

HOMEWISE – NON PROFIT MAKING ORGANISATION:

Homewise is a non profit making organisation registered with the Industrial & Provident Society with charitable status and serves the whole community of Hyndburn by providing a comprehensive, impartial help, advice and support service that deals with all aspects of home improvements, adaptations, repairs and maintenance works with additional support for older and disabled people.

Management Committee:

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

B. Holden MBE JP (Chair)

M. Abid (Vice Chair)

D. Duckworth (Treasurer)

D. King

P. McGrath

E. Booth

D. Wheatcroft

D. Westell

Councillor Mrs. P. Barton JP

Councillor P Clarke

Councillor P Cox

Our aim is to:

- Provide services that meet clients needs
- Continue to build up the expertise of helping clients to improve, repair, adapt and maintain their homes.
- Ensure that clients remain in control of all decisions and are kept informed and in all cases, the needs of clients remain paramount.
- Offer flexible and sensitive options to help clients to live independently and with dignity
- Continue to provide a quality service for all clients
- Work in partnership with local agencies, local authority, contractors and clients to ensure that together we deliver a quality service that ensures value for money
- Continue to seek funding for our services
- Continue to develop and implement new services that meet our clients ongoing needs.

Our Commitment:

“We can’t promise to help but we do promise to try”

CHAIRMAN’S REPORT

Hyndburn has been identified nationally as having the best home improvement agency in the country when Homewise was awarded Home Improvement Agency of the Year 2012; as Hyndburn has also been identified as an area with the most people living in poor, overcrowded houses our services are becoming more and more vital to our community. The award reflects the professionalism of the management and staff, each and everyone playing their part in supporting older, disabled and vulnerable people. The service is constantly expanding as needs are identified. The next few years will be critical as cuts continue and the financial crisis deepens; Homewise is locally based, locally managed, responds to local needs and forms part of the local network of support agencies. The current plans for regional agencies, contracts given to larger organisations managed from out of town are a step in the wrong direction. Local agencies capable of immediate response to local needs are essential, please let this continue.



Bernard Holden MBE JP Chairman

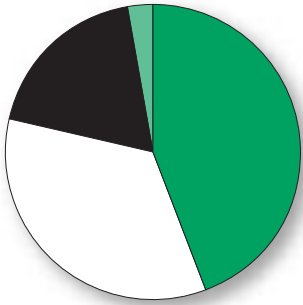
FOCUS GROUP

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, new members are always welcome - please ask for details

BEST VALUE - COST EFFECTIVE SERVICES

Performance Indicators and Targets

<i>Item to be measured</i>	<i>Yearly Target</i>	<i>Achieved</i>
No. of Enquiries	3000	4073
No. of clients assisted with work	2500	2636
Value of work completed	£500,000.00	£550,141.55
Time from enquiry to first action	1 week	0.15 weeks
Average No. weeks to completion Minor Works	8 weeks	1.75 weeks
Average No. weeks to completion Major Works	20 weeks	4.5 weeks
No. of Repair Officers jobs	1500	1683
Average No. days for aids and adaptations	8 days	7.99 days
Average No. of days for small repairs	30 days	11.07 days
No. of Maintenance Surveys	300	149
Energy Efficiency referrals/surveys	550	413
% of clients who continue to live independently	70%	95.83%
Percentage of BME Clients	8%	2.24%
Percentage of Elderly Clients	60%	91.73%
Percentage of clients disabled	9%	42.68%



COST OF SERVICE

- Core Service £131,038
- Aids & Adaptations £77,839
- Independent Living £69,854
- Security £3,873

Grateful thanks to all our partners and funders.

Hyndburn Borough Council, Lancashire County Council, Supporting People and Social Services, Hyndburn Homes, Department of Health, Community Safety Partnership, Lancashire Police Authority, Lancashire Fire & Rescue Service, Victim Support, HARV, Help Direct, Mayoral Charity Fund, Energy Efficiency Installers, Maundy Relief, Age UK, CAB, BME Forum, Royal British Legion and charities including Junius S Morgan Benevolent Fund, The Headley Trust, NHS Pensioners Trust, Boss Benevolent Fund, B&CE Charitable Trust, IAH Charity, Barchester Health, Cavell Nurses Trust, Retail Trust, Ruby & Will George Trust, ACT Foundation, BCOP, Printing Charity, Hair & Beauty Benevolent Fund, Hospitality Action and SF Group

And the many clients who have kindly given donations

We couldn’t do it without you

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

Clients Comments:

- “Over the moon with all the service” “This service is so good it is unbelievable, thank you”.
- “I have used them before and can always rely on them” “Couldn’t be without you” “An excellent service as usual”
- “Fantastic help, helped me from start to finish. Now I can relax”
- “Highly recommended, really hard worker and so impressed, wonderful service” “I will be able to sleep tonight”
- “Just a little note to say thank you for everything you have done for my mum. The stairlift has made such a difference for her. We cannot thank you all enough for what you have done
- “Great, fantastic, Very helpful staff. Very Kind, No Rush. Very nice ladies, beautiful staff”
- “I am impressed with the quality and speed of service. Thank you and well done”.
- “Carry on the good work. The person who did the work for me. TOP MAN”
- “Very pleased with the time it took and the way they came to my convenience” “A wonderful service for the elderly, thank you”
- “Have used services before and have recommended you to other friends and neighbours, The service is second to none”
- “Have used services before and always satisfied. It is a wonderful service” “Perfect in every aspect”
- “Will always use Homewise as 1st contact” “Very pleased with job I had done and will continue to use Homewise”.
- “When you live on your own its nice to know you can get people via Homewise who you can trust”
- “Always use you and always will use”
- “I wanted to thank you for all your help and keep up the good service. The technical service you provide is fantastic and has stopped me being ripped off by a tradesman who said we needed works that we didn’t. The technical officer was lovely and honest and so grateful for his advice.”
- “I just wanted to ring and say thank, you have worked wonders. I have been depressed lately and you made me feel so much better as you were so helpful”

MANAGER'S REPORT

Caring for you, your home and your independence is at the heart of our services and the commitment of all staff.

Homewise prides itself on providing vital services that address housing, health and social care issues and constantly rises to the challenge of developing new services that meet the needs of our clients due to the reduction in resources from our partners.

- In response to cuts and changes with LCC Social Services funding, Homewise established a service to provide disability aids through our Independent Living Centre and all our staff have been trained as "Trusted Assessors"; we provide free assessments of clients' needs and ensure that they only purchase the aids that meet their needs. In addition, due to generous donations, we have a wide range of "good as new" aids which can be purchased at a fraction of the retail cost. No-one should be disadvantaged due to cost, so we ensure they have a choice - new or recycled.
- We are now able to provide additional help and support to people living with dementia to remain independent in their own homes.
- Homewise was instrumental in Hyndburn's successful application to the Department of Health for their Warm Homes Healthy People Fund in which £82,700 was awarded. The scheme was not only a huge success in providing essential advice, information and support that has and will alleviate cold weather deaths but demonstrates the vital and cost effective services that the community and voluntary sector provide in partnership with public authorities (for every £1 of public investment an additional £5.72 added value from services of partners/direct benefits to clients).
- Hot off the press we have launched a "Shop Mobility" scheme in partnership with Hyndburn Disability Forum; wheelchairs and scooters can be provided free of charge to enable clients to access town centre and shops.

Recognition for our services has been forthcoming this year, due wholly to the dedication, commitment, vision and determination of our staff who make the real difference and are the best by miles:-

We received Hyndburn Mayor's award as the "Community Organisation of the Year".

We were awarded "Agency of the Year" by Foundations the National Body for Home Improvement Agencies; this recognises that Homewise is an outstanding organisation and has for the last 25 years provided excellent, cost effective, much needed services.

Grateful thanks to my valuable Staff who are always willing to take on new schemes that will help our clients and work tirelessly to make them successful.

Last but not least, a sincere thank you to members of the Management Committee and Focus Group for their support and guidance including our very own Pat McGrath who has received an "outstanding contribution by a service user or volunteer" award from Foundations.

Sue



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.

Dedicated/experienced staff team - Here to help.

Sue Sinclair – Manager

Carole Perkin – Service Manager

Lyndsay Wheatcroft – Case Worker

Tracie Hamilton – Case Worker

Sandra Ward – Monitoring & Administration Officer

Laura Furness – Receptionist/Telephonist

Keith Nolan – Adaptation & Repair Officer

Andrew Clegg – Adaptation & Repair Officer

David Aspin – Repair Officer

Paul Leicester – Repair Officer



MAINTAINING HIGH QUALITY SERVICES:

Homewise is committed to providing high quality services and our greatest asset is our staff who are not only recognised with our Investor in People award (maintained since 1998) - but continue to meet the national standard assessed by Foundations, the National Body for Home Improvement Agencies, who have awarded the "Quality Mark" since 2004 reviewed in November 2011 and awarded (again) all "A"s which is the highest possible achievement and acknowledges 8 areas of our work that have been highlighted as "best practice". The assessor commented that Homewise clearly demonstrates its ability to be creative in looking at new solutions to help its clients.

CONTINUING TO DELIVER HIGH QUALITY SERVICES

Continuing to deliver high quality services:

"If you are talking to Homewise we're listening to you"

Your views are important to us, we offer a wide range of choices in service delivery to meet your needs and would like to know if you feel we can improve any aspect of our service or the choices you are offered.

Client satisfaction and consultation is a vital part of measuring our achievements and we are proud to report **85%** of our clients have responded and are overwhelmingly positive, confirming how much they value and rely on our services. Of the 85% feedback - **99.35%** found the service was **excellent/very good** and **0.65%** found the service good.

Two complaints have been received during the year regarding communication and were satisfactory dealt with in line with our Complaints Policy.

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

"Tidy Workman"

**Combating
Cowboy
Builders**

Working in partnership
with trading standards and
monitoring local
recommended tradesmen's
quality of work

"Brilliant Service"

**Providing
Handyperson
Service**

Established for many years
carrying out small essential
repairs for people over 60

"Kindly Donated"

**Recycling
Aids**

Providing an
extensive range
of products at
affordable prices

"Free to Hire"

**Shopmobility
Scheme**

Providing
Wheelchair/Scooter
hire to residents of
Hyndburn

"Very Competitive"

**Offering
Joinery
Service**

Competitive
quotes for most larger
joinery works

"Full Assurance"

**Providing
Free
Technical
Advice**

Also Free Technical
support during work
until you are happy
upon completion

"Keep Warm & Well"

**Accessing
Energy
Saving
Grants**

Providing information
and applying for grants
on your behalf

"Offering Choices"

**Personal
Support**

Providing home visits to
advise on adaptations or
alternative housing

CELEBRATING RECOGNITION AS:

**NATIONAL WINNER - HOME IMPROVEMENT
AGENCY OF THE YEAR 2012**

**OFFERING, DEVELOPING AND
MAINTAINING HIGH
QUALITY SERVICES THAT ENABLE
INDEPENDENT LIVING**