

## CELEBRATING 25 YEARS

**JUST A NORMAL DAY**

A gentleman aged 67 requested the Handyperson service to replace a shower curtain, whilst in the bathroom he noted that the floor to ceiling pole was installed incorrectly, he therefore made it safe enabling the client to bathe safely and independently.

An 81 year old lady could not close her bathroom door properly and whilst there the Handyperson noted that her bath taps were dripping very quickly and that the seal had gone around the bath. He carried out both the jobs on the same visit therefore saving the client money and preventing further damage to the wall around her bath and more extensive works

An 82 year old lady was concerned about a couple of flagstones that had been cracked by the bin men and felt that when she went into her yard she would fall. It was a small job that only took a short time but enabled the lady to use her yard without fear of falling, and preventing hospital admission

A lady aged 71 received a quote of £1,800 for two new windows and had paid £60 deposit. Homewise obtained a quote of £900 for both windows and assisted the client with cancelling the previous agreement and getting the deposit refunded.

A 34 year old gentleman suffering from Parkinson's Disease, diagnosed in 2009 and health deteriorating needed help to use the stairs and had to rely on his wife for assistance. In order for a stairlift to be fitted the electrics in his house needed repairs. £2,237.50 was raised from local and national charities to pay for the electrical repairs and stairlift and now the gentleman can access upstairs without having to rely on his wife

An 89 year old lady who had received an Emergency Winter Pack rang to say thank you as it came in extremely helpful as her boiler had broken down the day after we delivered it – she was very grateful.

A 76 year old gentleman needed a level access shower, we therefore raised £3,009 from 9 Charities

A 78 year old gentleman living alone was referred by the Occupational Therapist; he was making all his meals in his microwave as he didn't have a cooker. We raised £223.50 to provide and install the cooker, so he can now cook proper meals

A 74 year old lady who had a private carer and no family support, rang us as she was left on her own from Thursday to Sunday due to Carer going on a short break. She had not eaten and was bed ridden and very upset. She needed her medication and her commode needed emptying. Social Services were contacted and a Social worker visit was arranged to sort out a temporary care package, all the time this was being arranged the lady was kept on the phone to reassure her that it was being sorted, that help would be coming and that she was not on her own. We also contacted the lady later to check that a Carer had turned up and again the next day to ensure the care package was in place.

Occupational Therapist referred a 53 year old lady who did not qualify for a Disabled Facilities Grant. She had suffered a stroke which had left her wheelchair bound and she couldn't use the stairs when her husband was out working. 11 charities were approached and 3 contributed £2,000 towards a stairlift with the lady happily paying £330 towards it. The stairlift has improved her independence greatly as she can now use the bathroom and not be reliant on using the commode downstairs which affected her dignity.

An 82 year old lady was concerned over crumbling steps to the side of her property that were unsafe and was worried she would fall especially in winter. As she lives alone on low income £320 was raised to pay for the work. The lady was over the moon and said we had taken a big worry off her



# ANNUAL REPORT 2012-2013

## CELEBRATING 25 YEARS

### Keeping People Safe, Warm, Secure and Independent



Older People's homes are fundamental to their health, well being, independence and quality of life

25 years ago we made a promise  
 "we can't promise to help everyone but we do promise to try"  
 which we are just as committed to today  
 2/4 Whalley Road, Accrington BB5 1AA  
 Tel: 01254 232249  
 Industrial and Provident Society with Charitable Status Reg. 27708R

اگر آپ کو اس سروس میں کیے گئے کاموں کی معلومات درکار ہوں تو شکرت ملی سے یوڈ زوری سٹر میں زبیر فہر (01245-380144) پر رابطہ کریں



CELEBRATING 25 YEARS

HOMEWISE IS A VITAL LINK TO INDEPENDENT LIVING:

Homewise, your local Home Improvement Agency, has been operating since 1987 and is a charitable organisation that serves the whole community by providing a comprehensive, impartial help and advice service on all aspects of home improvements, adaptations, repairs and maintenance works.

Key Messages:

- People see housing as the most essential factor in managing to live well
- To be able to remain in their homes, without being pressured to move
- Homes that people can get into, out of and around
- Homes that meet people's needs and enable them to live independently
- Choice, support and a variety of housing is needed
- Homes that are safe, secure and warm
- Practical help with repairs, maintenance and adaptations
- Impartial information and advice

Most people own their own home and want to live there independently into old age. People are living longer, often in poor health and with disabilities. By 2030 the number of people over 85 will double and currently 67% of people aged 85 and over has a disability or long term illness and spend over 80% of their time at home.

Homewise is the vital link to independent living and is committed to providing high quality, flexible services that respond to the needs of our clients, giving them choices and addressing housing, health and social care issues.

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

A TRUSTED SERVICE - PROMOTING HEALTH, INDEPENDENCE, QUALITY AND CHOICE:

Advice and Support

Technical advice/inspections

Lists of local reputable tradesmen.

Maintenance advice/booklets

Benefit checks

Funding options

Energy efficiency/Affordable Warmth/Housing Options

A LITTLE BIT OF HELP

Handyperson Service

Essential small repairs

Crime Prevention/Security

Falls Prevention

Hospital Discharge

Disability Aids for Independent Living



STAFF WILL: DISCUSS

in detail the works required and agree the best course of action to identify what improvements, repairs, adaptations or maintenance works required. Provide a free maintenance survey and advice booklet.

HELP

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 a handyperson service for small essential DIY repairs for over 60's

OFFER

ASSIST

older and disabled clients achieve successful adaptations to their home

MAKE ARRANGE

homes safe and secure to aid independent living for tradesmen to provide competitive quotations and carry out the work

GIVE

help and support throughout the work

ENSURE

clients are totally happy with the work before payment is made

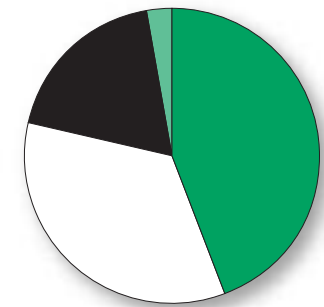
ALL NEGOTIATIONS CAN BE CARRIED OUT WITH OUR INVOLVEMENT SO YOU NEED NEVER FEEL ON YOUR OWN

CELEBRATING 25 YEARS

BEST VALUE - COST EFFECTIVE SERVICES

Performance Indicators and Targets

Item to be measured	Yearly Target	Achieved
No. of Enquiries	3000	3318
No. of clients assisted with work	2500	2964
Value of work completed	£500,000.00	£542,008.60
Time from enquiry to first action	1 week	0.15 weeks
Average No. weeks to completion Minor Works	8 weeks	2.8 weeks
Average No. weeks to completion Major Works	20 weeks	10.65 weeks
No. of Repair Officers jobs	1500	2153
Average No. days for aids and adaptations	8 days	7.7 days
Average No. of days for small repairs	30 days	12.1 days
No. of Maintenance Surveys	100	61
Energy Efficiency referrals/surveys	400	287
% of clients who continue to live independently	70%	96.1%
Percentage of BME Clients	8%	2.3%
Percentage of Elderly Clients	60%	85%
Percentage of clients disabled	9%	60.1%



COST OF SERVICE

- Core Service £141,047
- Aids & Adaptations £78,133
- Independent Living £78,231
- Security £4,489.08

Grateful thanks to all our partners and funders.

Hyndburn Borough Council, Lancashire County Council Supporting People and Social Services, Hyndburn Homes, Department of Health, NHS East Lancs, Lancashire Police Authority, Lancashire Fire & Rescue Service, HARV, Victim Support, Help Direct, Mayoral Charity Fund, Energy Efficiency Installers, Maundy Relief, Age UK, CAB, Crossroads, Carer's Link, Community Solutions, Salvare, Royal British Legion and charities: The Act Foundation, Printing Charity, BCOP, Barchester Health. Accrington & District Sick Poor Fund, NHS Pensioner Trust, B & C Benefits Scheme, Retail Trust, Talisman Charitable Trust, RNIB, Margaret's Fund, British Limbless Ex Servicemen's Association, Retail Trust, Paper Industry Charitable Trust, Ruby & Will George Trust, National Benevolent Charity and many others who don't wish to be named.

And extra special thanks to the many clients who have given donations

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

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 84% of our clients have responded, of which 99.9% felt that our service was either excellent (71.5%) or very good (28.4%) and 0.1% felt the service was good, which is overwhelmingly positive, confirming how much they value the service.

Two complaints have been received relating to communication and contractors, both issues were satisfactorily dealt with in line with our complaints policy.



## CELEBRATING 25 YEARS

## Manager's Report: 25 years – what an achievement!!!

There have been many challenges and changes over the years. Putting people first and listening to clients needs, offering choice and providing quality is at the heart of our services and the commitment of all staff.

***I am very proud of my dedicated staff who go the extra mile every day helping people solve their problems however great or small.***

I am also very proud of our many working partnerships which are making a tremendous difference to our clients' lives and independence. However, I am very saddened that after providing a cost effective, high quality minor aids and adaptations service for Lancashire Social Services for over 20 years, they have decided to give the work to a large building and maintenance company. This service is a life line for our clients and one that we have been proud to provide.

Throughout the last 25 years we have made a huge impact and can justifiably celebrate real successes of unique schemes that have led the way with innovative projects.

Looking to the future: the need for our service is increasing, as our older population is growing. Homewise will ensure that services are available to enable our clients to have choices and control in maintaining their independence, dignity and safety, living in suitable accommodation that meets their needs.

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

Whilst we may be faced with further changes in the future we will always rise to the challenge

Here's to the next 25 years

Sue

Over the years our service has been recognised by our partners: We were:

"Highly commended for the North West Public Health Award" – comments "Dynamic, diverse, life-changing work with vulnerable people, good problem identification, impressive organisation and commitment"

"Winner of the NHS East Lancs Staff Excellence in practice awards" – which recognised the outstanding work and contributions to Health and Housing.

"Community Organisation of the Year – 2012" awarded by the Mayor of Hyndburn

"Agency of the Year 2012" by Foundations National Body for Home Improvement Agencies: this recognised that Homewise is an outstanding organisation and has for the last 25 years provided excellent, cost effective, much needed services.

### Clients Comments:

"Homewise always puts themselves out to solve your problems thanks"

"This is an excellent service and has helped me tremendously. Hope to use it again"

"Could not ask for a nicer man. Excellent work"

"Lovely lad, thought and suggested things that I had not thought of, everything is first class"

"No wonder Homewise won Home Improvement Agency of the year, you are an organisation bursting with wonderful, helpful, kind & considerate people, many thanks"

"I would like to thank you for all your help in securing for me the funding and help to renovate my outside toilet. I can tell you that the workmen did an excellent job, they were very courteous to my wife and not only cleaned up after they had finished, but even painted the door which was very kind of them. I cannot thank them or yourself enough for all the hard work you have put into getting this work done – from start to finish. It is very much appreciated and will help me enormously, particularly during the winter months".

"I can't begin to tell you how much I appreciate all your help in getting me funds to pay towards the costs of a stairlift, which I am sorely in need of. It will make my everyday life a whole lot easier"

"Very happy, he didn't leave until problem was resolved"

"Did a good job and a bit extra as well"

"From the moment I walked into Homewise the staff were very helpful, rang me when to expect them and came when they said. The man who did the work was very polite".

"Brill job, I feel like I live in a new house"

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

### KEEPING PEOPLE SAFE, WARM, SECURE AND INDEPENDENT

## CELEBRATING 25 YEARS

## 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

Laura Furness – Receptionist/Telephonist

Keith Nolan – Adaptation & Repair Officer

David Aspin – Adaptation & Repair Officer

Tony Westwell - Repair Officer



### CHAIRMAN'S REPORT 2013

We are told we have an ageing population. As one who is now painfully aware of this fact I can speak with a certain authority. We need a one stop shop, easily accessible, supportive and local. We do not like to be passed from pillar to post we want a personal service from people who listen to what we have to say. We want someone who cares about us.



Much has been written about Hyndburn Homewise. We often forget it is HYNDBURN'S own organisation; not a national or international organisation but our own local support agency created to support the residents of Hyndburn.

We have the support of Hyndburn Borough Council. We have a management group made up of local people. We do not make a profit to give to shareholders. We are here to serve – not East Lancashire, not Preston, not Rawtenstall but Hyndburn. We have done this for 25 years and will, in spite of those who consider big to be beautiful, continue to serve the people of Hyndburn,

By listening to local people we are able to provide a comprehensive service of support which seeks to keep people secure and safe in their own homes without any pressure for sales or purchases.

We know we are good, we know we have a great staff, we know we are well managed because we have been told this by outside agencies. We know we are appreciated because you have told us so.

The future will throw up problems, uncertainties, funding crises. We will be asked to do things which at first we feel to be impossible but we will manage to do them, because we have done the impossible for 25 years and have no intention of stopping.

Chairman.

**Bernard Holden MBE JP Chairman**

***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)  
Derek L. King  
Pat McGrath  
Eileen Booth  
Dorothy Wheatcroft  
Dorothy Westell  
Councillor Pam Barton  
Councillor Paul Cox  
Councillor Marlene Haworth

### Providing a Client led service:

Homewise is proud of its commitment to involve clients to continually improve services, therefore your views are important to us - why not join our local focus group and help us develop services that meet your needs. Meetings are informal held quarterly - please ask for details

### 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.

### KEEPING PEOPLE SAFE, WARM, SECURE AND INDEPENDENT

## CELEBRATING 25 YEARS



# CELEBRATING 25 YEARS (1987-2013) OF SUPPORTING PEOPLE TO IMPROVE AND MAINTAIN THEIR HOME AND THEIR INDEPENDENCE



## BREAKING NEW GROUND:

Homewise has always responded to needs by listening to clients, finding solutions, establishing unique/innovative schemes.

Homewise established in:

- one of the first Handyperson services
- Minor Aids and Adaptation Service
- a referral systems with energy Efficiency organisations
- an Accident Prevention Scheme
- piloted decorating / training scheme
- a Prevention of Accidents - Children
- Home Safety Emergency Service
- New Deal Training Scheme
- a Home Maintenance Training and Tool Loan scheme
- a Keep Warm & Keep Safe (KWaKS) Alleviating Fuel Poverty / supporting affordable warmth
- a Security / Distraction Burglary kits Scheme
- a Sanctuary / Security Scheme
- affordable warmth alleviating fuel poverty schemes
- a Security response to burglaries
- Warm Homes Healthy People's Fund
- Independent Living Centre
- Recycling Disability Aids
- Shop Mobility Scheme

**Over the years we have raised an  
AMAZING £11,732,366.81**

### GETTING THE WORD OUT:

Word of mouth is our best form of publicity and Homewise is active in getting out and about giving presentations and talks to local groups, attending events, holding drop in sessions etc., (on average 50 per year)

### OUTSTANDING RESULTS OVER THE LAST 25 YEARS -

We have:

Dealt with **116,739 new enquiries** (approx. 4,470 per year)

Helped **32,859 clients improve**, repair, adapt and maintain their home (approx. 1,315 per year) Resulting in a total **value of work £16963,516** (average per year £678,540.64)

**Fundraised £557,555.49** from Local and National Charities to pay for essential works Provided and **Installed 23,672 disability Aids** (average per year 1,393) Value of Aids (980,326.71)

Carried out **34,280 small essential repairs** (average 1,371 per year)

Made 9,765 referrals that resulted in **18,084 energy saving measures being installed** to a value of work over £10,371,615

Targeted the most deprived wards and made 2,476 visits which resulted in 8,288 referrals (Value £3,452,911 – average per client £1,394.54)

Client satisfaction is crucial to our existence and we are proud that we received high levels of feedback (on average 85.13%) and that clients consider the service has either been excellent or very good (95.55%)

## CELEBRATING 25 YEARS

## LOOKING TO THE FUTURE:

Whilst schemes and funding may come and go our commitment remains; we will strive to provide the best possible service to meet the ongoing needs of our clients, by continuing to develop services to replace those lost by the changes and cuts by our partners.

As well as maintaining the many vital services that you depend on, we will endeavour to change and adapt services that meet clients ongoing needs and have:



- secured an outlet in Accrington Arndale Centre selling recycled aids so that people have the choice and affordability of products



- launched Shopmobility in Partnership with Hyndburn Disability Forum to enable elderly and disabled people to get out and about more.



- a partnership with Salvare visiting people in their homes to help them to complete support plans to ensure they have sufficient care in place to suit their needs



- "Steps towards the future" a service for clients who need disability aids which ensures they purchase the correct equipment; for those who are unable to afford adaptations we will look into funding opportunities on their behalf



- a dementia pod where people can call in for an informal chat and discuss the best way to make homes safe for those who suffer with dementia

Our Services are forever changing and we are faced with funding cuts, but we strive to keep going and give the residents of our Borough a service to be proud of.

Homewise reflecting the needs of the Borough  
Homewise reflecting the needs of the Borough

**PIONEERED DEMENTIA SERVICE** Whilst our services are for the whole community we have established a service that supports people living with dementia to remain independent in their own home. Each person is individual with their own preferences and character traits and by learning, understanding the issues and planning for the future we will be able to provide the ongoing support needed to enable them to continue to live independently in their own home.