

JUST A NORMAL DAY

A gentleman in his 80's who suffers with dementia and severe walking difficulties. He struggled to carry cups and plates from room to room, after assessment he purchased a recycled kitchen trolley which not only helped him with his balance but enabled him to transfer food and warm drinks from room to room safely.

Outcome: The gentleman is now living in a safe environment with reduced chance of falling.

76 year old lady's home was cold and damp, because she had no heating, consequently £2,850 was raised from local and national charities to pay for a Central Heating system.

Outcome: the lady is now living in a warm, damp free home.

An OT referred a 76 year old gentleman for a level access shower as there is a long waiting list for DFG's. 9 charities were approached and 6 contributed £3,009 to pay for the work.

Outcome: This gentleman can now have a shower independently

We were approached by the daughter of an 82 year old lady, as she was having problems with the installation of a level access shower and had been quoted £3,714.43 which did not include labour. Since paying the deposit the company had delayed the start date three times. We supported the lady to write to the contractor explaining that they were in Breach of Contract and negotiated a refund of 80% of the deposit. This lady had not been able to have a shower independently for six months. Homewise arranged for the work to be completed at a cost of £4324.30.

Outcome: This lady can now have a shower and saved over £2000.00 on the cost of the work.

Environmental Health referred a 72 year old gentleman who has severe arthritis and asthma and is living in a very cold house causing further health issues. He had one gas fire in his living room and the boiler had been condemned. An Eco grant and further monies were raised to provide and install a full central heating system.

Outcome: The gentleman is now living in a warm and energy efficient property that has had a positive impact on his health and well-being.

An 86 year old lady phoned in tears, her boiler had broken down and she was left with no hot water or central heating. The property was open plan and she was sitting very close to the gas fire, wrapped in blankets to keep warm. An emergency winter pack (including a fire) was provided, unfortunately the boiler was too old to repair and a replacement was needed. Subsequent funding was agreed and the work was carried out the next day.

Outcome: The lady now has peace of mind and is living in a warm environment; the boiler is more energy efficient and is saving her money.

The daughter of an 82 year old lady contacted Homewise as she was concerned over the quote of £4,800 for her mother's bathroom refurbishments. Subsequently we obtained a quote for £3,300 which was agreed and all work completed to her satisfaction.

Outcome: The lady saved £1500.00 and had the confidence of knowing that she was employing a reputable company to complete the works for her.

A single mother with two small children had been without heating or hot water for a few days and couldn't afford the repairs. Homewise arranged for a plumber to call the same day and carried out the repairs at a cost of £220.80 which Homewise fundraised for.

Outcome: the children can now have hot baths and the family home is warm.

An 85 year old lady's boiler had stopped working completely, she had no hot water and was struggling to keep warm, wash and generally do household tasks e.g. washing up. She is in receipt of Pension Credit and has limited savings, it was therefore agreed to grant £500 towards the cost of £1,475 for the replacement boiler.

Outcome: Reduced the chances of hospital admission and health problems was in place the next day.



ANNUAL REPORT 2013-2014

LOOK AFTER YOUR HOME AND IT WILL LOOK AFTER YOU



HOMEWISE - HELPING YOU TO CARE FOR YOUR HOME

**"A safe, warm, well maintained home is the
foundation of health and well-being"**

2/4 Whalley Road, Accrington BB5 1AA

Tel: 01254 232249

Industrial and Provident Society with Charitable Status Reg. 27708R

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



LOOK AFTER YOUR HOME & IT WILL LOOK AFTER YOU

CHAIRMAN'S REPORT 2014

As the cuts in public services continue to bite, Homewise are working hard with clients to ensure that their homes are well-maintained and provide a comfortable environment in which to live.

Home is our sanctuary and it needs to be warm, safe and secure so Homewise's services have never been needed more than at this time.

Our staff have years of experience of helping people to solve their housing problems from a small handyman job to a large adaptation. We can provide information and practical support on everything from fitting a curtain rail to moving to a more suitable property or adapting the one you live in.

Our Independent Living Centre is staffed by Trusted Assessors who can advise on essential daily living aids and our newly opened Re-use not Refuse project sells sanitised, reconditioned, nearly new aids so you have a choice of buying new or recycled.

I would like to express my appreciation of the staff at Homewise who once more have worked hard and effectively to ensure Homewise is at the centre of the support for the people of Hyndburn.

Chairman.

Bernard Holden MBE JP 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

ہم وائس اس بات پر یقین رکھتے ہیں کہ ہر ایک شخص کو ایک محفوظ، مستحکم اور قابل اعتماد گھر کے لئے سہولتیں ملنی چاہئیں۔ ہر ایک شخص کو ایک محفوظ، مستحکم اور قابل اعتماد گھر کے لئے سہولتیں ملنی چاہئیں۔ ہر ایک شخص کو ایک محفوظ، مستحکم اور قابل اعتماد گھر کے لئے سہولتیں ملنی چاہئیں۔

Homewise is registered as an Industrial and Provident Society with Charitable Status and governed by volunteers

Bernard Holden (Chair)
Mohammed Abid (Vice Chair)
David Duckworth (Treasurer)
Pat McGrath
Eileen Booth
Dorothy Wheatcroft
Dorothy Westell
Councillor Pam Barton
Councillor Paul Cox
Councillor Marlene Haworth



Focus Group: Your views are important to us.

Homewise supports a local focus group of clients who have used and still use our services.

Clients' views are essential in ensuring we provide the services that meet their needs.

We offer a wide range of choices in service delivery to meet individual needs and would like to know if we can improve any aspect of our service or the choices we offer.

New members are always welcome, meetings are informal and held quarterly,

please ask for details.

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

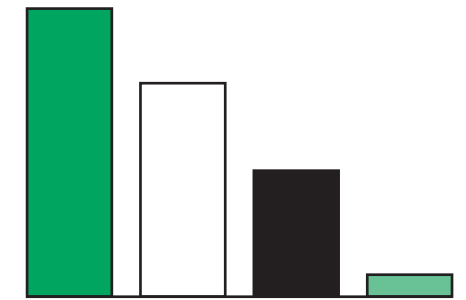


LOOK AFTER YOUR HOME & IT WILL LOOK AFTER YOU

BEST VALUE - COST EFFECTIVE SERVICES

Performance Indicators and Targets

Item to be measured	Yearly Target	Achieved
No. of Enquiries	2500	3248
No. of clients assisted with work	1000	2439
Value of work completed	£500,000.00	£399,467.61
Time from enquiry to first action	1 week	0.02 weeks
Average No. weeks to completion Minor Works	8 weeks	1.93 weeks
Average No. weeks to completion Major Works	20 weeks	18.6 weeks
No. of Repair Officers jobs	1500	1861
Average No. days for aids and adaptations	30 days	12.6 days
Average No. of days for small repairs	30 days	27 days
No. of Maintenance Surveys	30	27
Energy Efficiency referrals/surveys	100	172
% of clients who continue to live independently	70%	97%
Percentage of BME Clients	3%	2.88%
Percentage of Elderly Clients	60%	77.86%
Percentage of clients disabled	30%	75.85%



COST OF SERVICE

Core Service £101,984.26
Aids & Adaptations £92,632.44
Independent Living £81,555.78
Security £2,912.44

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, Big Lottery Awards for all, Prospects/EnergieKontor, 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 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 and 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.**

IF YOU ARE TALKING TO HOMEWISE – WE'RE LISTENING TO YOU!

MAINTAINING HIGH QUALITY SERVICES:

MAINTAINING CLIENT SATISFACTION

Client satisfaction is very important to us, with all aspects of our service being monitored for quality.

This is measured in a variety of ways from client satisfaction questionnaires, follow up phone calls and technical officer's inspections.

During the year I am proud to report that 88.12% of our clients have responded, of which 99.8% felt that our service was either excellent (97.67%) or very good (2.1%) and 0.2% felt the service was good, which is overwhelmingly positive, confirming how much they value the service. We have had no complaints during the year.

Homewise is committed to providing high quality services and our greatest asset is our staff.

Homewise was assessed in December 2013 and has successfully maintained the Investor in People standard (since 1998). The assessor commented "this was an excellent performance (yet again!) against a rigorous nationally recognized business improvement framework. The organisation is very effectively led and managed. High quality services are designed, planned and carried out for the benefit of clients. Services provided really do make a difference to the lives of individuals and also have a wider social impact which benefits the whole community. Despite the prevailing economic environment over the last 3 years the organisation has through sheer determination and steel not only managed to survive and hold its own in what is a competitive environment despite challenges to its primary contract and funding stream but has also created and experienced growth in its service offer"

In addition Homewise was selected as a winner by Lancashire Trading Standards – Safe Trader Awards 2013 which recognised our business in terms of regularly collecting feedback from customers with consistently high ratings.

LOOK AFTER YOUR HOME & IT WILL LOOK AFTER YOU

Manager's Report:

It has been a very busy and challenging year; adapting to all the cuts in funding and changes around us, continuing to maintain a high quality of service at the same time always looking at ways to develop and improve the services we provide to meet our clients changing needs.

As we get older the condition of our home becomes increasingly important to our health. More than half a million people aged over 65 are admitted to hospital with potentially avoidable conditions e.g. fractures, respiratory infections, many of which would be avoided through housing related improvements and better care at home.

If as planned in the vision for health and care services "Everyone has a bed – it is in their own home", then the importance of maintaining your home has never been more vital.

Hyndburn was successful for a 3rd year in securing funding to provide the much needed scheme: "Keep Warm and Keep Safe this Winter in Hyndburn". The Affordable Warmth project was another huge success and in partnership with the Community and Voluntary sector for the £30,000 awarded, 1,769 people were provided with assistance in addition to a further 10,700 people who were supported to a value of £395,325.49 of extra services, benefits and support e.g. **For every £1 the Community & Voluntary Sector provided an additional £13.17**

My friendly, caring and professional staff are experts in providing help, advice and practical solutions to problems however great or small and I am very proud of their dedication and commitment to go the extra mile every day to meet the needs of our clients.

Looking to the future:

With more challenges ahead, we need to look at new ways of working, to maximise limited resources and continue to find ways of meeting the needs that are not being met by all the massive public sector cuts.

Alzheimers Society "found that people with dementia and carers greatly value living in their own home but many are not receiving the support and care needed"

Hot off the press: Homewise has been awarded funding from East Lancashire Clinical Commissioning Group to provide "Memory Matters" – a project which will provide help and practical advice to people living with dementia and their carers over a 12 month period.

Grateful thanks to my fantastic staff who make it all happen and Members of the Management Committee and Focus Group for their support and guidance.
Best Wishes

Sue

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

What clients are saying about us:

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

"I really appreciate this service because I could never do these jobs on my own and I feel I can trust the people who come".

"The tradesman I used sorted out my problems and their work was excellent.

I was most grateful to you all"

"Super job, always turn up trumps when I use Homewise"

"Brilliant job, excellent advice, made my day"

"Fantastic service always there to help"

"Will use again very happy with the result"

"Very pleased with the entire service"

"Many thanks for a wonderful service!"

"Excellent and courteous service"

"Fabulous service, long may it continue"

LOOK AFTER YOUR HOME & IT WILL LOOK AFTER YOU

HOMEWISER HERE TO HELP

Homewise is a non profit making organisation registered with the Industrial & Provident Society with Charitable Status and services 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.

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

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	Re-Use not Refuse, based in Unit 21 Arndale Centre We recycle disability aids no longer needed, they are cleaned and checked and made available at a fraction of the retail costs. Due to the generosity of people we have large stock levels and wish to ensure that people who have to pay for their disability aids have a choice of purchasing new or good as new!!
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HOMES ARE FUNDAMENTAL TO HEALTH, WELL BEING AND QUALITY OF LIFE

Housing conditions have a link to a wide range of common chronic health conditions, including respiratory illnesses, stroke, heart disease and depression; they also impact on risk of injury and accidents particularly falls, amongst older people.

"The simple aspiration of the majority of older people is to live safely and well at home"

Why Homewise is so important and needed?

- 90% of older people live in general housing
- 75% of older people are home owners
- People over 65 spend over 80% of their time at home
- Depression affects 22% of men and 28% of women aged 65 or over
- Over 750,000 older people need adapted housing because of a medical condition or disability
- Over the next 20 years the number of people aged 85 and over is expected to increase by 106%
- By 2030 the number of older people with care needs is predicted to rise by 61%
- By 2032 more than 40% of households are expected to be people living on their own
- The number of people living with dementia is due to more than double over the next 30 years
- 1 in 3 people over 65 and 1 in 2 over 80, fall each year and 1 in 5 die as a result of a hip fracture
- **The NHS spend £600 million treating people every year because of poor housing**

What makes a good home in later life?

Location – proximity to family, friends, social opportunities, public transport, GP/health facility, library, shops and good neighbours

Design – warm with affordable heating, safe, secure, adaptable/adapted with space for belongings and to socialise, for family, privacy "my own front door"

Main reported housing difficulties:

Cold – cost of heating is greatest worry "my home is damp & cold"

Repairs – "my biggest worry is repairs and maintenance"

Adaptations – "I have mobility difficulties... steps to kitchen and bathroom means I need help... ramps would make all the difference".

LOOK AFTER YOUR HOME & IT WILL LOOK AFTER YOU



A Technical officer will visit your home to advise on repairs/improvements including providing written reports and guidance.



Help advice and support on all aspects of property repairs, improvements, aids/adaptations and maintenance.

Homewise Helping you to live independently in a safe, secure and warm home



Practical help, advice and support to ensure any adaptations carried out will enable clients to live safely and independently.



Advice on grants and subsidies available to keep homes warm and energy efficient.



Competitive quotes for most joinery works carried out by time served joiners.



Up to one hour to carry out small essential repairs to your home. There is a small charge of £10.00 plus materials.

**HOMEWISE
OFFERS
MORE
EXPERTISE
WITH
INNOVATIVE
SERVICES
EVERYTIME**



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Offering clients a package of services allowing them to make the right choice about accommodation that suits their needs.



Giving clients who have to pay for disability equipment a choice of purchasing reconditioned items.

Homewise Helping you to care for your home



Working in partnership with Trading Standards we have lists of reputable tradesmen recommended by local people, constantly monitored for quality and client satisfaction.



Lancashire Constabulary trained staff provide crime prevention advice and install security measures e.g. door alarms, window locks, etc.



Approaching alternative funding organisations for people in need.



Understanding the need to adapt homes so that people living with dementia can do so in a safe, secure environment.



Lancashire County Council Accredited Retailer and NHS Prescription Providers with staff who are trained Trusted Assessors to ensure clients buy products suitable for their needs.