

Handyperson questionnaire – survey results

1 November 2016

Rationale

On 7th September 2016, Housing Select Committee commented on the review being undertaken with regards to the handyperson service and noted a need to focus on the current level of satisfaction with the service and the impact that a requirement to contribute to the service might have. A consultation was launched to capture feedback from clients and key partners with regards to the above points and to capture additional information around the client group and their needs to inform future decision making.

Methodology

On 23 September 2016 a postal questionnaire was sent to 1408 elderly and disabled residents in the borough who had used the handypersons service between April 2015 and August 2016 inclusive. To increase the likelihood of response a return envelope was included in all questionnaires. The questionnaire was also sent to approximately 500 members of the Positive Ageing Council and was uploaded to their website.

Key Results

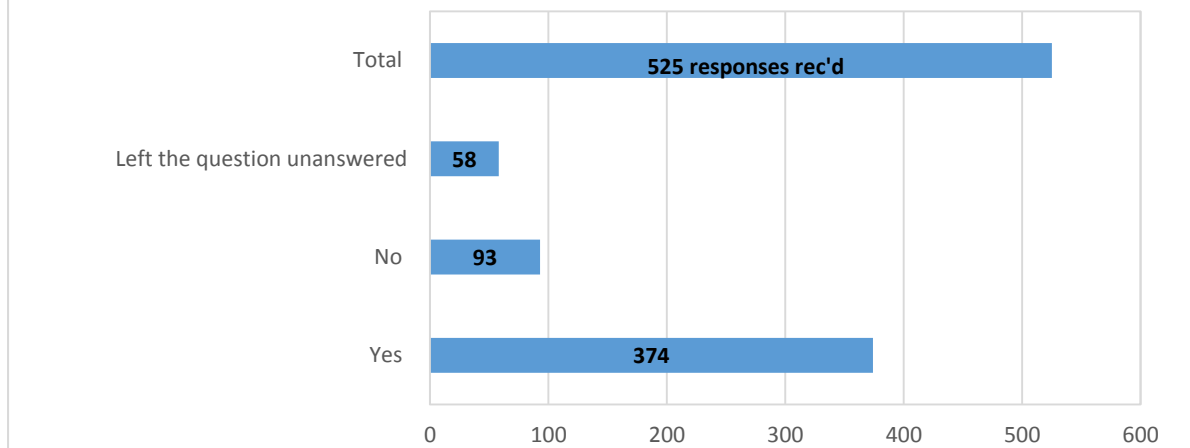
525 responses were received representing a 37% response rate amongst those contacted directly. Not all respondents answered all of the questions, and as such the below analysis may contain less than 525 responses in some sections.

Over 97% of those who responded recorded satisfaction with the current service, not including the 90 responses which were left blank. The vast majority of service users said they would be unhappy to lose the service with over 92% of those answering the question stating this. 48 respondents did not answer this question. When asked whether they would be willing to contribute towards the cost of the service, 119 respondents did not answer. Over 65% said they would be willing to contribute between £0 and £10 per hour whereas under 4% responded that they would pay whatever the cost of the work was. Last year's financial data suggests the cost of providing the handyperson is £36 per hour.

Detail

Analysis of the responses to each question can be found below.

Question 1: Have you used Lewisham's handyperson service?



Of the 525 respondents;

- 374 (71%) had used the service before
- 93 (18%) had not used the service
- 58 (11%) left this question unanswered

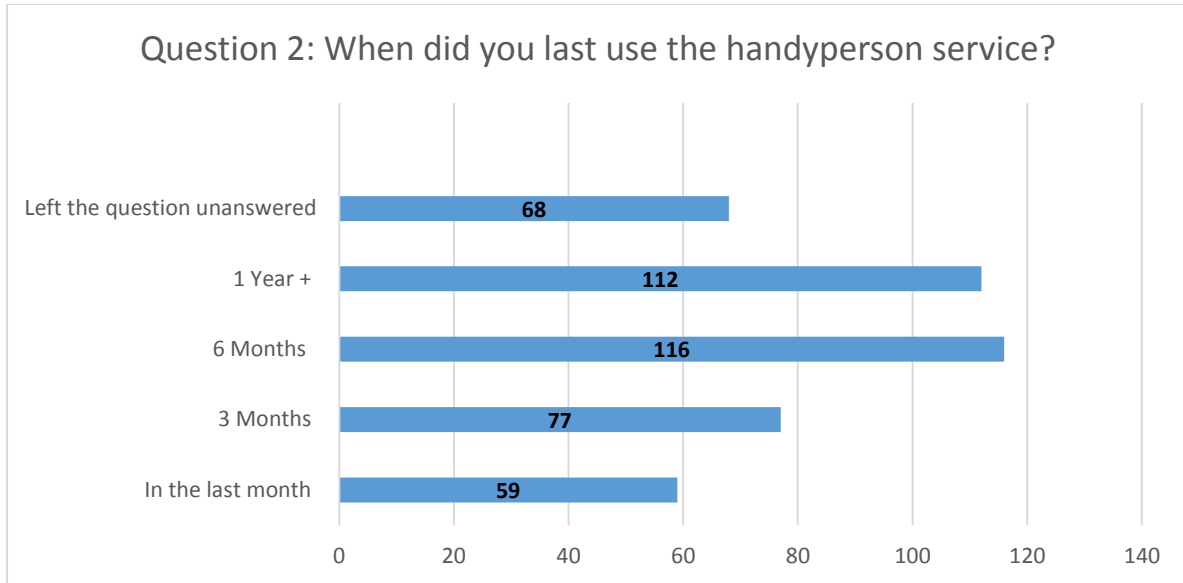
Many of the 58 who left the question above unanswered have answered later questions relating to satisfaction with the service.

Of those who had used the service before women were by far the highest users (85%) with an even split between those of white and BME backgrounds.

Of the males who responded and have previously used the service 64% were white and 36% were from BME backgrounds.

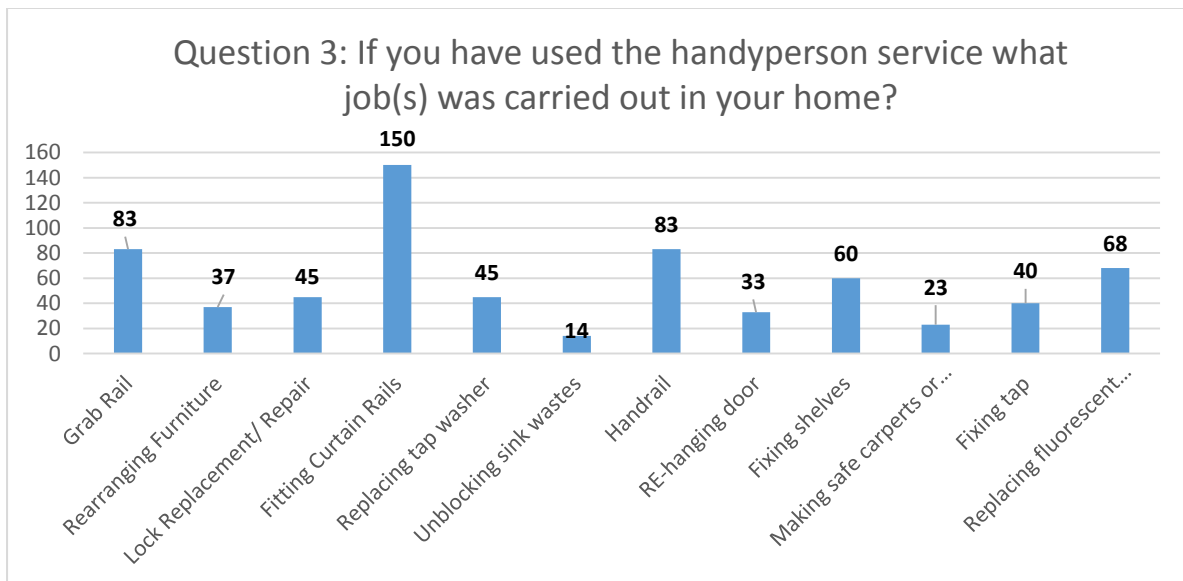
The age group who stated they used the service most were 70 to 79 year olds; this was similar for both male and females. There was no difference to the age category having not used the service, with 70 - 79 years being the most prevalent responders.

Those people who had never used the service before, offered contributions averaging £10.00 per hour, compared to an average of £5.80 per hour for those who had used the service.



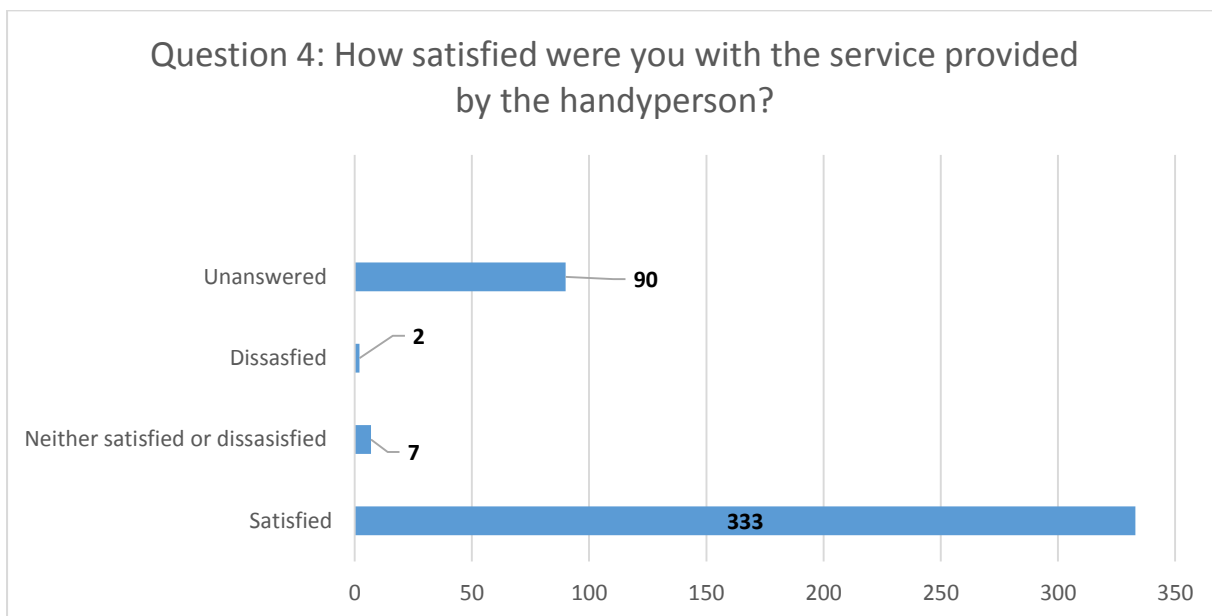
Of the 364 who answered this question;

- Over 16% (59) had used the service in the last month
- Over 21% (77) had used the service in the past 3 months
- Almost 32% (116) had used the service in the last 6 months
- The remaining just under 31% (112) had used the service over a year ago



The below table outlines the responses which respondents gave when asked which jobs had been carried out at their property. 35% of respondents recorded that the handyman had fitted curtain rails, representing 22% of all jobs recorded. 19% recorded that the handyman had fitted a handrail and 19% recording that they had fitted a grab rail each of which represented 12% of the total jobs recorded.

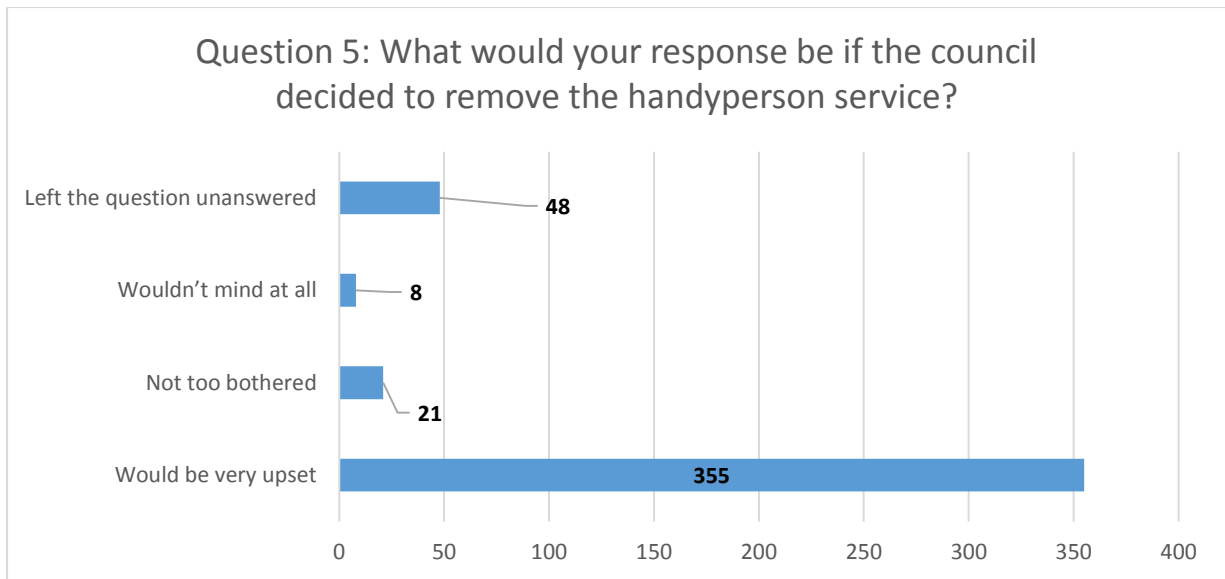
Jobs carried out	Percentage	Number of people
Fitting Curtain Rails	35%	150
Handrail	19%	83
Grab Rail	19%	83
Replacing Fluorescent Lights	16%	68
Fixing shelves	14%	60
Replacing Tap Washer	10%	45
Lock Replacement/repair	10%	45
Fixing tap	9%	40
Rearranging Furniture	9%	37
Re-hanging door	8%	33
Making carpets and flooring safe	5%	23
Unblocking sink wastes	3%	14



Of the 342 respondents who answered this question;

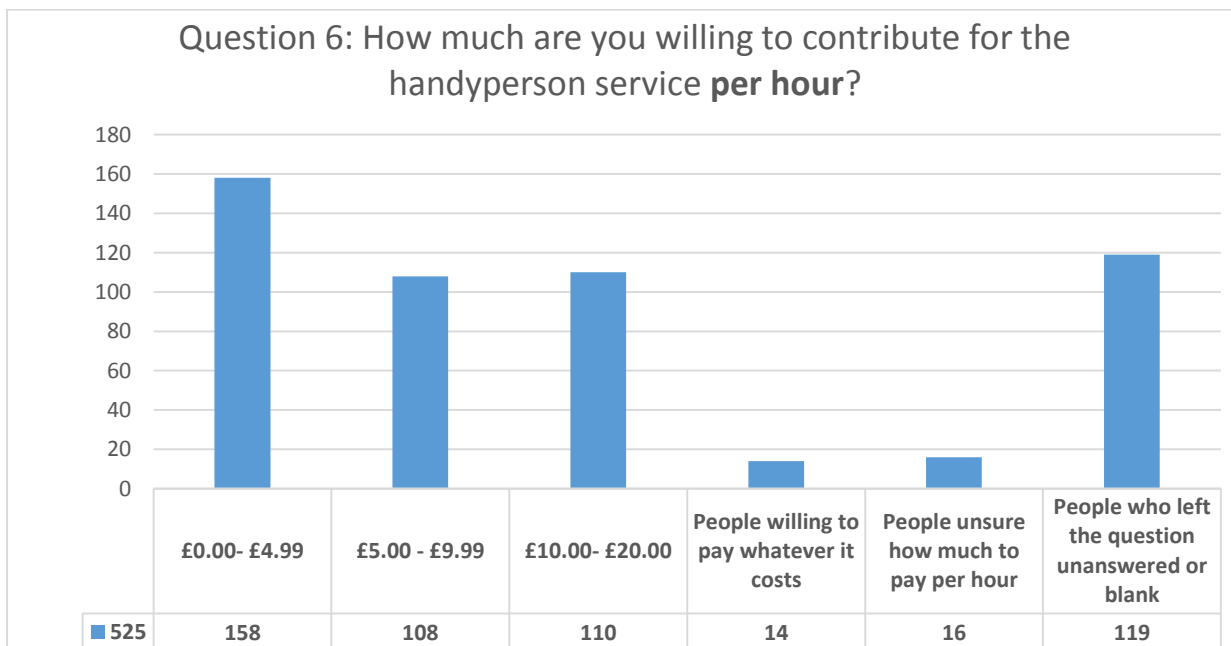
- 333 (97%) were satisfied with the handy person service
- 7 service users (2%) responded they were neither satisfied nor dissatisfied
- 2 (1%) people said they were dissatisfied.

43 of those who are recorded as satisfied in the above figures had crossed out satisfied and written very satisfied.



Of the 384 respondents who answered this question;

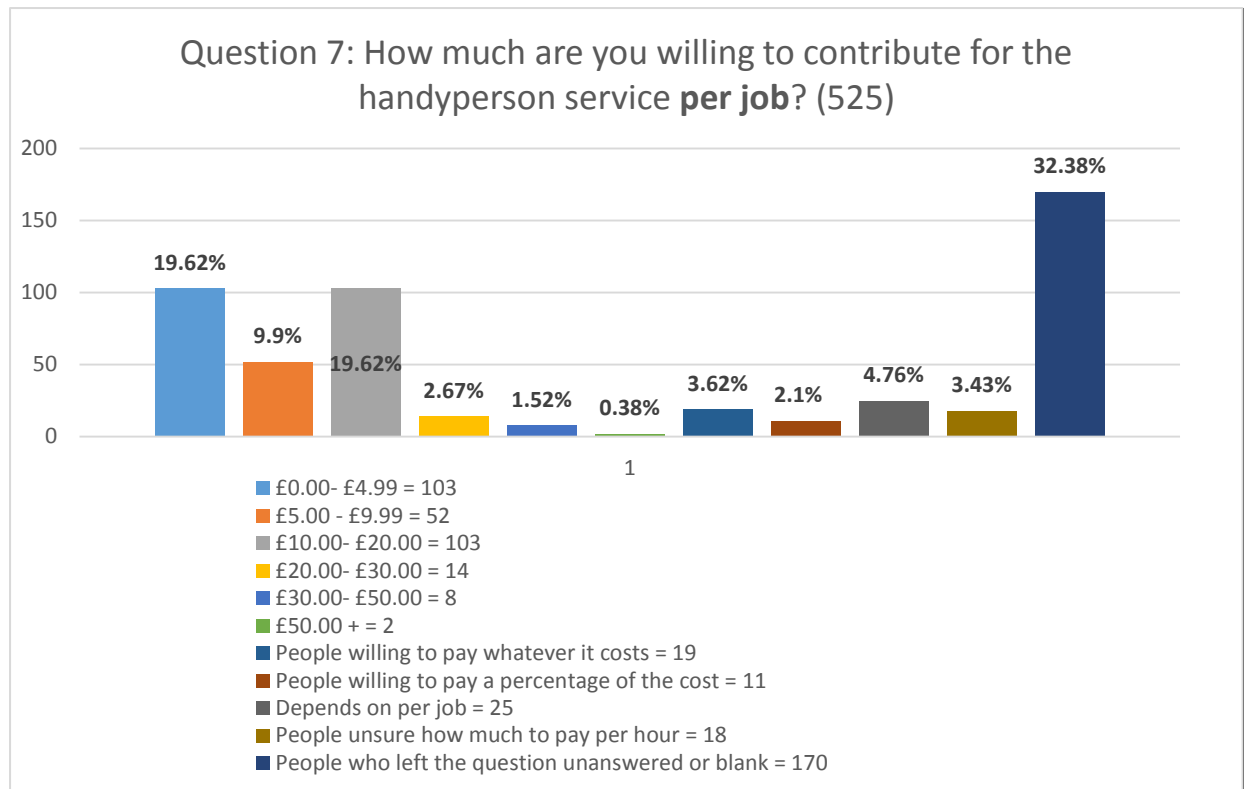
- 355 (92%) of respondents would be very upset if the service was taken away
- 29 (7%) said they would not be too bothered or wouldn't mind at all



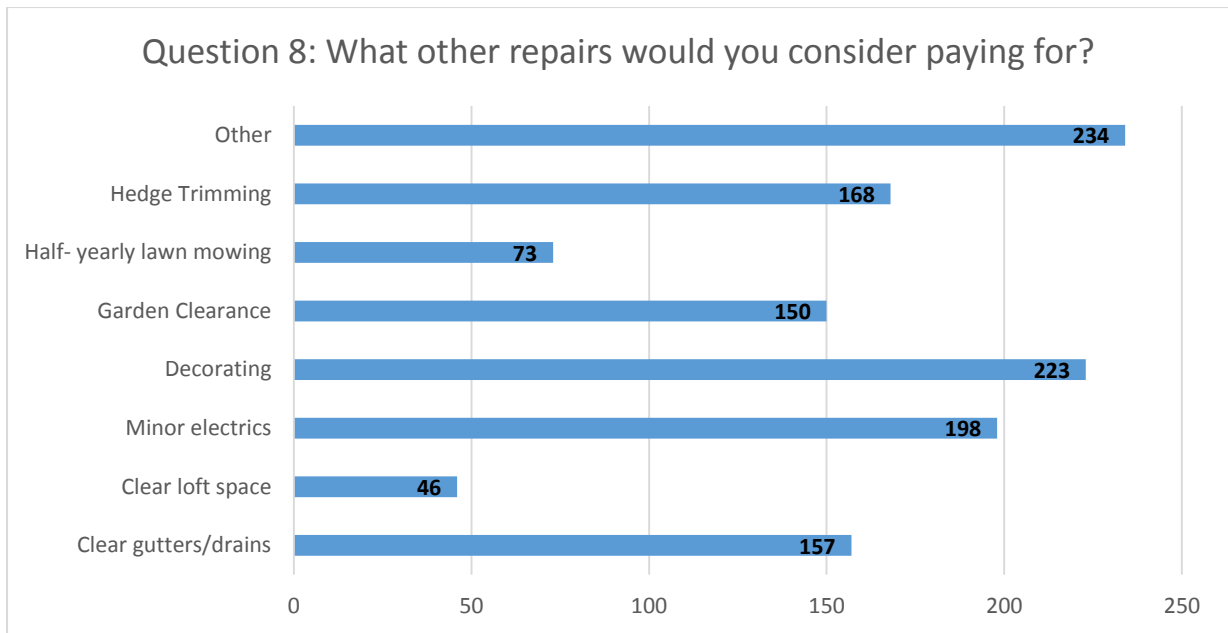
406 respondents answered question 6 relating to the potential contribution of users to the service, of which;

- 39% (158) responded that they would be willing to contribute between £0 and £4.99 per hour for the service
- 27% (108) responded that they would be willing to contribute between £5 and £9.99 per hour for the service
- 27% (110) responded that they would be willing to contribute between £10 and £20 per hour for the service
- 3% (14) responded that they would be willing to pay whatever the cost of the service was
- 4% (16) responded that they were unsure of how much to pay per hour

Last years' outturn shows the cost of providing the handyman per hour is £36.00 (including vans and overheads).



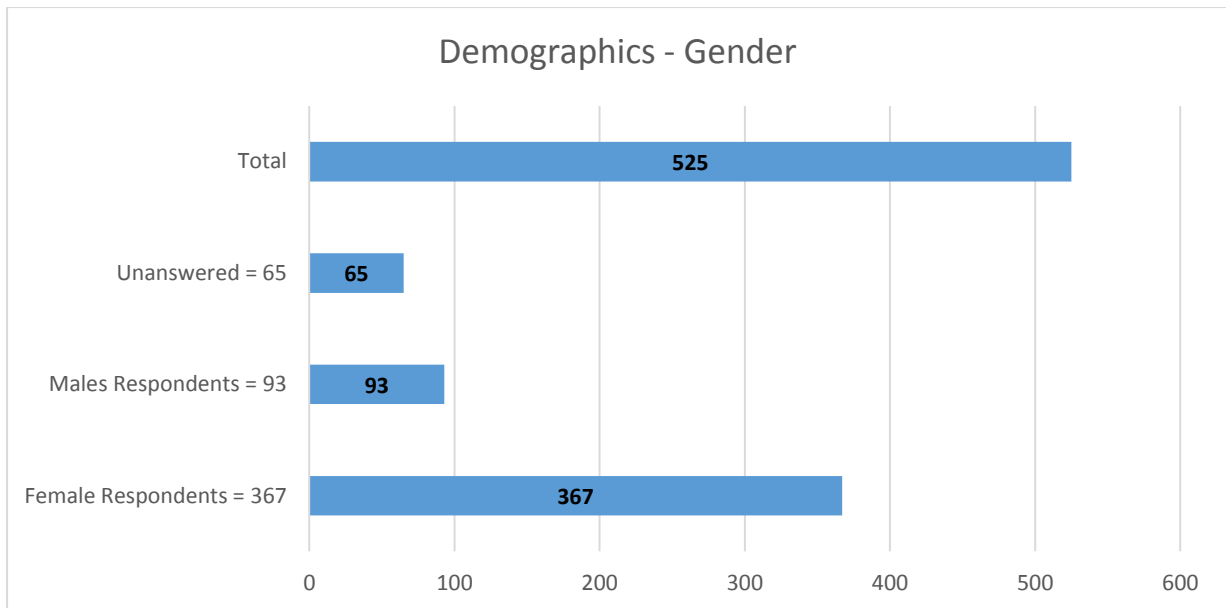
- Just under a third of all responders left the question of contributions per job blank.
- Just under a fifth of all responders said they would pay up to £5.00 per job, and the same again for those willing to pay between £10.00 and £20.00 per job.
- 19 people (3.62%) were willing to cover the costs whatever they may be, however, 100 responders (19%) said they would not want to contribute at all.
- A total of 84 of all responders (16%) stated they would not want to contribute to either an hourly rate or per job rate.
- The average amount people were willing to pay for the service was £20.00 per job. The average cost of a job provided by the handyman service amounted to £37.27 based on 15/16 outturn (plus corporate overheads plus cost of vans).



The most commonly requested repair from the responses that is not currently available through the handypersons service is decorating, followed closely by minor electrical works. Some other local authorities do offer this service. A detailed breakdown of these comments is below.

Job	Percentage	Number
Other	45%	234
Decorating	43%	223
Minor Electrics	38%	198
Hedge Trimming	32%	168
Clear gutters/drains	30%	157
Garden Clearance	29%	150
Half-yearly lawn mowing	14%	73
Clear Loft space	9%	46

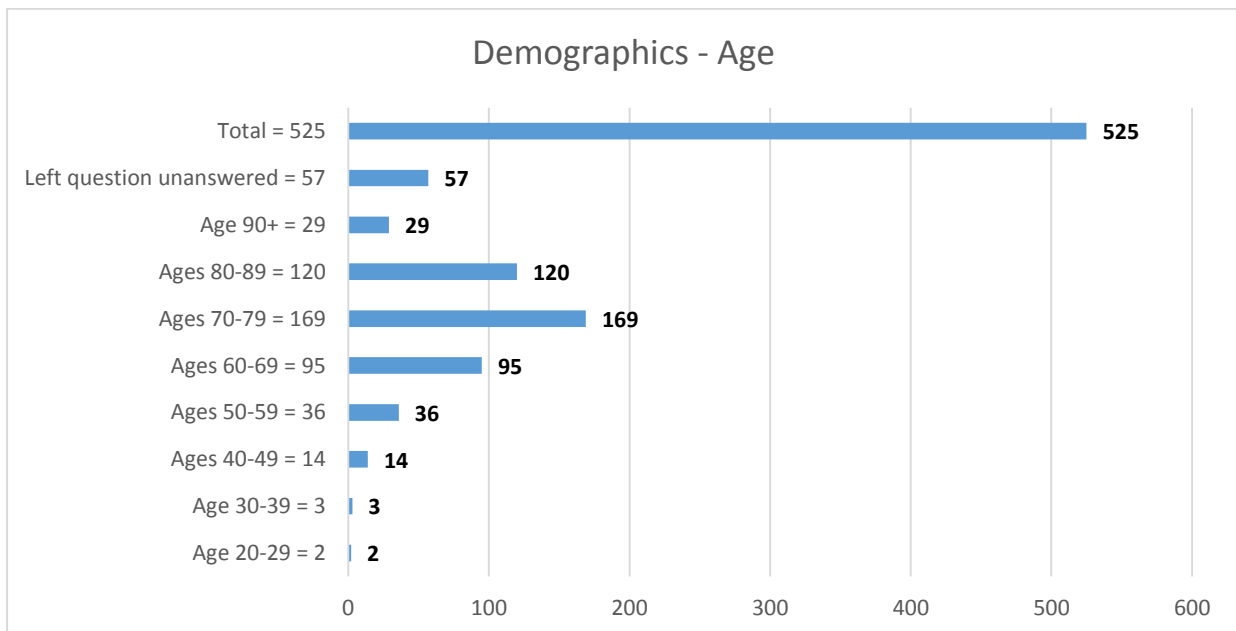
Respondents who indicated they would be willing to pay for other repairs chose minor plumbing and odd jobs round the house such as clearing blockages to toilet/sinks as the most popular job types. 17% who had used the service before, compared to 16% of all responders, said they would not be willing to pay for any of the above jobs.



Of all 525 respondents;

- 70% were female
- 18% were male
- 12% left the question answered.
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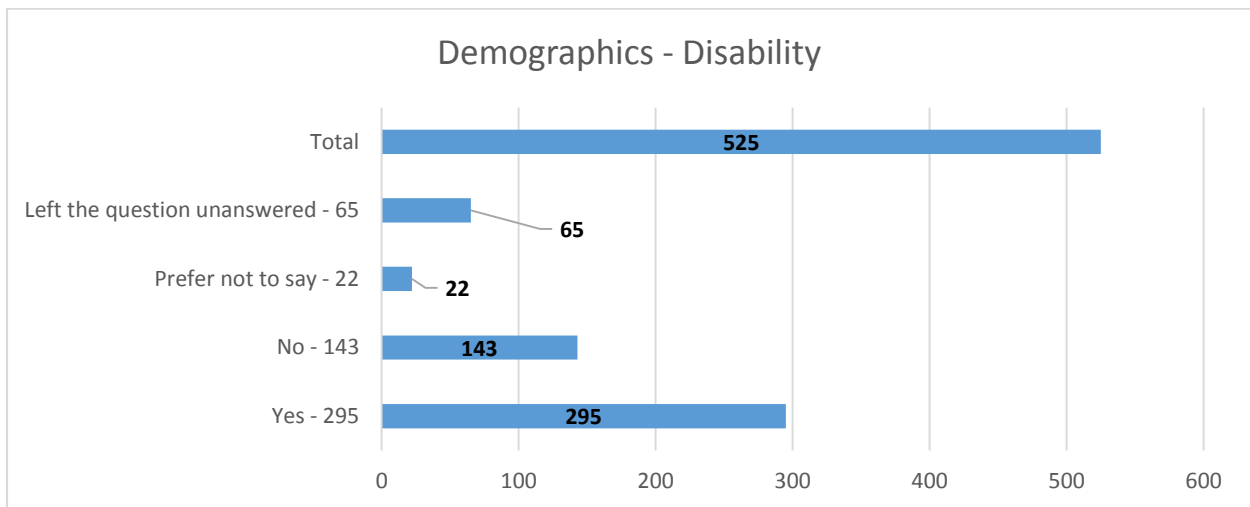
Of those who had used the service before 85% were female, whilst 15% were males.



The age group of the respondents varied from 23 up to 97.

- 32% of respondents were aged 70-79, this group were the majority of respondents
- 23% of respondents were aged 80-89
- 18% of respondents were aged 60-69
- 7% of respondents were aged 50-59
- 5% of respondents were 90 or older
- 4% of respondents were aged 50 or below

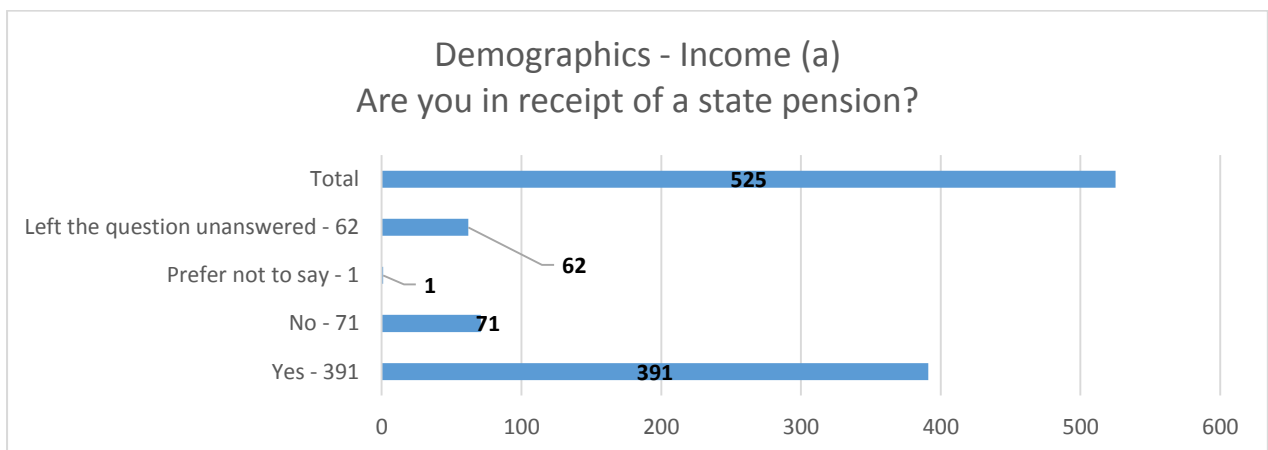
The remaining 11% did not answer this question.



Of all 525 respondents;

- 56% (295) considered themselves to have a disability
- 27% (143) declared they were free of any disability
- 13% (87) left the question unanswered or preferred not to say

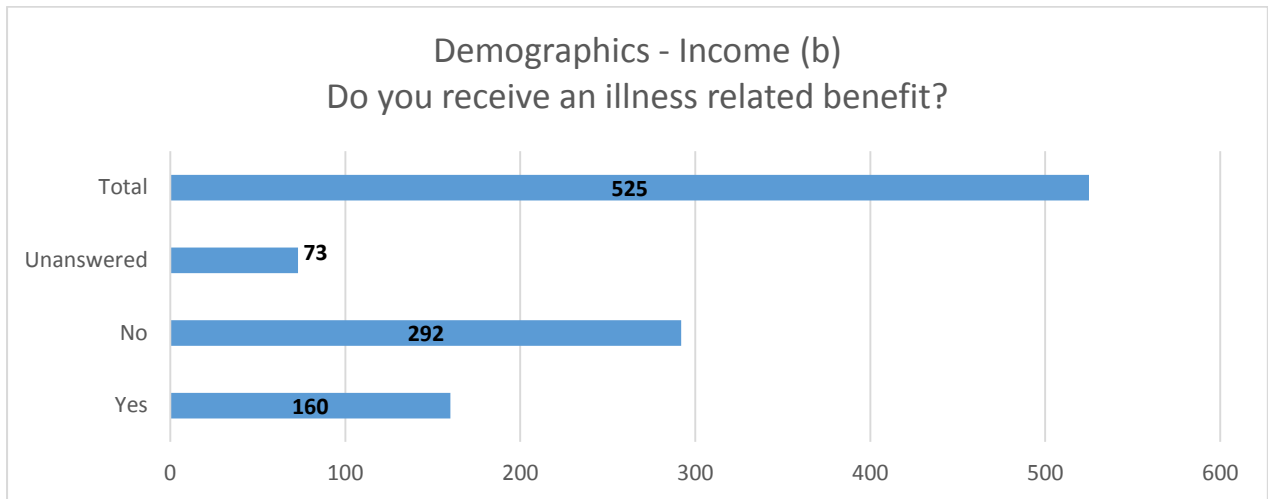
Out of those who did consider themselves to have a disability, almost three quarters were female. The highest proportion of respondents who considered themselves to have a disability were those aged 70-79 accounting for 35% of the respondents. Of the 295 who considered themselves to have a disability, 41% (120) stated poor mobility or arthritis as their disability.



Of the overall 525 respondents;

- 74% (391) were in receipt of a state pension
- 14% (71) were not in receipt of a state pension
- 12% (63) left the question unanswered or preferred not to say
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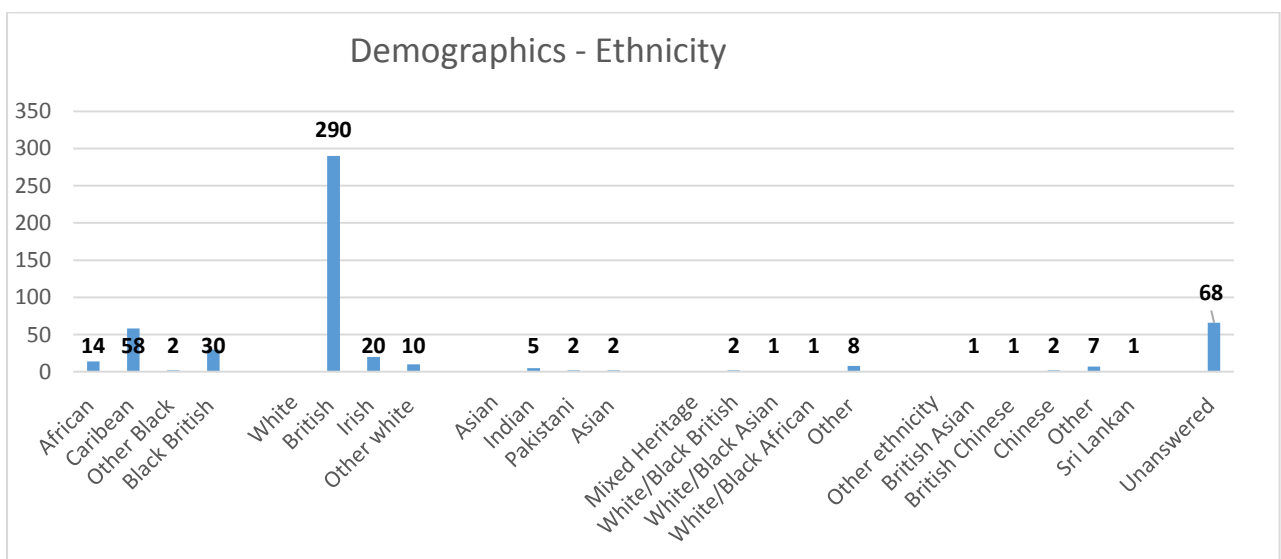
A total of 17% of the respondents who considered themselves to have a disability were in receipt of a state pension and received an illness related benefit.



Of all respondents;

- 56% (292) did not receive an illness related benefit
- 30% (160) did receive an illness related benefit and
- 14% (73) left the question unanswered

Of those who did receive an illness related benefit 70% were female and of the 452 who answered the question, 29% considered themselves to have a disability but did not receive an illness related benefit.



The above chart captures the ethnicity recorded by respondents to the consultation.

Of those using the service who responded;

- 262 (61%) were White
- 97 (22%) were Black
- 9 (2%) were Asian
- 12 (3%) were of mixed heritage
- 10 (2%) were from another ethnic origin
- 42 (10%) left this question blank