

Housing Brief Special

Lochaber Care & Repair 20th Anniversary 2006-2026

This year marks a very special milestone for Lochaber Care & Repair (LCR), as we celebrate 20 years of supporting people across Lochaber to live safely, independently and comfortably in their own homes.

Established in 2006 as a subsidiary of Lochaber Housing Association, LCR has grown into a trusted local service, working closely with NHS Highland, The Highland Council and other partners to provide practical support to older people and those living with disabilities.

Over the past two decades, LCR has achieved some remarkable milestones.

35,000+
people supported
through our services

54,000+
Handyperson tasks

1,000+
major adaptations and
projects

27,000+
pieces of community
equipment cleaned

With 99.5% client satisfaction, reflecting the dedication and care of our team, these figures represent thousands of individual stories: people able to return home from hospital, remain in the homes they love, or manage everyday activities more safely and independently.

Recognising 20 years of dedication

Our 20th anniversary was celebrated at Lochaber Housing Association's Annual General Meeting and provided an opportunity to recognise the remarkable contribution made by staff, committee members, funders and partners over the years.

September also marked the retirement of Maureen, LCR's Manager, who has been with the organisation since its inception.

Maureen played a central role in developing LCR into the successful and respected service it is today. Her commitment to the organisation and the communities it serves has helped make a lasting difference to people across Lochaber.

We extend our sincere thanks to Maureen for her dedication and contribution over the past 20 years and wish her a long and happy retirement.



Maureen Cameron and LCR Chairperson Jenni Hodgson

A new chapter

Following Maureen's retirement, responsibility for LCR has passed to Davina Melton, Director of Finance, Corporate and LCR, working alongside Diana Griffin, LCR Co-ordinator.

With a new three-year contract awarded by NHS Highland and The Highland Council in 2025, LCR has a strong foundation from which to develop its services further.

Our focus over the coming months will be on building upon the excellent work already undertaken, while identifying opportunities to modernise and improve how our services are delivered.



Diana Griffin

Priorities for Improvement

A key priority is making better use of digital technology, including exploring electronic referrals and mobile working for our Handyperson team. We want to reduce paperwork, improve the flow of information and ensure our staff can spend more time delivering services to the people who need them.

We will also be strengthening communication and joint working with our NHS and Occupational Therapy colleagues, helping us respond effectively to referrals, improve coordination and provide a more joined-up service for clients.

Alongside this, we plan to invest in staff development, service quality and the Community Equipment Store. This includes reviewing training opportunities, improving how equipment is managed and exploring ways to make our services more efficient, safe and sustainable.



Lochaber Handyperson Team

Looking ahead

Whilst much has changed over the past 20 years, LCR's purpose remains the same: helping people live safely, independently and with dignity in their own homes.

We are proud of what has been achieved and excited about the opportunities ahead.

As we begin our next chapter, we look forward to working with our staff, partners and communities to ensure Lochaber Care & Repair continues to make a real difference for many years to come.

For more information about LCR and eligibility for support:

 LCR: 01397 706444

 Handyperson Service: 01397 706333

 info@lcr.org.uk

 <https://www.lochaberhousing.org.uk/care-repair/>

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