

JUST A NORMAL DAY

A 50 year old lady on a low income needed help to improve her kitchen which was dilapidated and not accessible for her brother and mother. Her brother (46) has a degenerative brain disease and her mother is in her 80's. 10 charities were approached, £2,422.50 was raised and with the client contribution of £985 all work was completed to their satisfaction. One charity agreed to make regular payments to support the family.



A couple with a 3 year old child who has severe health problems required Central Heating, they had applied for the Warm Front Grant but had an excess of £740.81 which they couldn't afford as they can only work part time due to caring for their son. After negotiating a reduction from the Contractors, three charities were approached, the required £661.99 was raised and work completed.

A lady contacted Homewise because she was concerned about her 81 year old mother who had recently been diagnosed with MS and was struggling getting up and down the stairs. After liaising with the Local Authority to establish that grant aid was not available this financial year, funding applications were made and two charities awarded £1,600 for a stairlift. Work was carried out by local tradesmen and liaising with Occupational Therapists. All work was completed within two months from the date of enquiry.

CLIENTS COMMENTS

"Where would we be without Homewise the rails will really help mum Thanks"

"Please accept my sincere thanks for your help in funding the installation of a stair lift for my parents this has since proved to be invaluable to them for their general well being mobility and confidence"

"I would like to thank the staff for their courteous and thoughtful way in which they handled my enquires I was very impressed with their eagerness to help which resulted in me getting a new central heating system"

"Homewise is excellent for their helpfulness it enables me to choose the right people to do a good job living alone you need pointing in the right direction with grateful thanks to all"

"Really good to know there are trades people we can rely on have had bad experiences in the past"

"Recently workers in different kinds of crafts have become less available and we are always asking Homewise for all kinds of work if possible it would be nice to replace the retired craftsman, thank you for all your kindness through the years it helps us to manage with all the accidents which we are always telephoning you about"

"Had not to wait very long for my turn very pleased and thank you for taking care of me I needed help as I am turned 90 years of age and I am very grateful for services rendered"

"It has made such a difference to my life and safety, the young man was so caring and helpful he should be commended for the job"

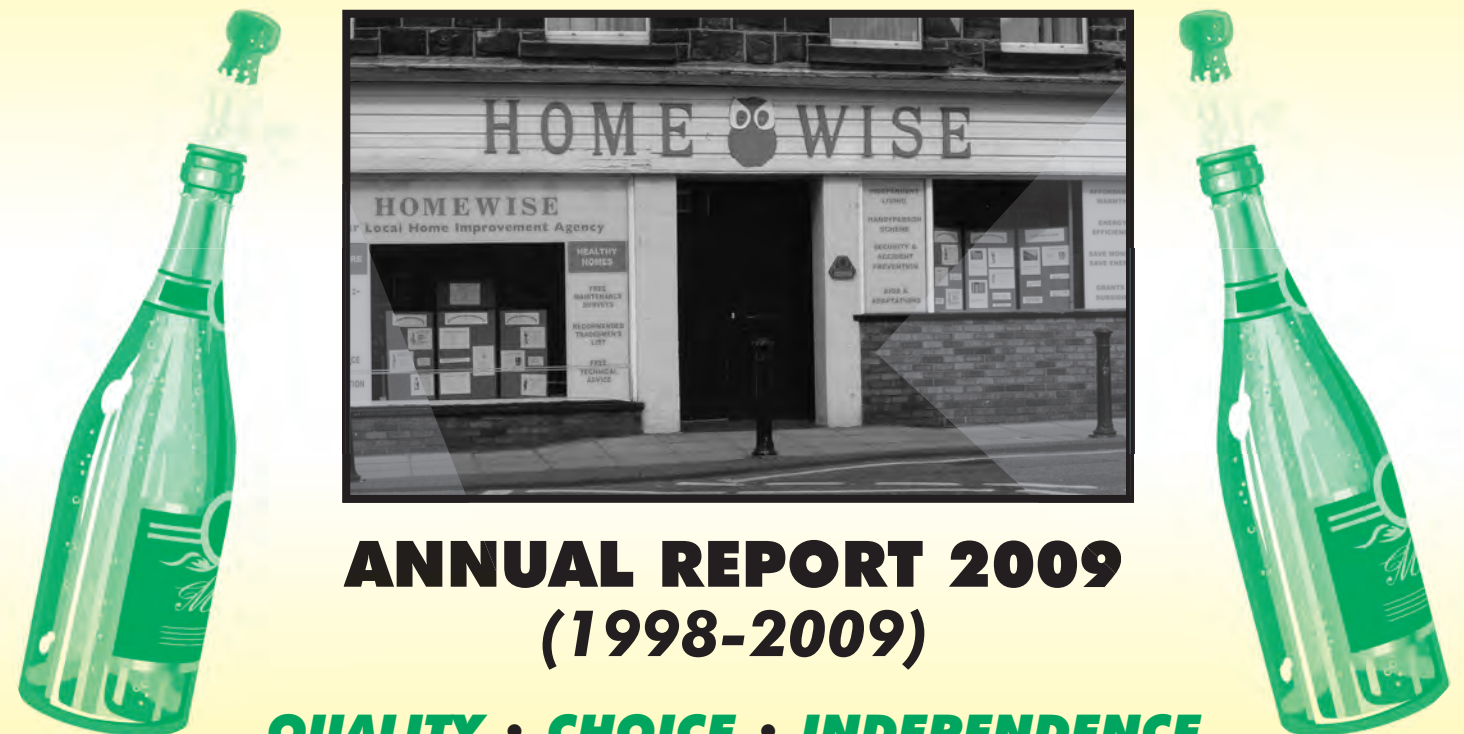
"With so many cheats and cowboys today we old people are lucky to be able to come to you for advice and help thank you very much excellent service"



HYNDBURN HOMEWISE SOCIETY LTD

CELEBRATING 21 YEARS

SUPPORTING PEOPLE - MAINTAINING HOMES - MAINTAINING INDEPENDENCE



ANNUAL REPORT 2009 (1998-2009)

QUALITY • CHOICE • INDEPENDENCE
CLIENT SATISFACTION IS IMPORTANT

21 Years ago we made a promise
"We can't promise to help everyone but we do promise to try"
And we are just as committed to this today.

2/4 Whalley Road, Accrington. BB5 1AA Tel: 01254 232249
Industrial and Provident Society with Charitable Status Reg No. 27708R



اگر آپ کو ہوم وائز سروس کے بارے میں اردو زبان میں مزید معلومات درکار ہوں تو شکرت علی سے ایڈو زری سنٹر میں اس نمبر (01245-380144) پر رابطہ کریں



Homewise is a local Home Improvement Agency

As a charitable organisation – we seek to serve the whole community by providing a comprehensive, impartial help and advice service on all aspects of home improvements, adaptations, repairs and maintenance works. We seek to encourage, promote and support the concept of independent living enhancing and promoting confidence, security and safety, which will improve the quality of life for our community. We will work together in partnership with other organisations to enable us to achieve this.

Homewise is registered as an Industrial and Provident Society with Charitable Status and governed by volunteers

Bernard Holden (Chair)
Ed Barrow (Vice Chair)
David Duckworth (Treasurer)
Derek L. King
Patrick Collister (Age Concern)
Pat McGrath
Eileen Booth
Dorothy Wheatcroft
Dorothy Westell
Mohammed Abid
Three local Councillors

CHAIRMAN'S REPORT

21 years – what an achievement. Staff have been on 1 year contracts due to funding issues and their job security is always a problem, YET they continue to achieve and provide outstanding results. We are acknowledged by our partners as an organisation of outstanding width, depth and excellence. This has been achieved by providing our community with a quality service that offers a wide choice of support mechanisms. We have been at the forefront in developing services to meet our communities needs.



The Management Committee are justifiably proud of our services and our staff who have the skills and professionalism to ensure we go from strength to strength.

Congratulations to Homewise on providing 21 years of excellence. We look forward to our next milestone of 40

Bernard Holden Chairman

Equal Opportunities Policy

Homewise recognises that this country is a diverse society and believes that no person or group should suffer discrimination on the grounds of ethnic origin, religious beliefs, gender, disability, age, sexual orientation, marital status or low income and actively works to ensure that all information, advice and assistance is available to everyone.

پالیسی برائے سہ ماہی حقوق

PROVIDING A CLIENT LED SERVICE



Homewise is proud of its commitment to involve clients to continually improve services, therefore, your views are important to us – why not join our local focus group and help us develop services that meet your needs. Meetings are informal and held quarterly – please ask for details.

Staff Will:

DISCUSS

in detail the works required and decide with the client the best way to deal with them.

HELP

to identify what repairs, improvements, adaptations or maintenance works are required. A free maintenance survey and advice book available.

ASSIST

disabled people in
achieving successful aids
and adaptations to their
home

PROVIDE

lists of local reputable tradesmen who have been recommended by local people

ADVISE

on financial options
available for the work

MAXIMISE

income through benefit checks, energy efficiency advice/referrals and charitable sources.

ARRANGE

for tradesmen to provide competitive quotations and carry out the work

GIVE

help and support
throughout the work

ENSURE

the client is totally happy
with the work before
payment is made

All negotiations can be carried out with our involvement so clients need never feel on their own.

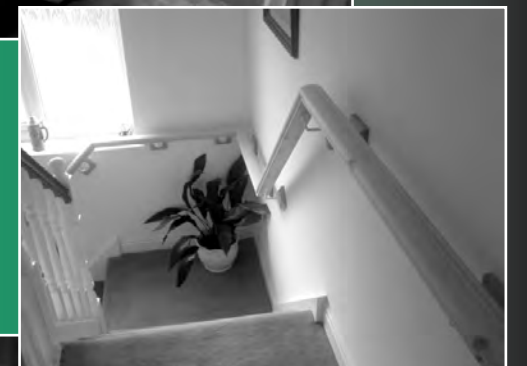
**A TRUSTED SERVICE-PROMOTING
HEALTH, INDEPENDENCE,
QUALITY AND CHOICE**



- Technical advice/inspections
- Lists of local reputable tradesmen
- Maintenance surveys/advice booklets
- Advice and Support • Benefit checks
- Funding options • Housing Options
- Energy efficiency/Affordable Warmth

A LITTLE BIT OF HELP

Small aids and adaptations • Essential small repairs
Security • Falls Prevention • Hospital Discharge
Rapid Response/Telecare



MANAGER'S REPORT

Wow!!!!!! 21 years – not bad for a pilot funded for 2 years. There have been many changes over the last 21 years and services have grown by listening to clients’ needs, pioneering schemes and developing new ways of working and partnerships that provide the holistic/flexible services that continue to meet the needs of our community.

Staff never cease to amaze me by their dedication and hard work making these new schemes not only work but enormous successes.

I am very proud of our many working partnerships which are not only making a tremendous difference to people’s independence and quality of life but help us all to understand the benefits of each other’s services. The East Lancs PCT nominated us for the North West Public Health Award 2008 and we received a “Highly Commended” the adjudicator comments “Dynamic, diverse, life-changing work with vulnerable people, good problem identification, impressive organisation and commitment” We were also the WINNER of the NHS East Lancs Staff Excellence in practice awards which recognised the outstanding work and contributions regarding Health and Housing. I wish to thank all our partners and funders as without their support we could not continue to provide the excellent services that we do which are acknowledged by independent judges.

Throughout our 21 years we have made a big impact and can justifiably celebrate real successes of unique schemes that have led the way with innovative projects. Together we have enriched the lives of our clients and can ALL be very proud..

Looking to the future: the need for our service is increasing, our older population is growing – the number of people over 80 will double over the next 20 years and treble over the next 30. Homewise wants to ensure that services are available to enable them to have choices and control in maintaining their independence, dignity and safety living in suitable accommodation that meets their needs.

Very sincere and grateful thanks to our many partners, funders, valuable members of our Focus Group, Management Committee and staff as without them we would not be able to provide the many vital cost effective, value for money services that we do. Heres to the next 21years. **Sue**

Client comments:
“My mother who is blind used Homewise before me and recommended the service I have always found the service excellent and all the people recommended over the years first class it is nice to know that there is somewhere to call and feel safe and confident with the people recommended well done and thank you”



- H**omewise is at your service
- O**ffering flexible sensitive options that
- M**eat your needs, to
- E**nhance independent living, by
- W**orking with you to
- I**mprove your quality of life by providing a
- S**ervice you can trust and
- E**ndeavouring always to give satisfaction

WE COULDN'T DO IT WITHOUT YOU

Hyndburn Borough Council, Lancashire County Council Supporting People, Social Services, Primary Care Trust, Health and Well Being, EAGA Partnership, Scottish Power Energy Saving Trust, Energy Efficiency Installers, Sobell Foundation, HARV, Victim Support, Help the Aged, Age Concern, Lancashire Constabulary, Hyndburn Community Safety Partnership, Lancashire Fire & Rescue Service, Asian Advice Centre, BME Forum, CAB Hyndburn and many clients who have given a donation.



These partnerships enable us to provide a holistic, client centred service for the most important partners - our clients. Grateful thanks to everyone who has helped and encouraged our work during the year although you may not be named specifically we hope you will still know how greatly we value your support.

Staff dedicated to help you . . .



Sue Sinclair (Manager) | Carole Perkin (Deputy Manager)
Lyndsay McGrath (Caseworker) | Allan Perkin (Caseworker)
Sandra Ward (Monitoring and Administration Officer)
Lyn Shaw (Receptionist/Telephonist)
Andrew Clegg (Adaptation & Repair Officer)
Keith Nolan (Adaptation & Repair Officer) | Ryan Sinclair (Repair Officer)
John Tarbuck (Repair Officer)

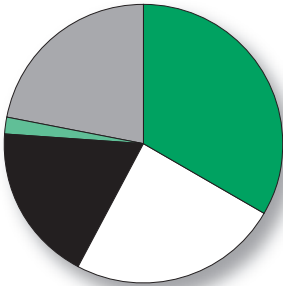
PROVIDING EXCEPTIONAL - VALUE FOR MONEY SERVICES

Item to be measured	Yearly Target	Achieved
No. of Enquiries	2900	3997
No. of clients assisted with work	1500	3535
Value of work completed	£500,000.00	£1,030,598.10
Time from enquiry to first action	1 week	0.2.25 weeks
Average No. weeks to completion Minor Works	8 weeks	6.88 weeks
Average No. weeks to completion Major Works	20 weeks	12.52 weeks
No. of Repair Officers jobs	1000	1673
Average No. days for aids and adaptations	8 days	6.14 days
Average No. of days for small repairs	30 days	5.36 days
No. of Maintenance Surveys	30	102
Energy Efficiency referrals/surveys	500	1026
% of clients who continue to live independently	70%	96.38%
Percentage of BME Clients	8%	2.4%
Percentage of Elderly Clients	60%	87.95%
Percentage of clients disabled	9%	42.85%

MAINTAINING A HIGH QUALITY OF SERVICE



“If you are talking to Homewise – we are listening” Client satisfaction and quality of service is very important and we continue to monitor and evaluate same. Out of 2,507 , 2,123 (84.7%) questionnaires have been returned/comments received of which 94.6% found the service excellent/very good, 4.6% good, and 0.8% satisfactory. 23 suggestions for improvements in services have been received including communication, more staff, specific appointment times. All comments have been taken on board where appropriate. One complaint has been received from a client who was not happy about the level of service received, the issue was dealt with immediately and to the client’s satisfaction.



COST OF SERVICE

- Core Service £114,889.80
- Aids & Adaptations £83,512.00
- Independent Living £62,726.75
- Security £6,846.88
- Energy Efficiency £74,825.00

21 YEARS OF SUPPORTING PEOPLE TO MAINTAIN THEIR HOMES - MAINTAIN THEIR INDEPENDENCE

Homewise - formerly Neighbourhood Revitalisation Services - (NRS) was established on 24th August 1987, the project was launched on the 7th June 1988 and became Hyndburn Homewise Society Ltd in April 1991. NRS - The original project's aim was to "stop the spiral of decline" and targeted approximately 3,000 properties in Peel Ward of Accrington. During the 3 ½ years 9,279 enquiries were dealt with and 223 properties improved with a total investment of £5,015,800 into the area including environmental works and Housing Association new build/refurbishments. A Show house was purchased and completely refurbished with donations and contributions to the value of £23,915.97



RESPONDING TO NEEDS - LISTENING TO CLIENTS - FINDING SOLUTIONS ESTABLISHING UNIQUE/ INNOVATIVE/GROUND BREAKING NEW SCHEMES

21 YEARS OF EXPERT ADVICE AND SUPPORT

Technical advice/Maintenance
Surveys/List of reputable
Tradesmen

QUALITY SERVICES

Investor in People (1998 - 2010)
Charter Mark (2002-2008)
Quality Mark (2004-2011)

21 YEARS OF PARTNERSHIPS

Hyndburn Borough Council - together maximising/
obtaining additional resources

Lancs. Fire & Rescue - Installing smoke alarms/two way referrals
Lancs. Constabulary/Victim Support/HARV - keeping people safe
and secure

Social Services/Occupational Therapist - enabling rapid
response/hospital discharge/independence at home

Health Authority - Keeping people safe -reducing falls and
hospital admissions for the elderly, providing accident prevention
for children and promoting affordable warmth and alleviating fuel
poverty

BREAKING NEW GROUND

1992 established Handyperson Scheme

1993 Set up referral system/support with Energy Efficiency organisations/suppliers

1994 Pilot Decorating Scheme - supporting independence

2002 KWaKS - taking services into the Community - ensuring they accessed the help available

AMAZING RESULTS

Dealt with 101,786 New enquiries - Helped 20,757 clients
improve, repair and maintain their homes (value of work
£14,485,218.42) - Carried out 27,214 small essential repairs
- made 1,644 properties safe and secure (value of measures
£124,796.99) Assisted 16,761 clients to access energy
efficiency measures, targeted the most deprived wards and
made 2,476 visits which resulted in 8,288 referrals
(value £3,452,911 - average per client £1,394.54)

UNIQUE TRAINING SCHEMES

Lottery funding to provide Home
Essential Maintenance Skills giving
people the skills and tools to help
themselves. New Deal - Providing
essential works at the same time as
providing vital work experience and
support into employment

OVERALL

Over the last 21 years we have generated an outstanding £8,868,825.21 of additional resources and services for the benefit of the community.

REAL PARTNERSHIPS - MAKING A REAL DIFFERENCE

"Homewise has been a major influence in maintaining and improving the housing stock. Over the years they have supported clients to access and invest £4,589,194.34 of additional resources on top of the Local Authority's investment. Residents feel secure in that their money is being spent wisely and the advice and guidance that they provide in accessing resources from Government, NHS, Social Services, EAGA and fuel utilities companies is second to none. This service cannot be underestimated; it gives owners the confidence that works to their home are necessary, the right price and completed satisfactorily, at the same time supports quality builders and discourages the "cowboys" **HYNDBURN BOROUGH COUNCIL**

"We very much value the partnership with Homewise and have had an excellent working relationship over the last 21 years which has provided clients with an exceptionally high quality of service" **CAB HYNDBURN**

"Congratulations Homewise on 21 years of excellent work supporting older people, your commitment in ensuring older people have the support they need to live independently has been and continues to be a significant factor in improving their quality of life" **AGE CONCERN HYNDBURN**

"We are proud of our strong link and productive working relationship with Homewise developed over a number of years, which has ensured that the recommendations of Occupational Therapists for essential support together with the additional services that Homewise provides ensure that Service Users are assisted to maintain their quality of life and independence in their own homes" **SOCIAL SERVICES**

"We've had an excellent working relationship over the last 17 years and value the easy access to Homewise's services which has enabled victims receive a speedy response which is essential in reducing their ongoing fear of crime" **VICTIM SUPPORT**

"Hyndburn Homewise is an excellent example of a local project that tackles the heart of some of the more stubborn elements of health inequalities. It has a practical approach to delivery and through these tried and tested mechanisms contributes to the reduction of fuel poverty and seasonal deaths, as well as supporting people to maintain independent living. It is a pleasure to work in partnership with Homewise". **NHS EAST LANCs**

"The Police are grateful for the work of Homewise in preventing crime, they give practical support to all victims of crime as well as more vulnerable members of the community and the Police greatly value this" **LANCASHIRE CONSTABULARY**

"Homewise has consistently engaged with the community on all aspects of safety over the last 21 years, we appreciate and value this partnership that has helped us to reach the most vulnerable people in Hyndburn" **LANCASHIRE FIRE AND RESCUE**

"Our partnership with Homewise is an important part of our doorstep crime strategy, their support and advice to consumers on maintaining their homes makes a valuable contribution in protecting them from bogus property repairers" **LANCASHIRE TRADING STANDARDS**

"Homewise has achieved excellent results for our service users over the years we have worked in partnership - thank you Homewise" **ASIAN ADVICE CENTRE**

"We value the partnership with Homewise and together can provide the essential sanctuary scheme to enable victims to be free of domestic violence and safe in their own home" Quote from client "my ex-partner left but smashed the window, thank you for putting new glass in the window and providing additional locks to my doors and windows .. I feel safe now" **HARV**

"The Royal British Legion has a long and established relationship with Homewise. There is no doubt this is largely due to the quality of their staff - friendly, helpful, considerate, efficient and willing to go the extra mile to provide a positive outcome. Homewise continues to offer a superior level of service and achieves quick, professional results for both The Royal British Legion and our clients" **ROYAL BRITISH LEGION**

"I have never known such an organisation that has such good public relations, you have always been patient, committed, intelligent and kind, providing an excellent service at all times which is truly remarkable in its effectiveness and accountability..... you shine above all others" **MAUNDY GRANGE**

"We have worked with Homewise for several years on a variety of projects and found staff very helpful, we are happy with the professional working relationship that has provided a valuable service to the community" **ENERGY SAVING TRUST**

"Homewise play a vital role in providing clients with advice and access to energy efficiency grants. We are proud to be a partner and have received many letters of thanks and appreciation for the service" **DYSON INSULATIONS**