

JUST A NORMAL DAY

A gentleman (60) and fuel poor, had received a Warm Front Grant of £3,698.49 with a client contribution of £194.36 for which he applied for an Energy Saving Grant; whilst being processed his contribution increased due to the VAT increase and before this contribution could be paid, Eaga Partnership cancelled his grant, we challenged this on his behalf and managed to get grant. **"Without this grant he would have been without heating"**

A 44 year old gentleman on a low income who lives with his partner and 3 children contacted us as their boiler had broken down. They were not only struggling with no heating but had no hot water and were unable to bathe or wash their clothes. They had to rely on family and friends for washing and had to use the launderette. We contacted several charities and managed to raise the £1,625 needed to replace the boiler. **"The family appreciated all our help and were over the moon"**

A Social Worker contacted us on behalf of an 81 year old lady who needed repairs to her property (chimney needed pointing, windows needed resealing and she needed an electric fire installing in her bathroom) The Technical Officer produced a report, quotations were obtained, however the work could not go ahead without consulting the lady's daughter who lives in Canada. Consequently we communicated via email and once agreed, the work was carried out, total cost being £799.50. **"When the daughter came over from Canada, she was delighted with the work/service and in future will contact us direct"**

We were contacted by a lady whose partner had been recently diagnosed with MS and she didn't know where to turn to for help. Following an OT's assessment 1 banister, 3 grab rails and 4 external rails were fitted by our handyman to aid client's independence. Tradesmen were recommended to carry out small works - repairs to oven (cost £20) and planing to bedroom door (cost £35.00). Our Joinery Scheme made and installed a wooden ramp for accessing the back door (cost £39.00). A referral was made for a Warm Front Grant for loft insulation. As they were on a low income and needed repairs to their windows, we contacted a national charity who agreed to pay the £151.00 for the replacement double glazed units. Ongoing support was needed during this difficult time and the lady has been referred to Carers Link for emotional support. **"The lady felt that we were the only people she could turn to for help"**



Home Improvement Agency
Making Homes Warm, Safe & Secure

HYNDBURN HOMEWISE SOCIETY LTD

ANNUAL REPORT 2011

INDEPENDENCE AT HOME



2/4 Whalley Road, Accrington. BB5 1AA Tel: 01254 232249

Industrial and Provident Society with Charitable Status Reg No. 27708R



اگر آپ کے گھر میں کچھ عیب یا نقصان ہے تو ہماری مدد سے اس کو درست کیا جائے گا۔
01254 232249 (01254 232249) پر رابطہ کریں۔
INDUSTRIAL AND PROVIDENT SOCIETY

Hyndburn Homewise Society Ltd (Homewise) is your local Home Improvement Agency. Homewise is a not for profit organisation registered with the Industrial and Provident Society with charitable status. Homewise provides the whole community of Hyndburn with a comprehensive, impartial help and advice service on all aspects of home improvements, adaptations, repairs and maintenance with additional support for older and disabled people.

Homewise is governed by a Management Committee of volunteers who give their time and expertise free for the benefit of our community and are:

Bernard Holden (Chair)

Mohammed Abid (Vice Chair)

David Duckworth (Treasurer)

Derek King

Patrick Collister

Pat McGrath

Eileen Booth

Dorothy Wheatcroft

Dorothy Westell

Councillor P. Clarke

Councillor Mrs. P Barton

Councillor P Barton

PROVIDING CLIENT LED SERVICES



Homewise is proud of its commitment to involve clients to improve services.

Your views are important to us so why not join our local focus group and help develop services that meet your needs. Meetings are informal and held quarterly - Please ask for details

CHAIRMAN'S REPORT



Hyndburn Homewise has every right to be congratulated on the service they provide for the community in Hyndburn. The breadth of service provided is the envy of many other similar organisations. We do not confine ourselves to one area of work but support the whole community with a raft of initiatives.

We can do this because we are an independent organisation, supported by Hyndburn Council, with a management committee made up of members of the community and councillors. We respond to the needs of our community as the needs occur, changing without having to seek the approval of others.

However, the situation is changing and the concept of big is beautiful appears to be the theme for the future. This approach conflicts with organisations working for and in a local community. Big is not always efficient, does not always provide value for money, cannot always respond to local needs, tends to be too bureaucratic and moves away from local ownership and control.

I feel we should do all we can to work for the people of Hyndburn and continue to be independent and responsive to local needs.

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.

Homewise is committed to ensuring that all services are available to everyone, regardless of their background or circumstances.

MAINTAINING OUR PROMISE

"We can't promise to help everyone but we do promise to try"



Client satisfaction – is very important to us, with all aspects of our service being monitored for quality. The service/work carried out is measured in a variety of different ways from client satisfaction questionnaires, follow up telephone calls and technical officer's inspections. During the year we received 87.2% Responses out of which 99.35% felt our service was either Excellent (92.1%) or Very good (7.25%).

Whilst we have not received any complaints during the year we have received two suggestions for improvements i.e. better communication and the length of time for a job to be completed, both of which have been taken on board.

What Clients say about us:

"On Thursday, I had a rail fitted to assist my getting up and down stairs. The young man who fitted it was a polite, well mannered lad, he was cheerful, happy and a true professional. His work was spot on, he cleaned up after himself and the quality of his work was great. He is a credit to your group and I cannot praise him enough. Keep up the good work, Many thanks."

"Thank you very much on behalf of my partner for doing adjustments in the house which help him to be more safe in the home. The service from Homewise has been very prompt and very professionally done, and we are very grateful. Thank you very much."

"If there is a way I think they will find it. Wonderful people"

"A very sympathetic, understanding workman"

"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 him in my home anytime"

"I should have asked to have it done sooner, I have struggled for two and a half years"

"I appreciate all the help given, what a fantastic service. Very prompt"

"Its so nice to be helped as I am living alone and not sure who to trust"

"Couldn't ask for anything better, I will be using you again, don't think I could manage without you"

"Marvellous organisation, we rely on you and keep my house in order"

"You are the first people we call when we have a problem"

Homewise is at your service

Offering flexible sensitive options that

Meet your needs, to

Enhance independent living, by

Working with you to

Improve your quality of life by providing a

Service you can trust and

Endeavouring always to give satisfaction



MANAGER'S REPORT

INDEPENDENCE AT HOME – Supporting People, Putting People First, Providing Choices is what Homewise is about. We are a not for profit organisation with staff who are dedicated to help people live independently, safe, warm and secure. Some people require the minimum support and guidance with others being overwhelmed by the increasingly poor condition of their homes and require intensive support. Homewise is committed to providing a high quality flexible service in response to the wishes of our clients. I am very proud of my dedicated team of staff who enjoy the challenge of finding solutions to problems however great or small. Funding the essential works/adaptations can be a major issue, which staff work tirelessly to resolve and this year have raised £74,756.57, that has not only funded vital work but has made a tremendous difference to clients quality of life and independence.

Identified by Government as a significant tool in supporting older, disabled and vulnerable people to remain in their own homes, our services are needed more than ever and play a vital part in supporting our Housing, Health and Social Care partners.

Grateful thanks to my fantastic staff and the support and guidance from our Management Committee and Focus Group Members. **Sue**

LOOKING TO THE FUTURE:

In order to remain living independently in your own home you may need to start planning for the future to ensure your home is adequate for your needs.



Due to changes and cuts in funding Homewise will be delivering services differently whilst at the same time expanding on the level of support to our clients. We are now registered as an Accredited Retailer and with our staff trained as Trusted Assessors as well as years of experience we are able to extend our flexible, customer-led support service by ensuring that you get the right aids and adaptations for your needs.

Homewise has established an "Independent Living Centre" where we are able to help and support you to make the right choice and tackle any long term decisions to ensure your housing needs in later life. We are now open Saturdays and as always will visit you in your home.

Recycling: Aids that are no longer used or required can be donated and we will clean, carry out a safety check and make them available as an alternative.

We are also looking at developing a free wheelchair loan scheme.

Dedicated/experienced staff team - Here to help.

Sue Sinclair – Manager

Carole Perkin – Service Manager

Lyndsay Wheatcroft – Case Worker

Tracie Hamilton – Trainee Case Worker

Sandra Ward – Monitoring & Administration Officer

Laura Furness – Receptionist/Telephonist

Andrew Clegg – Adaptation & Repair Officer

Keith Nolan – Adaptation & Repair Officer

David Aspin – Repair Officer

Paul Leicester – Repair Officer

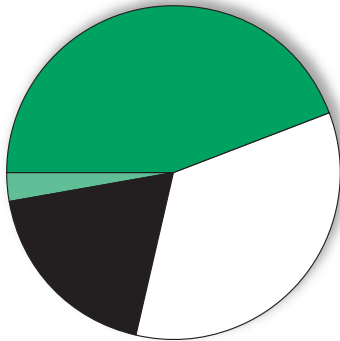


Our greatest asset is our Staff and this has been recognised by our success in achieving the Investor in People award, which we have held since 1998. The assessor was so impressed that he commented that

“Homewise is well directed, very effectively managed and has a remarkable whole team approach which clearly meets individual needs and most importantly makes a difference to peoples lives. The organisation punches well above its weight”

PROVIDING EXCEPTIONAL - VALUE FOR MONEY SERVICES

Item to be measured	Yearly Target	Achieved
No. of Enquiries	3000	3922
No. of clients assisted with work	2500	3136
Value of work completed	£500,000.00	£686,987.34
Time from enquiry to first action	1 week	0.15 weeks
Average No. weeks to completion Minor Works	8 weeks	4.3 weeks
Average No. weeks to completion Major Works	20 weeks	7.9 weeks
No. of Repair Officers jobs	1500	1822
Average No. days for aids and adaptations	8 days	8.12 days
Average No. of days for small repairs	30 days	10.51 days
No. of Maintenance Surveys	300	238
Energy Efficiency referrals/surveys	550	509
% of clients who continue to live independently	70%	96.5%
Percentage of BME Clients	8%	2.3%
Percentage of Elderly Clients	60%	92.75%
Percentage of clients disabled	9%	43.75%



COST OF SERVICE

Core Service	£128,472.24
Aids & Adaptations	£98,951.00
Independent Living	£53,744.64
Security	£7,958.12



TECHNICAL SUPPORT:

Free Technical Advice
Home Maintenance/
Improvement Surveys
D-I-Y Advice



PERSONAL SUPPORT:

Home visits
Confidential
Help and support



HOUSING OPTIONS:

Bathing assessments
Do I stay or do I go advice
Falls prevention checks



HOMESAFE SERVICE:

Lancashire Constabulary
trained staff
Security checks
Free fitting/provision of
measures identified



STEPS TOWARDS THE FUTURE:

Adaptations advice
Technical support
Help choosing a tradesman



JOINERY SERVICE:

Quotations for larger jobs
Competitive prices
Reliable tradesmen



SERVICES YOU CAN TRUST SERVICES THAT MEET YOUR NEEDS

Not just one service but providing a wide range of support
to ensure real independence at home



RECOMMENDED TRADESMEN'S LISTS:

Lancashire Trading
Standards checked
Homewise monitor every job
Client satisfaction ensured



HANDYPERSON SERVICE:

For people over 60
Small essential repairs
2 hours Free labour



HOME REPAIRS SUPPORT SERVICE:

Schedules of work
Providing estimates
Regular checks by Technical Officer



WARM N WELL:

Insulation grants
Energy efficiency advice
Free energy saving products