

PUTTING PEOPLE FIRST

JUST A NORMAL DAY

As part of the Affordable Warmth scheme a carbon monoxide detector was provided for an 84 year old lady. A few days later the detector alerted her to carbon monoxide emissions which were found to be coming from a faulty grill which needed to be capped off. **Outcome: The lady contacted us to say how grateful she was, as if we hadn't provided the detector she may not be here today.**



A 69 year old gentleman, who lives alone and is recovering from two strokes and two heart attacks, needed a new boiler, he had no hot water or heating and was struggling to keep warm. As he had no savings he could not afford the cost. Therefore 7 benevolent charities were approached and 3 agreed funding to replace the boiler and thermostatic radiator valves (cost £1,712.87). The gentleman was over the moon with the new boiler and so grateful that we were here to help as without it there was no other way in which he could have got his boiler replaced.

Outcome: The gentleman now remains safe and well in this own home

An 85 year old lady lives at home with her husband who is her main carer. She suffers with COPD, arthritis, heart problems and has also had a recent diagnosis of dementia. In addition she suffers with very poor mobility and finds it difficult to walk and can become breathless. When accessing the local community she currently uses a wheelchair, which her husband pushes but he is finding it a great strain but she must rely on her husband to take her out, as due to her Dementia she is unable to leave her home unassisted. Therefore 5 benevolent charities were approached and agreed the £600 required to purchase an Electric Scooter.

Outcome: Electric scooter allows the lady to have access to the local shops with her husband without any problems.

An 83 year old lady who had recently been discharged from hospital following a double knee replacement, had an external rail fitted along her drive, however although not too steep was covered in moss. Subsequently the volunteer Handyperson jet washed the drive in order to make it safe.

Outcome: She can now get in/out of her home safely with the minimum risk.

Volunteer handyperson visited client to install night lights and provide labels in order to identify rooms and cups, plates etc. at the same time an accident prevention survey was carried out and identified that two aids previously left by OT were no longer suitable and he kept falling over them. These were removed and donated to the Recycling centre

Outcome: The client is now living in a safe environment

Following hospital admission due to a fall an elderly lady, who lives on her own, was waiting to be released from hospital. She was told that she could not be released until a second banister rail was installed at her property. She was aware that she could wait to have this done via OT but wished to come home sooner. Her neighbour agreed to organise the works on her behalf and contacted us to install the banister rail. The costs of the work were agreed and banister rail fitted within 4 days.

Outcome: The lady is now happy at home living in a safer environment

Hyndburn's oldest resident who is 108 living independently in her own home needed her gas fire servicing as it had not been serviced for many years and which she relied on to keep her warm. In addition a winter/accident prevention check was carried out. **Outcome: The lady continues to live in her own home safe and warm.**

CARING FOR YOU, YOUR HOME AND YOUR INDEPENDENCE



Home Improvement Agency
Making Homes Warm, Safe & Secure

ANNUAL REPORT 2014-2015

BETTER HOMES - BETTER CARE BETTER INDEPENDENCE



HOMewise - HELPING YOU TO LIVE SAFE AND WELL AT HOME

Putting people first, Caring for you,
your home and your independence.

2/4 Whalley Road, Accrington BB5 1AA

Tel: 01254 232249

Society registered with Co-Operative & Community Benefits Society Act 2014 No. 27708R

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



PUTTING PEOPLE FIRST

HOMEWISE – Non profit making organisation

Homewise is a non profit making/charitable organisation that has been operating since 1987, providing impartial help, advice and support on all aspects of home improvements, adaptations, repairs and maintenance with additional schemes to support older, disabled and vulnerable people.

CHAIRMAN'S REPORT 2015

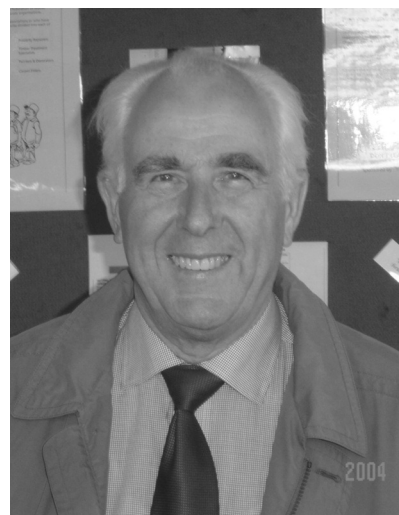
Each year brings new beginnings and, of course, new problems. The successful tender to provide Integrated Home Improvement Service (IHIS) enables us to expand to include the Ribble Valley and will make sure we provide the same Homewise service there.

Our support to those living with dementia and their carers is essential; partnerships between health and housing are often overlooked and we are working with health organisations to smooth out the problems encountered by our clients.

The recycling of disability aids is still an important element of our work. Enormous savings are available to those needing to purchase this equipment and we are expanding this service throughout East Lancashire.

All these changes have meant a lot of work for our staff and I am delighted and impressed with the way they have addressed and overcome all the challenges.

I welcome the new staff we have recruited and I am sure they have already established themselves as part of the service. Well done everyone!



Chairman.

Bernard Holden MBE JP Chairman

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
Dorothy Westell
Dorothy Wheatcroft
Eileen Booth
Pat McGrath
Councillor Pam Barton
Councillor Paul Cox
Councillor Marlene Haworth

Focus Group: Consultation and ensuring we provide services that clients need. Homewise is proud to support a local focus group of clients who have used and still use our services. This group is vital to the success of our services as it's essential that we consult the people we serve.



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 وائز اس بات پر یقین رکھتی ہے کہ یہ ملک مختلف رنگ و نسل اور مذاہب کے لوگوں کے لئے مربوط ہے لہذا ہم اس بات کو یقینی بنانے کے لئے کوشاں ہیں کہ کسی بھی شخص یا گروپ کو اس کی اقلیتی طبقاتی،

مذہبی، معذوری، عمر، جنس یا کم آمدنی کی بنیاد پر ان کے ساتھ غیر مساوی برتاؤ نہیں کیا جانا چاہیے، اور ہم اپنی پوری محنت کرتے ہیں کہ ہر قسم کی معلومات، مشورہ اور مدد سب کے لئے یکساں مہیا کیا جائے۔

تقریباً مغل ۱۰۰ کر لڑیلٹھ، نمبر 01254 232249 رر رابطہ کریں۔

PUTTING PEOPLE FIRST

HOMEWISE is the Vital Link - enabling people to remain independent in their home

**Homewise offers unique cross cutting services that address
HOUSING - HEALTH - SOCIAL CARE**

Homewise continues to provide services you can trust and that meet clients needs.

DISCUSS	in detail the works required and agree the best course of action
HELP	to identify what improvements, repairs, adaptations or maintenance works required.
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/referrals and charitable sources
ARRANGE	for tradesmen to provide competitive quotations and carry out the work
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
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

GROUND BREAKING SCHEMES - DEVELOPED IN HYNDBURN AND NOW EXPANDING ACROSS EAST LANCASHIRE

**Re Use of
Equipment
Can help
You to stay
Comfortable/safe when
Living
In your home and reduce the
Need to worry
Guidance and information available on request**



Due to the generosity of local people disability aids no longer needed are donated to the Recycle Centre. The disability aids are checked, cleaned and made available at a fraction of the retail price. All Staff are trusted assessors and will provide free assessments of clients needs to ensure that they only purchase aids that meet their individual needs.

Client quote - "After my husband came out of hospital, I was worried he would struggle around the house. We have put everything he needs in place thanks to Homewise and it has cost us less than £50. I couldn't be more grateful."



Free advice and support to help people living with Dementia and their carers to stay safe in their home.

Memory Matters is an inspirational project that provides practical help and assistance to people living with dementia and their carers, who face day to day challenges, which can be made much easier when there is a network of support to help.

The Memory Matters project has started a journey of discovery into what help and support our clients need and how we can support them NOW and ensure that they have continuing support for the FUTURE.

Client comment - "Absolutely brilliant service, all referral agencies have been in touch and I now have sitting services in place for mum. The daily living aids, especially the bed rail, are a great help and the rail has stopped mum from falling out of bed."

PUTTING PEOPLE FIRST

Manager's Report:

"Putting People First - 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 and the ongoing challenges they face day to day.

Housing and Health Link – More than half a million people aged over 65 are admitted to an emergency hospital with potentially avoidable conditions e.g. fractures, respiratory infections and dehydration, many of these can be avoided through housing related improvements and better care at home. Housing and Health link becomes more important with age; older people are more prone to trip and falls (1 in 3 people over 65 and 1 in 2 over 80's fall each year) and more susceptible to cold or damp related health problems (poor house costs NHS £1.4 billion a year)

Looking to the future:

Integrated Home Improvement services are an important part of the new Care Act enabling people to remain independent in their own homes. Our services have been subject to a tender process that includes the Housing Advice & Support, Handyperson Service, Minor Aids & Adaptations and Accredited Retailer service and I'm delighted to report that we were successful and will be expanding our services into Ribble Valley from June 2015.

In addition, the enormous success of our **Memory Matters project** that supports people living with Dementia and their carers and the **Recycling of Disability Aids** that ensures that people who need that little bit of extra support are able to purchase aids at an affordable price, are to expand across East Lancashire – so please help and spread the word.

Going the extra Mile:

During the year we have assisted 4,455 people/families which has resulted in providing 2485 housing repairs, improvements, energy efficiency works, Handyperson small essential repairs, minor aids and adaptations, accident prevention and Security works, in addition our Independent Living Centre has supported 1,496 clients with disability aids to meet their individual needs.

Homewise doesn't have a magic wand but does have a dedicated, professional, caring, committed staff team who go the **"extra mile"** every day to ensure that clients needs are met however large or small.

Special thanks to the Management Committee and Focus Group for the guidance and support.

Sue

All our futures....Housing for ageing.

- Housing is fundamental to dignity and security in older age
- Housing underpins health and wellbeing.
- Housing plays a critical role in the UK economy. Older people live in a third of all homes and are the major driver of the household growth. Housing and ageing is therefore of enormous economic importance.

PARTNERS AND FUNDERS

Grateful thanks to all our funders and partners – "We couldn't do it without you":

Hyndburn Borough Council, Lancashire County Council Supporting People and Social Services, Hyndburn Homes, Lancashire Police Authority, Lancashire Fire & Rescue Service, HARV, Victim Support, Help Direct, Energy Efficiency Installers, Maundy Relief, Age UK, CAB, Crossroads, Carer's Link, Community Solutions, Royal British Legion Admiral Nurses and charities: The Act Foundation, Printing Charity, BCOP, Barchester Health. Helping Hands, NHS Pensioner Trust, B & C Benefits Scheme, Retail Trust, Talisman Charitable Trust, Footwear Friends, Margaret's Fund, Hospitality Action, AFTAID, The Drinks Benevolent, Independence at Home, Junius S. Morgan Benevolent, ABTA, Grocery Aid, EEIBA, Paper Industry Charitable Trust, Ruby & Will George Trust, National Benevolent Charity, Army Benevolent Fund, Foundations Independent Living Trust and many others who don't wish to be named, **not least an extra special thanks to the many clients who have given donations**

Special thank you 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.

CARING FOR YOU, YOUR HOME AND YOUR INDEPENDENCE

PUTTING PEOPLE FIRST

Dedicated/experienced staff team - Here to help.

Sue Sinclair – Manager
Carole Perkin – Service Manager
Lyndsay McGrath – Case Worker
Tracie Hamilton – Case Worker
Sandra Ward – Monitoring & Administration Officer
Paige Conlon – Business/Admin Apprentice
Keith Nolan – Adaptation & Repair Officer
David Aspin – Adaptation & Repair Officer
Tony Westwell - Repair Officer
Allan Perkin – Recycling Development Assistant



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

MAINTAINING HIGH QUALITY SERVICES:

Client satisfaction and quality of services are very important to us and we continue to monitor and evaluate same: During the year 71.67% questionnaire returned/comments received of which 97.05% felt the service was Excellent, 2.5% Very Good and 0.45% Good. Two suggestions for improving services are "Quicker response time (for Handyman service) and "More Handymen available so that the wait is not so long. No formal complaints have been received during the year.

Client comment "Homewise you are my lifeline and you are very much appreciated"

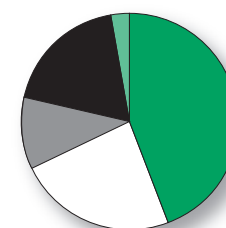
In addition Homewise was selected as a winner by Lancashire Trading Standards – Safe Trader Awards 2014 which recognised our business in terms of regularly collecting feedback from customers with consistently high ratings.

If you're talking to Homewise we're listening to you!!

PROVIDING VALUE FOR MONEY SERVICES

Performance Indicators and Targets

Item to be measured	Yearly Target	Achieved
No. of Enquiries	2500	4455
No. of clients assisted with work	1000	2485
Value of work completed	£500,000.00	£376,366.19
Time from enquiry to first action	1 week	0.12 weeks
Average No. weeks to completion Minor Works	8 weeks	1.33 weeks
Average No. weeks to completion Major Works	20 weeks	2.13 weeks
No. of Repair Officers jobs	1500	1935
Average No. days for aids and adaptations	30 days	11.40 days
Average No. of days for small repairs	30 days	10.04 days
Energy Efficiency referrals/surveys	100	164
% of clients who continue to live independently	70%	100%
Percentage of BME Clients	3%	4.14%
Percentage of Elderly Clients	60%	82.97%
Percentage of clients disabled	30%	65.06%



COST OF SERVICE

Core Service	£112,561.50
Aids & Adaptations	£72,556.98
Independent Living	£78,318.78
Security	£3,054.33
Handyperson/Homecare	£73,876.63

What clients are saying about us:

"Very professional and friendly. A pleasure to have such a tradesman. May I send my grateful thanks to the shop staff for their kindness and courtesy, always so helpful and patient"

"Excellent work men, top class job. Homewise should be proud of their workmen"

"I now feel warm and well in my home. Without the assistance I got I wouldn't be able to fund the works myself. I appreciate all the help. Thank you so much"

"Fantastic service, stairlift measured and installation date arranged with urgency"

"Tradesman was so brilliant and very honest. Much appreciated all your help"

"Thank you so much for all your help in finding the funding for my new boiler, it is very much appreciated"

"Your employee couldn't have been nicer or more helpful, gold star"

"Homewise staff are just so helpful. Many thanks"

"Exceptionally good service"

"Very good service"

"Very good, cleaned up after themselves"

"Worked like a demon, very nice bloke, very hard working. Would recommend to anyone"

"We are thankful the service is there to help us when needed"

"Thank you for the promptness and for the politeness of the lady on the phone and the young man who did the work"

"The lad that came was so nice a pleasure to have him in our home"

CARING FOR YOU, YOUR HOME AND YOUR INDEPENDENCE

HOMEWISE

**Has always responded to needs
by listening to clients, finding solutions,
establishing unique, innovative schemes**

Home Improvement, Repairs and Adaptations Support Service

Advice on all aspects of property
repairs, improvements and maintenance

Handypersons Service

Provides up to one hour's labour to
carry out small essential repairs needed
to your home. There may be a small
charge plus materials

Homesafe Service

Repair Officers are trained by
Lancashire Constabulary to provide
crime prevention advice and install all
security measures required

Independent Living Aids - Steps Toward the Future

Staff are trained Trusted Assessors
who offer practical support to ensure
disabled adaptations carried out help
independent living

Housing Options Service

Offers a package of services
and support to suit individual
needs

Accident/Falls Prevention checks

When visiting your home
we will carry out a home
accident/falls prevention
check to ensure you are
safe in your home



Benefits Checks

Caseworkers will check to ensure
you are in receipt of all benefits you
are entitled to

NHS Prescription Provider

As an accredited retailer
we are a provider of all
minor aids

Shopmobility Service

In partnership with Hyndburn Disability Forum,
scooters and wheelchairs can be loaned
temporarily to enable clients to access
town/shops, go on holiday or get out and about

Technical Support Service

Technical Officer will visit your home, advise on
works necessary and provide written reports

Homewise Joinery Scheme

We provide competitive quotes for
mostly joinery works

Recommended Tradesman List

Working in partnership with
Trading Standards we have lists
of reputable local tradesmen

Warm 'N' Well/Affordable Warmth

We will advise on grants and
subsidies available to keep
homes warm and energy efficient

Memory Matters

We offer free advice and support so
people living with dementia can stay
safe in their homes with a good
network of support in place

Recycling Centre

We recycle disabled aids no
longer required, which allow clients
who have to pay for equipment a
choice of purchasing good as new
at a fraction of the RRP

Fundraising

For essential repairs
and adaptations to aid
independent living

TRUSTED SERVICES
**Promoting health, Independence,
Quality and Choice**

Integrated Home Improvement Services and Partnership Working

Working In Partnership

To Ensure

Better Care

For Your Future

Working with Hyndburn Borough Council to access resources to
keep people warm and well in their homes

Working with Occupational Therapists to ensure essential aids
and adaptations are installed

Working with Lancashire Fire and Rescue Services to ensure that
homes across East Lancashire are benefiting from Home Fire Safety Checks

Working with Social Services to ensure that clients have sufficient
care in place and homes are adapted to aid independent living

Working with Lancashire Constabulary offering practical
support to all victims of crime and ensuring that homes have
adequate security measures installed

Working with over 75s Nurses ensuring that people living with
memory problems and their carers are safe in their homes and
have sufficient support in place

Working with Lifeline Services to ensure that people have access to
emergency services immediately

Working with Lancashire Trading Standards to maintain a list of
local reputable tradesmen

Working with Alzheimers Society in order to ensure that people who
live with dementia and their carers have ongoing support

Working with HARV ensuring homes of victims of domestic
violence are safe and secure

Working with Carerslink ensuring that carers have sufficient
support network in place

Working with Citizens Advice Bureau combating debt and fuel poverty
Working with Age UK to provide hospital aftercare and daytime support
and many more local voluntary and community organisations

BRANCHING OUT INTO

East Lancs
**Memory Matters &
Recycling Centre for
Disability Aids**

Ribble Valley
**Full Integrated
Home Improvement
Services**

