

PUTTING PEOPLE FIRST

JUST A NORMAL DAY

Ribble Valley BC referred an 81 year old gentleman who had no heating in his bedroom. We managed to raise the required £300 and the new radiator was installed within 4 weeks.

Outcome: The couple were extremely grateful for all our help, as they had been advised that there would be possibly no funding.

A 75 year old gentleman contacted us as he needed a replacement boiler. They had no hot water or heating and only £800 in savings, we managed to raise £1,500 towards the cost and the client was over the moon with our help.

Outcome: The couple will now be safe and warm this winter.

Lancs Constabulary referred a 95 year old lady; following a fall, Paramedics couldn't get in and had to break through the front door and vestibule. Our Handyperson carried out the necessary repairs and installed a keysafe for future access.

Outcome: The lady is now safe at home and family/carers have easy access.

Trading Standards referred a 90 year old gentleman who had been ripped off by a roofer after paying £1,000 for work not carried out correctly. We arranged for a reputable roofer to make good the works. His daughter was happy to get the problem resolved and has stressed that in future he should always contact Homewise..

Outcome: The gentleman now has a repaired roof and Homewise support with future repairs.

A 64 year old gentleman, living with dementia, was concerned that the lighting was subdued/causing shadows which he found disorientating and was at risk of falling. His wife was worried that he may have a fall when she was at work. A local charity funded the £220 to provide LED brighter lamps . .

Outcome: The gentleman is more independent and safe his wife no longer worries when he is on his own. The family were over the moon that we are able to find funding.

An 86 year old lady had a leak in her roof and was advised that she needed a new roof that would be very costly. Our Technical Officer's assessment found that the problem was the gutter at the downspout which just needed cleaning and was carried out at a cost of £40.

Outcome: The lady lives independently and able to repair her home with a service she can trust.

The daughter of a 95 year old lady (who has dementia and is living alone) asked if we could make her bathroom warmer as her mother was not bathing because it was too cold and only heating is two gas fires. Heating was installed in the bathroom, in addition a carbon monoxide detector was supplied and installed and a referral to Lancs Fire Brigade for two smoke alarms.

Outcome: The lady can now live safe and well in her own home.

Occupational Therapy requested assistance to install a Level Access Shower for a 70 year old gentleman. who was on a limited income with no savings. Applications were made to ten benevolent funds/six pledging the full cost of £3,486.96. With the Level Access Shower being installed he no longer has to go to daycare to be bathed, which he found distressful.

Outcome: The gentleman is now able to bathe safely at home.

A 75 year old gentleman, needed a replacement boiler, living alone with several health problems. Having no heating meant that the property was extremely cold and he was constantly struggling to keep warm which was having an effect on his health and making him poorly. Funding was raised, he now has heating and hot water and no longer needs to rely on family for baths.

Outcome: Without this assistance he would not have been able to have the boiler replaced.

A 68 year old lady living alone needed a new boiler, £1,675 was raised towards the work which was completed within 3 weeks. In addition an application was made for Attendance Allowance which would increase her income by £55.10 per week and help with heating costs.

Outcome: The lady is warm and well in her own home especially during the cold, winter months.

Following a Healthy Homes Assessment an 82 year old lady who recently had an operation on her leg was struggling to pick up her mail, consequently she purchased a handy reacher.

Outcome: She is no longer in pain when she picks up her post or when bending down if she drops the remote control and called to say "what a difference it has made"



ANNUAL REPORT 2015-2016

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 is a not for profit, charitable organisation, that seeks to serve the whole community of Hyndburn and Ribble Valley by providing 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. "1.2 million households over 65 live in non-decent homes – 79% are Owner Occupiers"

HOMEWISE established in 1987, is your local Home Improvement Agency that also provides integrated services in partnership with Health and Adult Social Care.

"Poor housing costs NHS at least £1.4 billion each year"

HOMEWISE aims 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 authorities, contractors and clients to ensure that together we deliver a quality service that ensure value for money
- Continue to seek funding for our services
- Continue to develop and implement new services that meet our clients' ongoing needs.

HOMEWISE Supporting people to maintain their homes maintain their independence:

Staff will:

Discuss	in detail the works required and agree best course of action
Help	to identify what repairs, improvements, adaptations or maintenance work required
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 works
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
Make	homes safe and secure to aid independent living
Provide	help and support throughout the work
Ensure	clients are totally happy with the work before payment is made

Our commitment

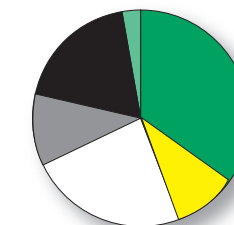
"We can't promise to help everyone but we do promise to try"

PUTTING PEOPLE FIRST

BEST VALUE - COST EFFECTIVE SERVICES

Performance Indicators and Targets

Item to be measured	Yearly Target	Achieved
No. of Enquiries	2500	5444
No. of clients assisted with work	1000	2485
Value of work completed	£500,000.00	£389,781.76
Average No. of weeks from enquiry to completion	8/20 weeks	2.17 weeks
No. Of Repair Officer jobs	1500	2423
Average No. of days for aids and adaptations	30 days	9.01 days
Average No. of days for small essential repairs	30 days	11.1 days
% of clients who continue to live independently	70%	100%
% of BME clients	3%	3.12%
% of Elderly clients	60%	77.37%
% of disabled clients	30%	71.27%



COST OF SERVICE

Advice & Support	£120,163.51
Aids & Adaptations	£85,044.80
Independent Living	£92,249.62
Security	£4,500.82
Handyperson	£75,514.69
Homecare	£90,542.82

Client satisfaction and Quality of services are very important: During the year 78.19% questionnaires returned/comments received of which 99.2% felt the service was Excellent, 6.12% Very Good and 0.68% Good.

Two suggestions for improving are: Colour Blue for some questionnaires difficult to see (comment taken on board and colour changed) and "make people aware that the service is not just available to elderly, vulnerable people (agreed more advertising of the whole service)"

What clients are saying about us:

".... are lovely men to have in one's home. We shall certainly use you again for any private work we need doing"

"Very clean and tidy workman. Polite at all times. I am very satisfied with the work done and would recommend in an instant anyone needing work done."

"First class, could not fault the worker or the fitter".

"Small things can be such a worry and simply solved"

".... is a lovely man, can I keep him"

"Very happy with services. Helping people. Keep up with the good work"

"Fantastic service, really helpful and tradesmen were honest and reliable"

"Thank you seems so small to say, but what you've done for me is wonderful. Thank you for all your hard work, I do appreciate everything"

"I cannot thank you enough for getting the money for my central heating. Never in my whole life have I been given anything. Thank you from the bottom of my heart"

"Brilliant very helpful, nice to know people out there care"

" went the extra mile to be pleasant, friendly and efficient. I am very grateful"

"People like me would struggle without people like you"

"The project helps so many people that do not know where to turn"

"Superb service. I have lots more support in place and am now less stressed following the initial visit from Homewise. Lots of things started to happen. Thanks to a superb project for all their help"

"Out of all the services, Homewise have been very efficient. I would say the best honestly"

"Very professional, very kind would recommend 100 percent, thank you so much for helping me get all the help. Big Thank You"

"Before you were helping me, I did not know where to go or what to do"

"I was really struggling before you came. The simple things have made a huge difference"

"My mum is so much safer in her home and is living at home independently. I do not worry about putting her into a care home now. Excellent service, I now know where I can go that can help and assist me with any problems I have caring for my mum"

"The services introduced have been a godsend and my health has improved due to this"



PUTTING PEOPLE FIRST

Manager's Report:

I am very proud of my dedicated, professional, caring and committed staff who go the extra mile every day **"supporting people"** to solve their problems however great or small.

We are delighted to have expanded the full range of services into the Ribble Valley and extended the Memory Matters project and Recycling of Disability Aids throughout East Lancashire.

Our services continue to be a lifeline for many people (who have become part of the family), knowing that Homewise provides services that they can trust and will help keep them safe, warm, secure and independent in their own home for as long as they wish

"Good health begins at home – evidence is increasing that decent housing can make for good health and wellbeing"

Our Memory Matters project continues to have an enormous impact in "supporting people" living with Dementia and their Carers. For us the project is all about improving their lives and enabling them to continue to live as independently as possible; for the NHS our support makes a STAGGERING cost saving of £219,000 on preventing falls and a minimum cost saving on residential care of £819,000 to a maximum of £8,541,000.00 per year!!

Our Disability Aids recycling centre continue to receive mountains of unwanted aids. Why struggle when you can get a free assessment from a trained Trusted Assessor who will ensure that you only purchase equipment that is suitable for your individual needs and at a fraction of the RRP. Also look out for the monthly special offers.

We received funding from Care & Repair England to provide a volunteer Handyperson Scheme "Just about Managing" which is a national pilot that provides practical help to enable older people to live independently. Whilst we have had difficulties recruiting volunteers, we now have "one" and he will be supporting the Memory Matters project.

Client comment **"you worry about every little thing that goes wrong, having someone you trust to turn to makes all the difference"**

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

Sue

PARTNERS AND FUNDERS

Grateful thanks to all our Funders and Partners: Hyndburn Borough Council, Ribble Valley Borough Council, LCC Adult Services, NHS East Lancs CCG, Hyndburn Homes, Lancashire Police Authority, Lancs Fire & Rescue Service, Age UK, Carer's Link,, Crossroads, Community Solutions, Maundy Relief, Care & Repair England, Community Safety Partnerships, HARV, Multicare, Big Lottery Awards for All, Margaret De Sousa Deiro, National Health Service Pensioners Trust, Accrington Sick Poor Fund, National Benevolent Charity, Barchester Charitable Foundations, Independence at Home, Edith Cavell Fund for Nurses, B & CE Charitable Trust, Ruby & Will George Trust, Turn 2 us (Elizabeth Finn Care), FILT, Electrical Industries Charity, Junius S Morgan Benevolent Fund, Ambulance Service Benevolent Fund, Retail Trust, Hospitality Action, British Gas Energy Trust, Margarets Fund, Aftaid, Printing Charity (Henry Smith), Lighthouse Benevolent Trust, Boss Benevolent and others who don't wish to be named... and 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"

SUPPORTING PEOPLE TO MAINTAIN THEIR HOMES – MAINTAIN THEIR INDEPENDENCE

PUTTING PEOPLE FIRST

CHAIRMAN'S REPORT 2016



Over the years I have read hundreds of comments written by people who speak highly of the support provided by Homewise. This last two months I have experienced it myself when my wife had a hip replacement. I was impressed by the support, patience and understanding provided by all the staff from Homewise. The boot is on the other foot and now I fully understand what Homewise is about. This must be doubly true of the support provided for dementia sufferers. This is what everyone in the older age bracket dreads. They see a lifelong partner steadily deteriorating. The relief when they receive the lifeline of support from Homewise both in adaptations of the home and counselling must be unbelievable and so important for them. The future is never certain. Future funding can no longer be guaranteed. The work load is expanding and resources are limited. We must survive; as the aging population increases they will need us more and more to provide the outstanding services they deserve!

Chairman.

Bernard Holden MBE JP Chairman

Dedicated/experienced staff team - Here to help.

Sue Sinclair – Manager
Carole Perkin – Service Manager
George Barnet - Technical Officer
Lyndsay McGrath – Senior Case Worker
Tracie Hamilton – Case Worker
Anne Aspden - Case Worker
Sandra Ward – Monitoring & Administration Officer
Paige Conlon – Receptionist/Admin Officer
Callan Wheatcroft - Recycling Development Officer
Keith Nolan – Adaptation & Repair Officer
Tony Westwell – Adaptation & Repair Officer
Trevor Makin – Repair Officer



Jim Perkin - Volunteer Support/Handyperson

Mike Butterworth - Volunteer Handyperson

Management Committee:

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

Bernard Holden (Chair) Mohammed Abid (Vice Chair) David Duckworth (Treasurer)
David White Derek King Dorothy Westell Dorothy Wheatcroft Eileen Booth
Pat McGrath Councillor P Cox Councillor T. Hurn Councillor G. Molineux Councillor M Dad

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 تعلیق طبعی، 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۔

SUPPORTING PEOPLE TO MAINTAIN THEIR HOMES – MAINTAIN THEIR 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**