

## JUST A NORMAL DAY

A 59 year old gentleman requested a list of plumbers as he needed a replacement boiler. He was informed of the boiler scrappage scheme of £400 and that he qualified for two local Energy Saving Grants one for his boiler and one towards Cavity Wall Insulation which gave him a saving of £900.

*The police referred a lady 88 years old who had her bag stolen in town and which contained her house keys. She was really worried that the thief may have her home address, we therefore changed the locks the same day at no cost to the lady.*

A 90 year old lady needed a re-roof, new front and back doors and a bathroom window. 8 Charities and the Local Authority Energy Saving Grant contributed to the £4645 cost of works. The lady is delighted with the work and support without which she would not be able to continue to live independently in her own home.

*A disabled gentleman aged 57 had fallen through the banister rail, our Repair Officer visited the same day to fit new spindles and rails to make his home safe again.*

Occupational Therapists referred a 63 year old lady who was in desperate need of a level access shower. Various organisations were approached but many were unable to help. The clients started to get worried and felt that we wouldn't raise the amount needed due to all the failed applications. She even applied for a property repair loan but was refused. Just when all channels had been exhausted and the lady had given up all hope, we received pledges of £2,500 leaving the lady to pay £87.64 which she was happy to do. Once agreed all work was completed within 7 days.

*Extracts from letters from the lady "a big thank you for all your wonderful efforts on my behalf over the last few months, you have been absolutely splendid, I know how hard you have worked and I really do appreciate it. I am delighted with the results, it is lovely to be able to walk into the shower, since installed I have had a shower every day - it will certainly be well used. There were times when I wondered if it was ever going to happen, but you just kept going until sufficient funds had been raised. Thank you again"*

A Social Worker contacted us on behalf of a lady aged 81 who needed repairs to windows at her property as well as installation of an electric fire. The Technical Officer produced a report and quotations were obtained, however the work could not go ahead without consulting the lady's daughter who lives in Canada. We contacted her via email and agreed that works could be carried out, total cost being £300. When the daughter came over to visit, she was delighted with the service Homewise provided and the work carried out; in future she will contact Homewise direct.

We were contacted by a lady in 2009 whose partner had been recently diagnosed with MS. Since he was diagnosed she didn't know where to turn for help. A referral was made to social services and following an OTs assessment 1 Bannister, 3 Grab Rails and 4 external rails were fitted to aid client's independence. A tradesman was recommended to carry out repairs to oven (£20) and a referral was made for free loft insulation. Our Joinery Scheme made and installed a wooden ramp for accessing the back door (£39) and eased the bedroom door (£35).

As the Client is on a low income and needed replacement units to windows, we managed to raise £151.00 for the repairs. Ongoing support was needed for both clients during this difficult time and they have now been referred to Carers Link for emotional support.



**Home Improvement Agency**  
Making Homes Warm, Safe & Secure

## HYNDBURN HOMEWISE SOCIETY LTD

### ANNUAL REPORT 2009-2010

# PUTTING PEOPLE FIRST

**Homewise accesses more choices to support independence**



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 خوشک علی سے ایڈوائزری سنٹر میں اس نمبر (01245-380144) پر رابطہ کریں



INVESTOR IN PEOPLE



Homewise the key to independent living:

Homewise is a charitable organisation that serves the whole community by providing a comprehensive, impartial help and advice service on all aspects of home improvements, adaptations, repairs and maintenance works.

Key messages about housing:

- People see housing as the most essential factor as to whether they will be able to manage and live well
- Homes that people can get into, out of and around
- To be able to remain in their home, without being pressured to move.
- Housing that meets the needs of older people to enable them to live independently
- Choice support and a variety of housing is needed – people are all different.
- Enable people to live independently in their own home
- Homes that are safe, secure & warm
- Practical help with repairs, maintenance, adaptations and low cost equity release
- Impartial information and advice

Most people own their own home and want to live there independently into old age. But people are living longer, often in poor health and with disabilities. By 2030 the number of people over 85 will double and currently 67% of people aged 85 and over have a disability or long term illness and spend over 80% of their time at home.

HOMEWISE PROVIDING THE KEY TO INDEPENDENT LIVING:

Homewise is committed to providing high quality, flexible services that respond to the needs of our clients, giving them choices and addressing housing, health and social care issues:

Homewise tackles housing issues:

During the year we dealt with 3,640 enquires which resulted in 3,366 jobs being completed to a value of £700,160.

Homewise works in partnerships to tackle the housing decline and contribute towards achieving Decent Homes standard by promoting the benefits of improvements, repairs, maintenance, affordable warmth and alleviating fuel poverty.

During the year we provided:

- Impartial advice and support to 1117 clients including free maintenance surveys and technical support using local reputable tradesmen.
- Energy advice and assisted with obtaining local and national grants and subsidies for 610 clients
- Funding from Charities to pay for essential works to a value of £105,081.56
- A Small Repair Service that supported 270 clients, value of work £18,821.81

Homewise supporting health and social care by helping people to remain living independently in their own homes.

During the year we provided:

Rapid response service and installed 2,077 small aids and adaptations  
External aids and adaptations scheme that installed 278 external aids  
Essential small repair/Handyperson service and carried out 489 jobs  
Safe and Secure/Security/Sanctuary Scheme and carried out 229 jobs  
Energy Efficiency/Affordable Warmth/Alleviating Fuel Poverty Scheme and supported 610 applications

A TRUSTED SERVICE PROVIDING QUALITY AND CHOICE:

- Free Technical advice / inspections
- Register of local reputable tradesmen
- Free Maintenance Surveys / Advice booklet
- Advice and support throughout • Benefit checks
- Funding options including raising the funds from charities • Housing Options
- Energy Efficiency / Affordable Warmth / Alleviating Fuel Poverty

SMALL THINGS MATTER:

- Rapid response • Small aids and adaptations • Hospital Discharge • Falls Prevention • Security • Small Essential Repairs



Staff Will:

- DISCUSS** in detail the works required and agree the best course of action
- HELP** to identify what improvements, repairs, adaptations or maintenance works are required. Provide a free maintenance survey and advice booklet.
- PROVIDE** lists of local reputable tradesmen who have been recommend by local people
- ADVISE** on financial options available to fund the work
- MAXIMISE** income through benefit checks, energy efficiency advice and charitable sources
- OFFER** a handyperson service for small essential DIY repairs for over 60s
- ASSIST** older and disabled clients achieve successful adaptations to their home
- MAKE** homes safe and secure to aid independent living
- ARRANGE** for tradesmen to provide competitive quotations and carry out the work
- GIVE** help and support throughout the work
- ENSURE** clients are 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.

CLIENTS COMMENTS

"I contacted Homewise yesterday morning to ask advice as my front door would not lock and my garden gate needed a repair, within two hours your Handyman had arrived and very soon the door locked and the garden gate repaired that is what I call a good service. The lady I spoke to on the phone was very kind and helpful; the Handyman was very friendly and did a great job. I always use Homewise and have never been disappointed the people you recommended have been good and reliable and I have always felt confident in them because of this recommendation. I just wanted you to know you are appreciated even though we don't always say so as I know how many people are grateful for the support of Homewise"

"Fantastic great lad, great job, brilliant service, ten out of ten"

"Everything was great from the first phone call to the final cheerio. The workman and the work carried out was great, I would be happy to have in my home anytime"

"Both me and my husband are so pleased, you helped sort out a problem that has been going on for six years"

"I always feel confident when using the services of anyone recommended by you and I've not been let down".

"Thanks for all your help, application forms for Pension Credit and Council Tax Benefit are so complicated that I didn't bother. Much appreciated that you took the time to help me fill them out. I've had replies and we are now £40 per week better off. Much appreciated"

"The work was completed to a high standard in a professional manner. The Officer was a polite individual well mannered, and a person who prided himself on his work".

"Q. Could the service be improved? If there is a way I think they (Homewise) would find it, wonderful people"



Homewise Provides High Quality Services

Client satisfaction and consultation is a vital part of measuring our achievement and I am proud to report that 99.1% of our clients that have responded felt that the service was either excellent or very good and are overwhelmingly positive confirming how much they value and rely on the services. 20 suggestions for improvements in services have been received (11 suggested more advertising, 6 related to the contractor, 1 requested better appointment time and 1 suggested joint working to replace retired craftsmen and commented on how good we are) Action: comments taken on board and to continue with local publicity. One complaint has been received who was not happy about the level of service received from the Technical Officer, the issue was dealt with immediately to the client's satisfaction.



# MANAGER'S REPORT

Putting people first and listening to clients needs, offering choice and providing quality is at the heart of our services and the commitment of all staff.

We are very proud of our achievements not only consistently exceeding our performance targets but maintaining a high quality of services and clients satisfaction. I couldn't ask for a better staff team all of whom work extremely hard to meet the ongoing needs of our clients.

In these uncertain times finding the money to pay for works is a problem which Homewise continues to solve by raising funds for clients; staff are determined and relentless and have successfully raised £105,081.56 from local and national charities during the year.

It has also been a busy year for new schemes:

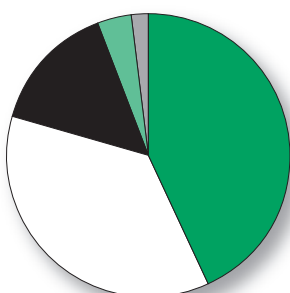
- A partnership with Lancashire Constabulary to respond to victims of crime by making their homes safe and secure again has been a huge success and reduced their fear of crime.
- We have extended our adaptation service in Hyndburn and now provide external aids for Social Services, enabling clients to have a better access and quality of life
- We are now the local "facing" service for Help Direct. Anyone who needs help with anything can call into Homewise and we will find them a service to help – so if you have a problem, call HOMEWISE

Housing matters and Homewise provides the "Key" to putting people first, giving people more choices and options, breaking down barriers and supporting independent living.

Special thanks to our many partners and funders who enable us to make such a difference for our clients and the Management Committee and Focus Group for their guidance and support and last but not least grateful thanks to my dedicated staff team who continue to always go the extra mile. **Thanks Sue**

## PROVIDING EXCEPTIONAL - VALUE FOR MONEY SERVICES

Item to be measured	Yearly Target	Achieved
No. of Enquiries	2900	3640
No. of clients assisted with work	1500	3366
Value of work completed	£500,000.00	£700,161.03
Time from enquiry to first action	1 week	0.03 weeks
Average No. weeks to completion Minor Works	8 weeks	6.1 weeks
Average No. weeks to completion Major Works	20 weeks	9 weeks
No. of Repair Officers jobs	1000	2249
Average No. days for aids and adaptations	8 days	7.2 days
Average No. of days for small repairs	30 days	7.2 days
No. of Maintenance Surveys	30	259
Energy Efficiency referrals/surveys	500	610
% of clients who continue to live independently	70%	98.7%
Percentage of BME Clients	8%	2.8%
Percentage of Elderly Clients	60%	80.1%
Percentage of clients disabled	9%	46.1%



### COST OF SERVICE

- Core Service £132,092.03
- Aids & Adaptations £110,833.12
- Independent Living £44,998.11
- Security £11,453.84
- Energy Efficiency £5,907.23

## GRATEFUL THANKS TO ALL OUR FUNDERS AND PARTNERS

Hyndburn Borough Council, Lancashire County Council Supporting People, Social Services, NHS East Lancs, Health and Well Being, Community Action Partnership, HARV, Lancs Constabulary, Hyndburn Homes, Help Direct, Mayoral Charity Fund, EAGA Partnership, Energy Efficiency Installers, Maundy Relief, Age Concern, CAB, BME Forum, Asian Advice Centre, Lancs. Fire & Rescue Service, Royal British Legion, Barchester Healthcare Foundation, ACT Foundation EEIBA, Sequal Trust, MacMillan Cancer Support, Nurse Aid, The Edith Cavell Fund for Nurses, Boss Benevolent Fund, Footwear Friends and the many clients who have given donations.

## WE COULDN'T DO IT WITHOUT YOU

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.

## 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  
Pat McGrath  
Eileen Booth  
Dorothy Wheatcroft  
Dorothy Westell  
Mohammed Abid  
Councillor P. Clarke  
Councillor Mrs P. Barton  
Councillor P. Barton



Clients views are important to us. Homewise supports an independent Focus Group of clients, who play a vital role in ensuring we provide high quality services that meet the needs of our community. Meetings are informal and held quarterly – please ask for details.

## Staff Team here to support you

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



## CHAIRMAN'S REPORT

Politicians appear uncertain if the recession is ending or starting anew. Threats to bus passes, pensions and public spending abound. People will need more support and we at Homewise must ensure we are in a position to provide a local service which responds to the needs of our community. The future is uncertain but we are confident that we will continue to support our community and provide services as the needs arise.



Once again Homewise has exceeded its targets, our partnership working, busy workload, variety of provision and high levels of client satisfaction are a credit to the whole team. This is an all team performance, the focus group, the Management Committee and staff can all claim credit for this outstanding performance. Well done everyone.

**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 مساوی حقوق  
ہوم ویز ایسوسی ایشن سمجھتا ہے کہ ہر شخص کو برابر کے مواقع ملنے چاہئے۔ اس کے لئے ہم نے ایک پالیسی وضع کی ہے جو کہ تمام افراد کو برابر کے مواقع فراہم کرنے کے لئے ہے۔ اس پالیسی کے تحت ہم نے کئی اقدامات اٹھائے ہیں جن سے ہمیں یقین ہے کہ ہر شخص کو برابر کے مواقع فراہم کرنے میں مدد ملے گی۔



## **HOMEWISE BREAKING THROUGH BARRIERS**

### **HOMEWISE**

supporting people to live independently

### **HOMEWISE**

providing advice and support on maintaining, repairing and improving your home.

### **HOMEWISE**

working with Lancashire Trading Standards to ensure the tradesmen you employ will always give the best result/ service

### **HOMEWISE**

working in partnership with local and national organisations to get you the best deal

### **HOMEWISE**

giving full and frank advice on sources of funding for improving and repairing your home

## **HOMEWISE BREAKING THROUGH BARRIERS**

### **HOMEWISE**

providing practical support to enable you to stay in your home

### **HOMEWISE**

tackling housing problems by providing choices and addressing housing, health and social care issues

### **HOMEWISE**

working with Lancashire Social Services to provide aids and adaptations to keep you safe at home

### **HOMEWISE**

working in partnership with Lancashire Constabulary to provide and fit equipment to keep you secure in your home

### **HOMEWISE**

working in partnership with Hyndburn Borough Council and national insulation companies to get you the best deal for keeping your home warm