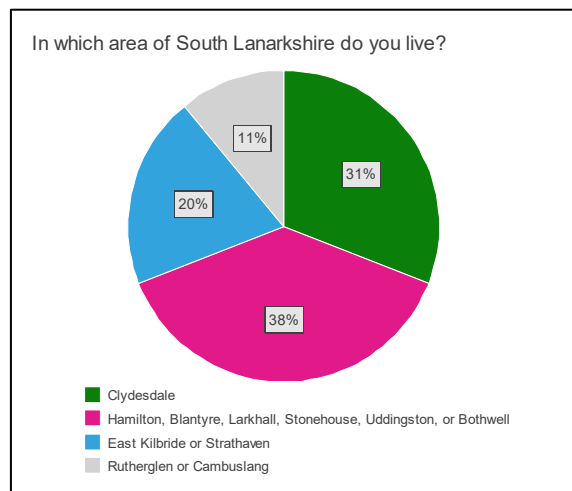
**Figure 3.1.2**

This figure shows that a gender bias has been experienced with the higher number of females equating to ratio of 3:1 completing the consultation.

It would be normal to endeavour to reduce such a ratio bias during the completion period of the consultation, however this was not possible due to associated time constraints.

Where it is not ideal, consultants do not feel that the gender bias negatively affects the consultation or the integrity nor validity of the findings.

Asked in which area of South Lanarkshire they lived, 219 individuals responded, and their responses are found in **figure 3.1.3**.

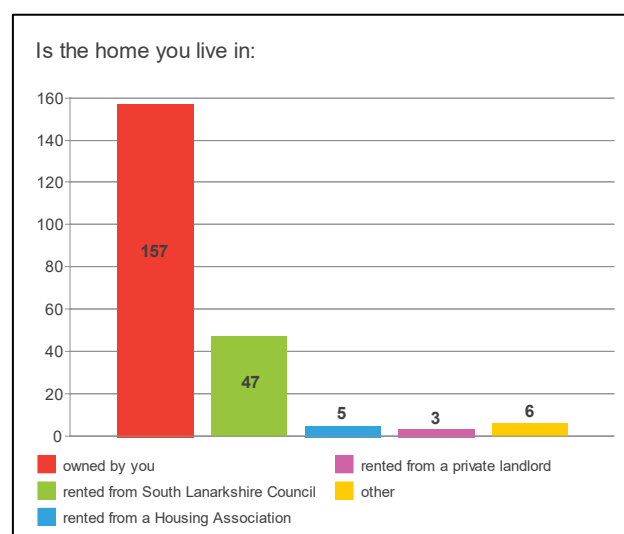


**Figure 3.1.3**

The figure shows a fairly representative spread with the exception of Cambuslang and Rutherglen. A very low completion rate was found from this area, but it is believed that this could be attributed to the existence of a similar “Handyman Project” which is facilitated by a local voluntary organisation.

Asked for their postcodes, 137 individuals responded, however only 120 postcodes were supplied in full. These postcodes have been recorded separately and are available on request.

In analysing postcodes that were supplied in full, it can be stated that a total of 30% of these were found to be in the top 20% of deprived communities as identified by the Scottish Index of Multiple Deprivation (SIMD) 2016.



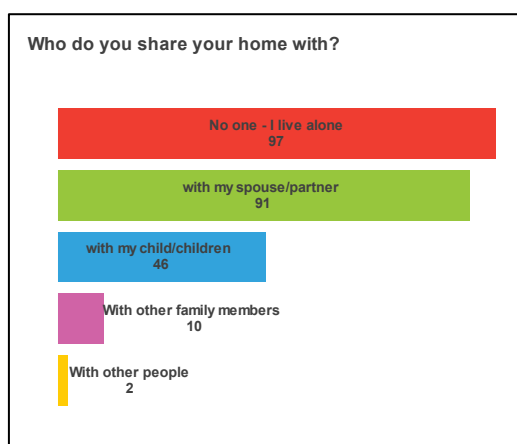
**Figure 3.1.4**

The previous figure shows that the majority of people (72%) completing the questionnaire owned their own homes. In cross referencing these figures against peoples personal situations the following comparisons were deemed to be important:

- The number of over 65's owning and renting their homes is almost statistically equal – 52% owning compared to 57% renting
- More people identifying with a disability were more likely to rent their home – 47% of those with a disability renting their home compared to 19% owning
- More people with a life limiting illness also more likely to rent with 26% renting compared to 11% with a life limiting illness owning.

It acknowledged that more research is needed to make these comparisons more statistically robust however they remain as significant indicative findings.

The final question in the people section of the questionnaire asked people who they lived with – a visual breakdown of responses is found as **figure 3.1.5**.



**Figure 3.1.5**

Exploring these findings further, **table 3.1.1** give a more in-depth look at household make-up

Household Make-up	Totals
Lives alone	97
Live with Partner/Spouse only	65
Live with Partner/Spouse and Children	26
Live with Children only	20
Live with other family members	10
Live with other people	2
<b>Response Total</b>	<b>220</b>

**Table 3.1.1**

This concludes the people section of the findings.

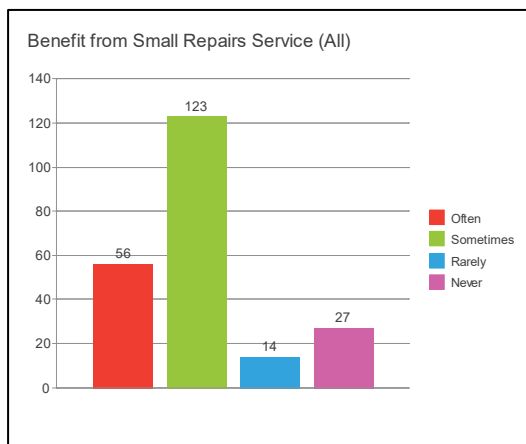
### 3.2 *Small Repairs Service Development*

This section of the questionnaire gauged opinions on whether the re-introduction of a small repairs service would be beneficial and what types of repairs they would be most beneficial to them and their families.

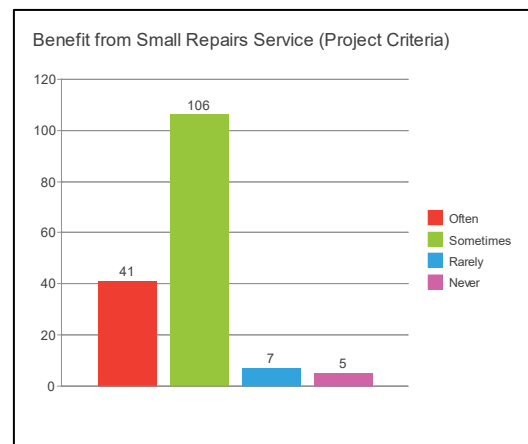
The first question asked people whether they felt they would benefit from the use of a small repairs service.

In analysing responses, consultants looked at overall figures as well as cross referencing only those that would meet the proposed repair services' access criteria – those that were over 65, disabled and/or living with a life limiting illness.

**Figures 3.2.1** and **figure 3.2.2** show comparisons



**Figure 3.2.1**



**Figure 3.2.2**

Both figures show that most people felt (81% and 93% respectively) that they would make use of the service either often or sometimes. In isolating people that would meet the proposed project criteria, a much smaller amount felt that it would be a service they would never use compared to all who completed the questionnaire.

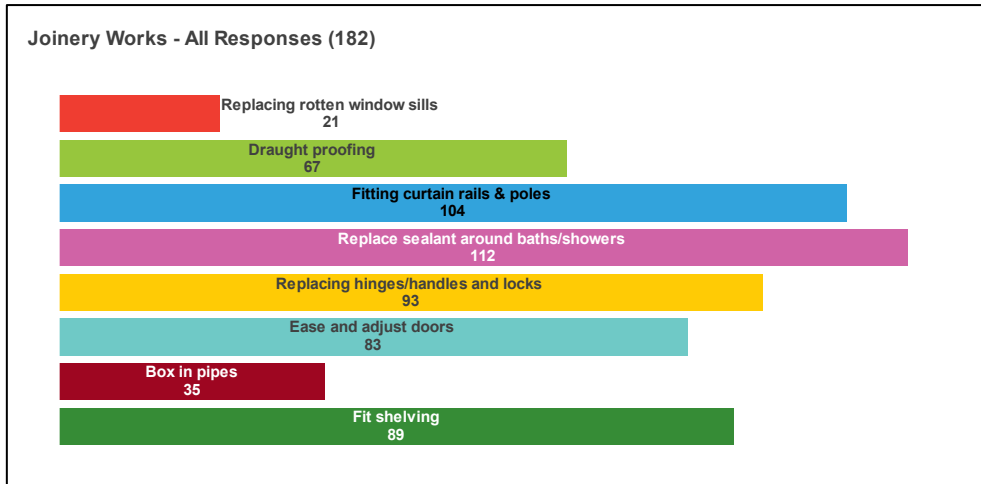
A further cross analysis on this question was conducted using areas of residence, however no significant differences were recorded with over 80% of individuals in all geographical areas stating that they would benefit often or sometimes from such a service.

The next questions were aimed at ascertaining what type of services would be of most benefit to clients/residents.

Four separate questions were asked that related to different types of repair works namely; Joinery, Electrical, Plumbing and Safety & Security. Each question contained a list of potential repairs and individuals were encouraged to select those that they viewed as being beneficial and necessary.

The first question was in relation to Joinery Works and results are shown in **figure 3.2.3**.



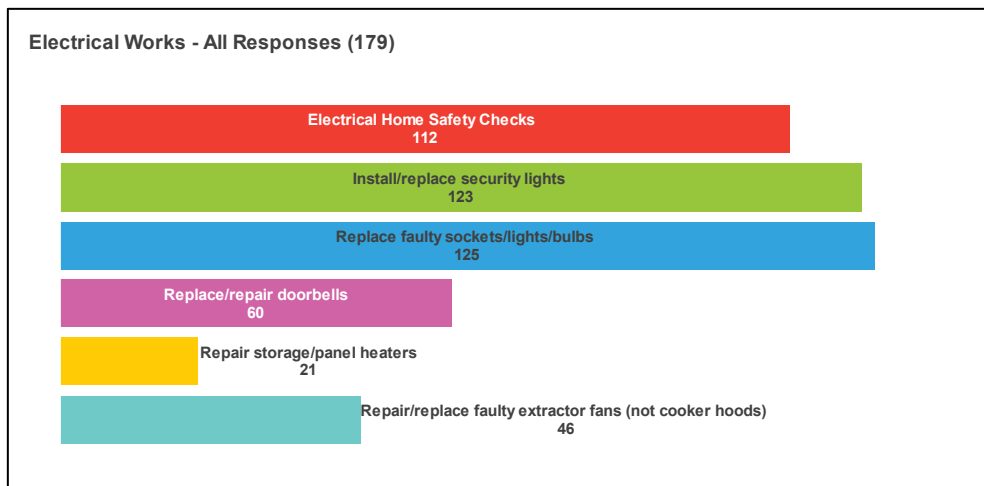


**Figure 3.2.3**

The most popular Joinery Work responses were:

1. Replace sealant around bath/showers (62%)
2. Fitting curtain rails and poles (57%)
3. Replacing hinges/handles and locks (51%)

In the next question, Electrical repairs were considered, and full responses are seen in **figure 3.2.4**

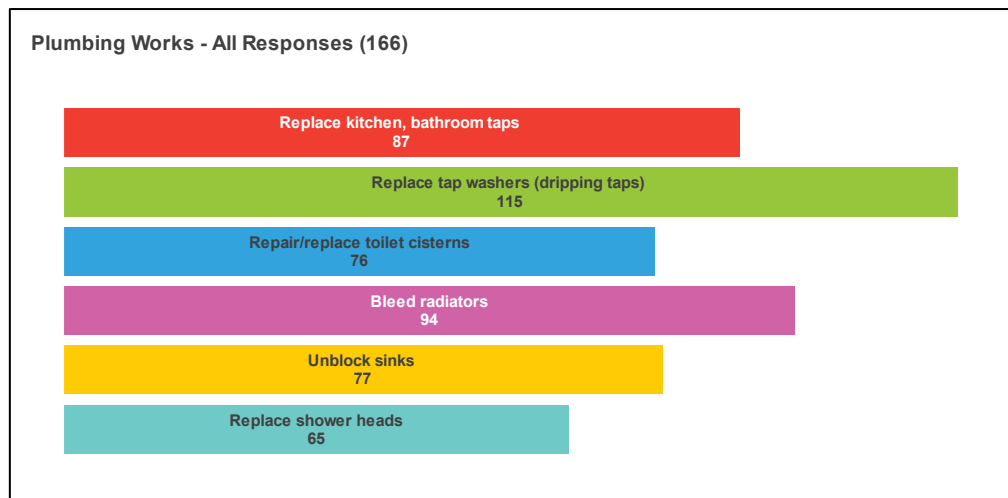


**Figure 3.2.4**

The above figure shows clearly that the most popular electrical works are identified as:

1. Replace faulty sockets/light/bulbs (70%)
2. Install/replace security lights (69%)
3. Electrical home safety checks (63%)

In relation to plumbing works, **figure 3.2.5** shows full responses.

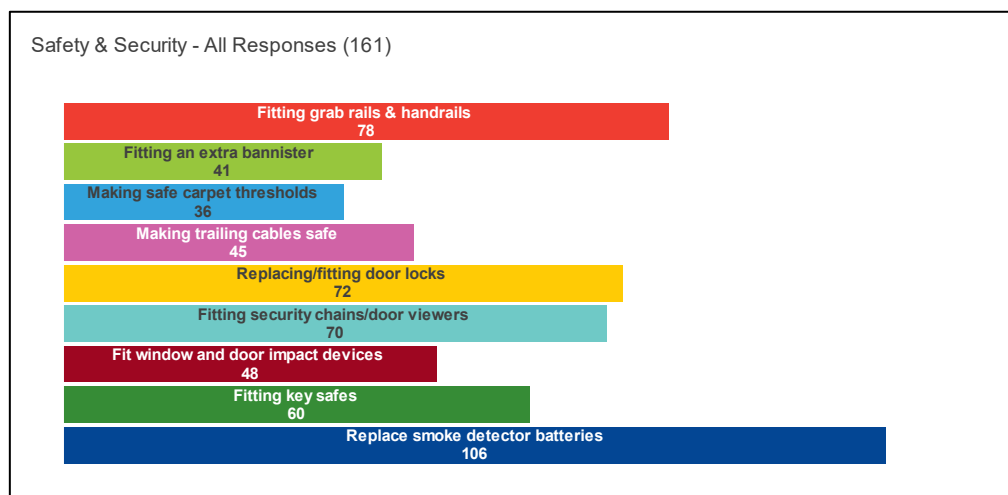


**Figure 3.2.5**

The top three plumbing related activities were identified as:

1. Replace tap washers (dripping taps) (69%)
2. Bleed radiators (57%)
3. Replace kitchen, bathroom taps (52%)

The final area of works addressed as Safety and Security. **Figure 3.2.6** shows all individual responses.



**Figure 3.2.6**

The top three desired repair activity under safety and security were:

1. Replace smoke detector batteries (66%)
2. Fit grab rails and hand rails (48%)
3. Replacing/fitting door locks (45%)

Consultants on analysis, cross-referenced results to each of the types of work by both house ownership and project criteria, whilst some small differences in job priority order were seen, none were significant enough to note separately.

The final question in this section asked individuals to identify any other care and repair tasks that would be of benefit. A total of 70 participants responded to this question and a full list of their responses can be found as **Appendix 2**.

Many responses referred to tasks already contained within the questionnaire, however other significant potential inclusions were identified as follows:

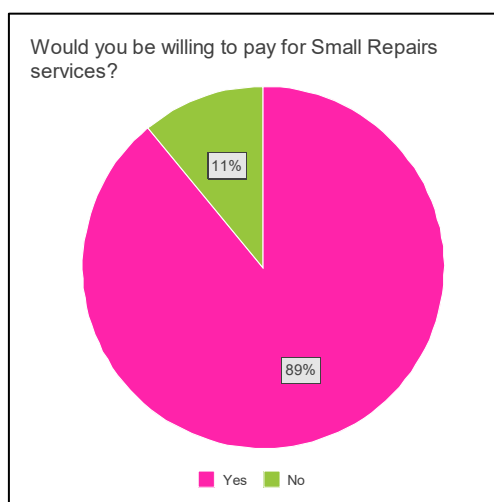
- Gardening/outside maintenance (incl. gutters)
- Moving furniture and large items
- Painting and decorating
- Salting paths and clearing snow

This concluded the small repairs service section of the consultation.

### 3.3 Pricing

The penultimate section of the questionnaire focused on potential pricing for a repairs service.

The first question asked individuals whether they would be willing to pay for such a service and results are shown in the following figure – **figure 3.3.1**.

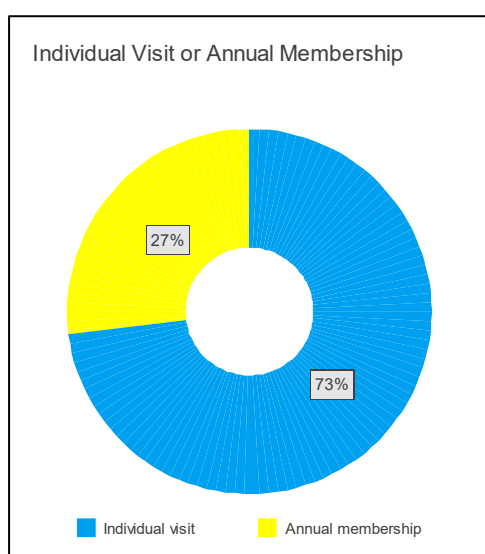


**Figure 3.3.1**

As the previous figure shows, an overwhelming majority of those that replied to this question (194) felt that they would be willing to pay for small repairs services.

Consultants cross referenced these results by housing tenure and found that council tenants were slightly less likely to pay for the services (82%) compared to those that owned their house (92%).

Next individuals were asked whether they would prefer to pay on an individual visit basis or through an annual membership. Results are shown in **figure 3.3.2**.



A total of 171 individuals replied to this question with the majority stating that they would like to pay for a small repairs service on an individual visit basis.

**Figure 3.3.2**

Asked what they felt would be an affordable charge for a home visit and repair, the majority of the 116 individuals that responded (51%) stated that a sum of between £10 and £20 would be most appropriate. The next most popular sum was between £21 and £30 with a further 28% feeling that this would be an affordable charge.

The penultimate question in this section asked individuals in support of annual membership, what they felt would be an acceptable amount to pay. This was an open question which attracted a total number of 44 responses – all of which are found in full as **Appendix 3**.

On analysing responses, a fairly equal split was found between the following sums:

- £10-£49 – 11 individuals
- £50-£99 – 12 individuals
- £100 + - 14 individuals

A number of individuals also stated that they were unsure of what an appropriate cost would be for an annual membership. The potential of different levels of membership (Bronze, Silver,

Gold) was suggested by one member. Another member also stated that if an annual membership was taken that they response time would need to be timely and appropriate.

The final question in this section asked people to supply any further comments for consideration. A total of 83 comments were received, and they can be found as **Appendix 4**.

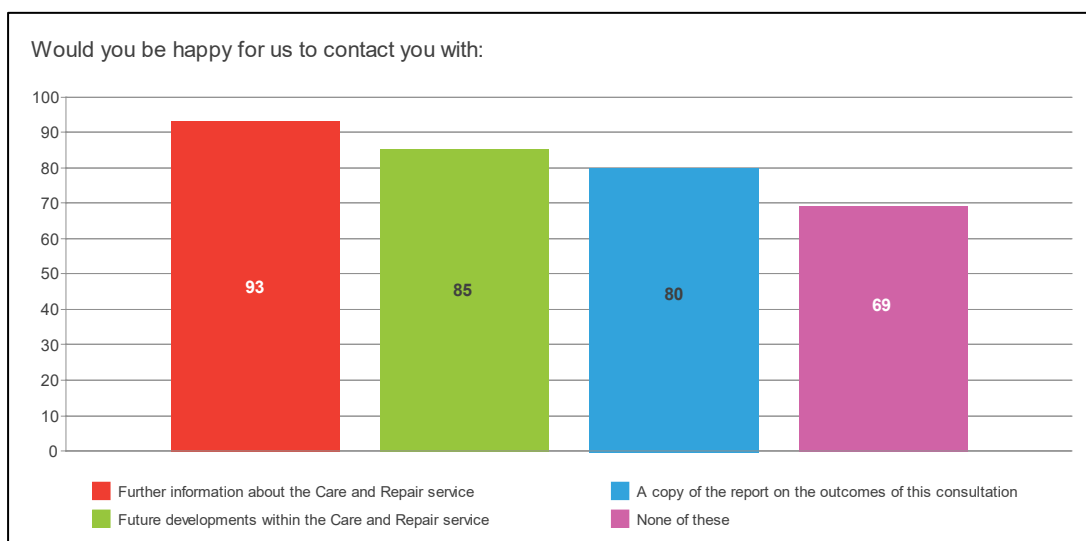
Some comments were received that posed questions for SLC&R and a separate document will be supplied to them with appropriate contact details to allow clarification and discussion where necessary.

On analysis of comments, consultant felt that there were no significant issues emerging other than a generalised positive support for the project and a desire to highlight the importance of ensuring that any service introduced was secure, trustworthy and reliable in order to maximise benefit and ensure service user confidence in the project.

### 3.4 Personal Information

The final section of the questionnaire was included to ascertain who would like to continue to be involved in the future and gather personal contact information to allow communications to continue.

Participants were asked to convey how they would like to be contacted and **figure 3.4.1** shows full responses.



**Figure 3.4.1**

As the above figure shows, a large number of individuals stated that they would like to retain some form of contact from SLC&R.

Finally, individuals were asked to supply their contact details – in total 117 individuals supplied their information which has been recorded separately and will be held securely by South Lanarkshire Care & Repair for future use.

This concludes the questionnaire findings.

#### 4. Conclusions

The research conducted by CL was found to be well received with good numbers of local people participating from across South Lanarkshire.

The total number of individuals participating in an online survey over a short period of time was impressive and although a gender bias was experienced, consultants felt that information gained was truthful, representative and robust.

There was a clear support throughout the research for the introduction of a small repairs service in South Lanarkshire and people were also in support of paying a fair and affordable amount of money to use such a service.

Individuals welcomed suggested repairs and also gave a good indication of other tasks which would be beneficial to them - specifically garden/outdoor maintenance, painting & decorating and furniture/large good movement – all of which they felt could be considered when designing and introducing a new service.

Finally, the number of contacts supplied, also suggest that people are keen to remain in touch and be informed on future developments.

Therefore, in conclusion consultants feel it was clear from comments and responses that there is a high demand for such a repairs service across South Lanarkshire and that people would like this to be introduced in an organised and secure manner from a reputable company as to ensure they have confidence and trust in a localised service, for which they are willing to pay an affordable amount preferably on an individual visit basis.

## Care and Repair in South Lanarkshire - Small Repairs Service

Care and Repair in South Lanarkshire are investigating the reintroduction of a Small Repairs Service to assist eligible clients across South Lanarkshire with a range of DIY jobs in your home designed to make it easier for older and disabled residents to continue to live independently in a safe and well maintained environment.

Care and Repair need your help to design this service, to ensure it will meet your requirements. Due to this we would like to ask some questions from which we will use the answers to develop the Small repair Service.

The General Data Protection Regulation (EU) 2016/679. South Lanarkshire Council and Community Links (South Lanarkshire) are registered data controllers. Any personal details given will be stored in paper and electronic forms securely and in accordance with the Regulation for the purposes of South Lanarkshire Council and their partners' business. Your details will not be passed on to any third-party organisations. Consent can be withdrawn at any time by contacting South Lanarkshire Council or Community Links (South Lanarkshire), in which case they will cease to use your information.

### About you:

**Do you live in South Lanarkshire**

- Yes  
 No

**Sorry, this survey is only for completion by South Lanarkshire residents. Thank you for taking the time to look at this. Please close down this window or tab.**

**Are you?**

- Over 65 years old  
 Disabled  
 Affected by life limiting illness  
 None of these

## Are you?

- Male
- Female
- Other
- Prefer not to answer

## In which area of South Lanarkshire do you live?

- Clydesdale
- Hamilton, Blantyre, Larkhall, Stonehouse, Uddingston, or Bothwell
- East Kilbride or Strathaven
- Rutherglen or Cambuslang

## Please specify your postcode:

## Is the home you live in:

- owned by you
- rented from South Lanarkshire Council
- rented from a Housing Association
- rented from a private landlord
- other

## Who do you share your home with?

- no one - I live alone
- with my spouse/partner
- with my child/children
- with other family members
- with other people

## Care and Repair Service

### Would you benefit from having access to a Small Repairs Service?

- Often
- Sometimes
- Rarely
- Never



What type of care and repair tasks would benefit you in terms of: **Joinery Works**

Appendix 1

- Replacing rotten window sills
- Draught proofing
- Fitting curtain rails & poles
- Replace sealant around baths/showers
- Replacing hinges/handles and locks
- Ease and adjust doors
- Box in pipes
- Fit shelving

What type of care and repair tasks would benefit you in terms of: **Electrical Works**

- Electrical Home Safety Checks
- Install/replace security lights
- Replace faulty sockets/lights/bulbs
- Replace/repair doorbells
- Repair storage/panel heaters
- Repair/replace faulty extractor fans (not cooker hoods)

What type of care and repair tasks would benefit you in terms of: **Plumbing works**

- Replace kitchen, bathroom taps
- Replace tap washers (dripping taps)
- Repair/replace toilet cisterns
- Bleed radiators
- Unblock sinks
- Replace shower heads

What type of care and repair tasks would benefit you in terms of: **Safety and Security**

- Fitting grab rails & handrails
- Fitting an extra bannister
- Making safe carpet thresholds
- Making trailing cables safe
- Replacing/fitting door locks
- Fitting security chains/door viewers
- Fit window and door impact devices
- Fitting key safes
- Replace smoke detector batteries

**Are there any other care and repair tasks would have benefit to you?**

**Would you be willing to pay for Small Repairs services?**

Yes

No

**If yes, would you prefer to pay on an individual visit basis or be interested in taking out an annual membership which would allow you to access the service whenever you need it?**

Individual visit

Annual membership

**What do you feel would be an affordable charge for a home visit and repair?**

up to £10

£10 - £20

£21 - £30

£31 - £40

£40 or more

**What do you feel would be an affordable amount to pay for an annual membership?**

**Do you have any further comments or ideas you would like to add?**

**Would you be happy for us to contact you with:**

- Further information about the Care and Repair service
- Future developments within the Care and Repair service
- A copy of the report on the outcomes of this consultation
- None of these

**Please provide your contact details below:**

Name	<input type="text"/>
Address	<input type="text"/>
Phone number	<input type="text"/>
Email address	<input type="text"/>

Thank you for taking the time to complete our questionnaire. Please click on the **Submit** button below:

## Appendix 2 – Additional Care & Repair Tasks

1. Painting high ceilings
2. Making garden safe from access
3. No
4. Replacing outdoor security bulbs as I am afraid of heights.
5. Repair outside tap
6. None I can think for now
7. Nothing I can think of at present.
8. No
9. Perhaps some gardening, cutting back bushes, weeding
10. Moving Sockets - Lifting carpets - Replacing lightbulbs - checking radiators and fridge freezer - Repairing window catches - repairing loft ladder - I could go on
11. Maybe putting salt on paths in winter?
12. Outdoor maintenance.
13. I am replying on behalf of my parents (dad is a mid-thigh level amputee of 78 years and mum is 81 years with a pacemaker fitted for heart block). Both have other age related issues. They have an adapted bathroom and a stairlift, but they need a kysafe as dad now has carers and a set of nightlights to help dad move around on his wheelchair during the night - as s well as advice on other measures that could aid them in their home and practical help with minor repairs in their home
14. Clearing snow in bad weather
15. Moving furniture, hanging pictures
16. General help replacing light bulbs moving sockets and switches, building flat pack furniture and moving furniture for elderly disabled
17. Changing light bulbs due to high ceilings
18. Electrical repair
19. Loosening drain on washing machine
20. Repair/ replace uneven slabs
21. Repairing kitchen cabinets...hinges, drawer fronts.
22. Clearing gutters, removing bird nests
23. CHANGE SOCKETS
24. Probably
25. Fitting lighting
26. Gutters, repairs and cleaning
27. Re-grout tiles
28. Checking timber cladding to see what work needs doing.
29. Support moving large items
30. Possibly curtain changing
31. Painting and Decorating
32. Replacing ceiling bulbs
33. Painting?
34. Fitting internal doors
35. All general purpose repairs. What would most benefit is having a reliable and trustworthy service.
36. Assisting with lifting like putting out an old piece of furniture for uplift by cleansing department

37. Low vision adaptations and advice
38. Garden fences or other minor outside jobs (not gardening itself)
39. Step alterations,
40. No - husband is very handy and no requirement
41. Not that I can think of at the moment.
42. Clean gutter
43. Can't think of anything at the moment and hope we do not need your services for the items we have identified today but who knows these are things we can do today but maybe not tomorrow.
44. Hang mirrors, gardening
45. Repair outside fascia boards and guttering
46. Garden tidy up window locks fitted put in 'comfort' pedestal in bathroom
47. We need a secure system for the back door as neighbours refuse to lock it and HA do not care.
48. Yes, but it's too expensive for me at the moment. I need a fence at the side of my garden as a neighbour removed the hedges without my permission. This has left my garden easy to access.
49. Plumbing washing machine
50. Fit internal doors
51. Grass cutting
52. Install of new kitchen appliances
53. installing a smoke detector
54. Brick work, CCTV
55. Clean indoor windows
56. Gas safety check
57. Changing lightbulbs in stairwells etc
58. Decorating, gardening
59. Securing back gardens, fixing garden gates, repairing broken windows, sealing outside draft in door doors
60. Repair leaking shower door. repair kitchen units. repair broken bathroom tiles
61. Outside handrails on steps/ stairs
62. Don't know
63. Cleaning gutters
64. Taking down and putting curtains back up so that I can get them cleaned
65. Can't think of any at the moment, but that may change down the line in the future
66. I struggle to do ironing and clean stove
67. Drilling holes in brick wall to secure fitting
68. Yes, a new door since I was broken into and I'm terrified staying here on a ground floor flat and my door is still unsafe thanks <b>**name removed**</b>
69. No
70. Grab rail up side of stairs

### Appendix 3 – Annual Membership Price

1. £50.00
2. 50
3. £65.00
4. £50
5. 52
6. 40
7. 100
8. 100
9. £20?
10. Yes
11. Not sure £50 per year ????
12. Not sure - around £120 ?
13. £52.00
14. £50 to £100
15. £100
16. Not sure
17. £100
18. £30
19. £30 to £50
20. £30
21. £80 - I don't have any disposable income
22. I have no idea.
23. Not sure.
24. £100.00
25. £150
26. £30 but must get priority and response times should be like 5 working days, no point if wait is 4 months
27. 50
28. £40
29. £16 Per Month ( <a href="#">£192</a> )
30. £100
31. £100
32. £21 - £30
33. Sorry really don't know.
34. Unsure - but would be happy to consider a variety of memberships - Gold, Silver, Bronze type thing
35. £30?
36. £30
37. £120
38. £100
39. £50
40. £100
41. no idea what would be appropriate but happy to pay market rates for good work.
42. Two hundred pounds, that's only four pounds per week, TV licence is almost as expensive.
43. £20.00
44. £60

## Appendix 4 – Additional Comments

1. No
2. Paying an annual fee would be a good idea, with a review every year on a budget, affordability and usage of the service. As most people can't really afford tradesman prices to put in a light bulb.
3. A good service for those on low incomes.
4. I'm the Carer and I live in south Lanarkshire (Carluke) but my elderly mum lives in North Lanarkshire (Newmains) - would you be able to cover this?
5. Good idea for people less able
6. I am a retired engineer and do my own repairs and help neighbours also. Would have thought your survey would have provided an option to recruit helpers also unless it comes later?
7. No
8. I think this is a good idea and would help a lot of people
9. Regarding costs, it surely would be dependent on what needed to be done and time taken. A list of reliable and honest tradespeople for other or larger jobs would be most useful. I understood the Care & Repair service had been stopped?
10. I would like to have a phone number to contact someone I could trust to visit me to discuss my needs
11. I think this is a fantastic idea and hope that you get established. There are lots of people who would require your services. Good luck.
12. Perhaps little things like replacing lightbulbs?
13. I have answered these questions on behalf of my mother in law, however I feel this service would benefit many elderly people who would rather use a service via local council rather than someone off street/newspaper ad. I also have a limiting illness which in the future I can see with exclude me from managing a number of the jobs listed, so I would also consider this a beneficial service
14. I have used this service previously, my husband has mobility issues and dementia so he cannot do any of these tasks store.
15. It would be good to have someone to do little repairs I can't manage, and council won't cover.
16. See my previous comments, many thanks.
17. Good to know help there when needed
18. I'm lucky that I still have my spouse but have often wondered how I would cope if I didn't and feel that a service like this would be invaluable. There are lots of simple things that frustrate me but that would only take a minute to do - trying to reach things in high cupboards, trying to move heavy items, etc etc.
19. I don't have the money to pay a small fee or hire anyone and as a wheelchair user I literally have had no main lights in bathroom and sitting room for years as I can't change bulb and have no-one to do it for me so a free service for small jobs maybe would be good
20. My husband would like to know more about volunteering for this service.
21. Scale of charges depending on work required
22. Only that I think it would be well used as I become older I find some things too hard and have to ask my brothers to do it for me as a woman I feel I would rather have a service that I could call on
23. Repair/ replace broken fences/gates.

24. I feel initial visits to view the work should be free of charge. Thereafter each visit where work is carried out should be charged to pay for travelling costs. Maybe £20 to £25. Over and above this, where materials are required these should also be paid for e.g. cost of electrical sockets, light bulbs, etc. I also feel this service is invaluable as the C&R tradesmen can be trusted. It is too easy to be ripped off by bogus workers, especially for elderly people.
25. I live by myself and find it hard to do small repairs so I need help and cannot afford to pay much so please keep prices down
26. Fee depends on job type time taken to complete tasks, annual fee price depends on what it covers value for money as you may only use as and when required Feel it is needed as company's charges are very expensive for smaller job and do not cater for difficult jobs for older residents i.e. Up ladders Power in hands to use screw driver, curtain hooks on to curtain rails changing a tap washer etc. Community consultation manual face to face as not all people requiring this service have access to the internet emails Faulty electrics lamps ceiling fittings become loose.
27. Depending on the repair
28. Annual Membership - depends on cost - £50?
29. I think this is an excellent idea for all of SLC - not just for council tenants. Home owners struggle to get small repairs done as I have found recently. This is an excellent idea that would generate income for the council and help the community as a whole.
30. Can it be open to everyone? This is a brilliant idea. I often dread paying exorbitant rates for trivial jobs. Often contractors don't want to undertake little jobs.
31. This is more for elderly parents. Few places take on small jobs, although they always say they will.
32. I thought there was a scheme, but it's not advertised enough for elderly to use
33. There's a free service for this in Cambuslang for over 50 s
34. I have a medical condition which at impacts on my range of movement. It does come under the criteria definition of a Disability, but I do not like to class myself as disabled. This service would be of benefit as I cannot keep my arms above my head for anything over 2 minutes max time and my hips ache. My Husband also has hip pain.
35. It is very difficult to get good tradesman to do any kind of small repairs, who will do you a good job and not charge a fortune. Trust and safety are also an issue in terms of letting strangers into your home..
36. Excellent service, need this to be available
37. What a great idea. My husband who has a brain tumour used to do all of these small jobs.
38. I am completing this form on behalf of my father who has dementia and can no longer undertake these duties. These are not jobs that I have the skills to do for him.
39. This would be an excellent idea. The biggest barrier is first finding a reputable tradesperson. I recently had an enquiry regarding blocked gutters. I contacted many roofing and guttering company's all of whom declined the works as the job was too small. This did not help as my guttering eventually leaked like a waterfall and I had to call in an emergency service which cost me a small fortune. I have had an electrician fit the wrong conductor of wiring from an electric shower into the mains. Having a trustworthy group would be fantastic. As a suggestion, how about a charitable registered organisation? Or one that profit makes like South Lanarkshire Leisure and Culture?
40. As you get older you are unable to undertake routine household tasks

41. I think this would be a great service for elderly or vulnerable people in the community.
42. I think that care and repair to carry out small jobs for unable pensioners is a great idea, and I know many elderly people that would benefit from this service
43. It would be good to know a tradesman was accredited. I would be willing to pay more not less than the sum I ticked. Resolving unsafe aspects of home as sight goes is a concern. Also moving furniture to improve living space.
44. My husband (77) is currently able to tackle most minor tasks but moving forward that may not always be the case. I think many elderly people would be grateful for such a service
45. great service for elderly
46. It's a much needed service by people who are vulnerable and physically unable to maintain and repair their homes.
47. The price obviously reflects the job being done. Some would warrant the higher fee.
48. Assuming cost would be over and above any parts required.
49. My partner is a tradesperson.
50. I think price of job would be dependent on work required
51. Currently the only service we require is an electrical socket installed for existing security light.
52. Quick response times do garden tidying and any task which means older folk have to bend, fit letter box holders to catch post. really need window locks- fit stuff on decking which prevent older folk falling, re-tie bins so that winter no need to walk too far, fit pulleys, do not put a max number times used on annual payment arrangement, rebate folk if never use in year or give next year free, supply and fit if people want that, means no need to shop themselves, build places in gardens for mobility scooter storage, fix up easy charging points
53. This is an excellent idea,
54. No just that this service would be helpful for me as I don't like to change bulbs in case I fall.
55. Cannot afford anything
56. I would not currently access this service; however, I envisage that this would be beneficial for my elderly mother.
57. A lot of people would benefit from this.
58. I think this is an amazing idea. Could you have a Facebook page to give details of jobs needing done? This could be for people like myself too offer to help out. I'm not qualified for many things but I am handy with DIY so I could help someone. I'm not sure how things work.
59. Although I wouldn't require this service. I work for homecare and this service would totally benefit older and disabled people living in the community. Since home helps became home carers we are very limited in what we can do to help due to health and safety restriction and time restrictions. So, although we would love to help the service users we attend with these extra things cuts in time and services no longer allow it. 100% back this scheme all the way. Good luck.
60. The cost would depend on the actual job needing done
61. As a district nurse, the service you provide to frail, elderly and vulnerable patients, I think you do an amazing job thank you
62. It's difficult to comment when there is nothing as yet to comment on. Im sure that any repair service might start small and then evolve according to needs. It would be helpful if the service could be available some evenings and weekends as well as weekdays.



63. Charge should reflect what the job is. Some jobs would be more expensive than others. Maybe they could be paid up if someone couldn't afford to pay all at once?
64. u work with people who don't have anyone to help with these small jobs around the house,
65. I would feel safe and secure contacting care and repair for small jobs. These days there are so many scammers it is hard to trust people
66. I make referrals to care and repair through my employment. The service is vital to those who need it and SLC promote themselves as a leader in the care of vulnerable people by offering it. The staff a committed people working hard for their community.
67. I am 80 years of age and find it difficult to climb ladders to do different tasks
68. Although I'm perfectly able bodied as a single woman this service would give piece of mind when needing tasks done
69. I might change to the yearly payment depending on circumstances.
70. I don't have any need for service however my 71 year old mother would as she lives alone.
71. I might need this service in the future. You just never know.
72. This is an excellent service. I have an elderly neighbour who cannot get work done on her home. If this is reinstated she alone could keep you in business! Simple things like changing a lightbulb and hanging curtains are impossible for the elderly
73. Payment could be on a sliding scale or as felt appropriate by the customer.
74. Hope this can come into operation soon
75. I have answered these questions for my mum who is 81 years old.
76. It's a great idea, could also mean that any serious/ dangerous issues around living conditions are obvious to someone other than the householder. So many people are scared to approach a plumber, electrician etc, scared of being cheated, so much publicity around scams. People trust the council .
77. Strathaven already has an excellent voluntary group that support the community, this proposal is duplication of a resource that is available in the town. Perhaps if two of our councillors lived in the town would understand as to what is required.
78. Have used in the past and very beneficial for small jobs which I would be wary asking a private company to do for fear of being over charged
79. I don't want an annual subscription as I don't know how much help I would need. I would be happy to pay reasonable charges for someone to keep garden tidy. Some building trade people take advantage by charging older women higher prices than they charge a man or younger neighbours. I was scammed recently for a small roof repair and the wood for my new fence turned out to be the roughest cheap wood after I had agreed the price for the job.
80. This service gives confidence that workers carrying out job are to be trusted
81. Would you consider adding roofing work I.e., replacing loose tiles on roof ?
82. Can you please try and speed up my door getting fixed to give me massive feelings of security!!!!!!!!!!!!.....thank you. * name removed*
83. No