



# **ANNUAL REPORT 2016-2017**

**WE ARE HERE TO HELP YOU FEEL SAFE, SECURE  
AND INDEPENDENT IN YOUR HOME**

**WE PROMISE TO TRY TO PROVIDE THE HELP AND  
SUPPORT YOU NEED.**

**HOMEWISE, 2-4 WHALLEY ROAD, ACCRINGTON. BB5 1AA**

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## CHAIRMAN – REPORT

At the Heart of our services, we believe that by helping our clients improve their homes we can improve their lives. Homewise is an active partner in addressing housing, health and social care issues.

Our many services including ensuring the safety and security of our clients, providing minor aids, adaptations, recycling disability equipment and supporting people with memory issues are enabling them to continue to live independently. I am proud to be associated with Homewise, proud to be part of an active partnership and proud to see the results of our staff's hard work producing an improved quality of life for many of our clients.

**B. Holden MBE JP**  
**Chairman**

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### Vision:

Everyone to live in a well maintained, adapted, affordably warm, safe and secure home.

### Mission:

To serve the whole community by providing a comprehensive, impartial help and advice service on all aspects of home improvement, adaptation, repairs and maintenance.

To encourage, promote and support the concept of independent living, enhancing and promoting confidence, security and safety.

To work together with other organisations to enable this mission statement to be realised.

### Homewise Aims to:

- Work in cooperation with Hyndburn and Ribble Valley Borough Councils and Lancashire Adult Social Care to provide comprehensive services across Hyndburn and Ribble Valley.
- Continue to build up the expertise of helping people to improve, repair, adapt and maintain their homes.
- Ensure that the client remains in control of all decisions and is kept informed throughout each stage of the process – in all cases, the needs of the client remain paramount.
- Offer flexible and sensitive options to help people live independently and with dignity.
- Continue to provide a quality service for all our clients.
- Work in partnership to deliver a service so that all parties obtain value for money.
- Continue to seek funding for our services.
- Continue to develop and implement new services in response to clients' needs.

### Values:

- Friendly, supportive, caring staff.
- Personal services, regularly going above and beyond.
- Pride in organisation - small but efficient.
- Rise to challenges, overcome obstacles, think outside the box.
- Resolve problems by working as a team with partners.



**“Overall, Homewise is more than just a company, we are a family who go the extra mile for our clients, resolving issues, however small or large. We not only provide services but also a support network which our clients know they can count on to help them find a solution to any problems.”**



## CORE SERVICE

### **“Getting the job done” with services you can trust**

A trusted service – promoting health, independence, quality and choice and providing: Advice & Support, Technical advice/inspections, List of local reputable Tradesmen, Funding options, Energy Advice

**20% of 43,900 excessive winter deaths were caused by health conditions brought on or exacerbated by fuel poverty**

### **Case Studies:**

A 73 year old gentleman who needed a level access shower, requested assistance as the waiting list for a Disabled Facilities Grant was around 18 months. He suffers with long term mobility problems and incontinence problems and relies totally on this wife. Funding was raised totalling £5,029 to pay for the work which was completed within 4 months.

**Outcome: The gentleman is able to remain safe, well and independent in his own home.**

A gentleman with young children was worried about the safety of his children as the floorboards in the vestibule had started to sink. A new floor was installed within 4 days at a cost of £118.

**Client Comment: “Magnificent are Homewise”**

A 66 year old gentleman living alone, with no family, and several health problems needed support. Although he paid for boiler insurance, each time it broke down he was charged £100 plus vat. We contacted Lancashire Trading Standards, arranged for his boiler to be repaired (no cost to him) cancelled the insurance policy and set up a new one with a reputable company. We assisted with an Attendance Allowance application; the Falls Team/OT provided daily living aids and referral for lifeline to be installed which would activate should he fall.

**Outcome: The Gentleman can continue to live independently at home.**

A 51 year old lady needed assistance as her boiler and two storage heaters had broken down. Funding applications were made and £3,500 raised to install a central heating system within 4 weeks.

**Outcome: The lady and her son now have adequate heating and hot water.**



## A LITTLE BIT OF HELP:

Handyperson, aids and adaptations, crime prevention/security, homecare (larger jobs)

### Case Studies:

A 76 year old lady who lives alone but has support from her Daughter needed a bed raiser but the one prescribed did not fit and the lady was distraught. Homewise Handyperson made a specially adapted plinth. Both Mum and Daughter were very pleased with how quickly the work was carried out and the lady can now go to bed safely.

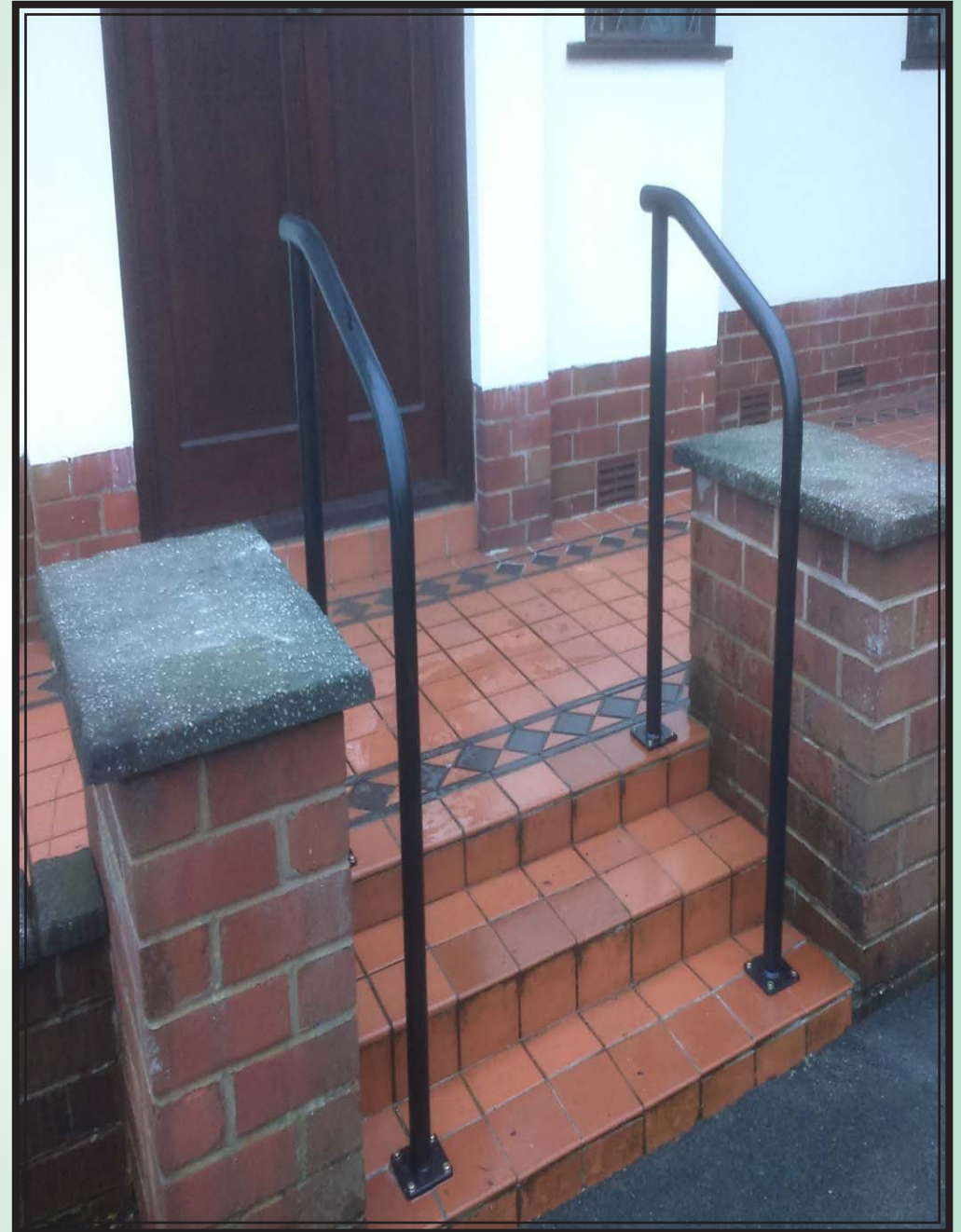
**Client comment: "The workman arrived early and efficiently and effectively handled and solved the problem"**

An 87 year old lady who lives alone, has poor mobility, arthritis in knees, ankles and back was struggling to get out of her home and down two steps. Whilst she requested quotes for two outside rails, when our Officer visited he assessed that two 12" grab rails would be suitable and fitted at a cost of £17.60.

**Client comment: "I cannot believe how much of a difference the rails have made, I feel so much safer when going out, I just wish I had them fitted earlier"**

An 89 year old lady living alone, supported by her daughter, had lost her key and was very upset and agitated. They were both panicking as they needed access. Homewise visited the same day and changed the locks.

**Outcome: The lady is now safe and secure and her daughter has access.**





## SERVICES ACROSS EAST LANCs

### Recycling Disability Aids

Due to the generosity of local people unused and unwanted items are donated; these are sanitized, checked for safety and sold on at an average 82% less than RRP.

#### Case Studies:

A Care Agency needed a bath seat; a free home assessment was carried out within 2 days and a shower board was purchased (£10 - RRP £41.99) to help the carers bathe their client safely. In addition, a grab rail was fitted within the week to assist the client to get in and out of the bath more independently

**Client Comments: "It just is not worth waiting for an occupational therapist assessment for these small adaptations, the price you pay for the quality of equipment and the speed of work is carried out is fantastic value for money."**

A gentleman wanted a high back chair that would help him sit in a comfortable position as he was having problems with lower back pains and sciatica. Following assessment, he purchased a high back vinyl chair for £20.00. He also had problems driving for long periods of time and purchased a Memaflex cushion which would give him a higher and more comfortable seated position whilst driving. The cost of both items was £30.00 saving him at least 90% off the price of buying new. **Client Comments: "The chair is in really good condition; it will match my living room really well and is surprisingly very comfy. I will find it a lot easier getting in and out of this chair compared to my sofa. Thanks for the cushion, hopefully it will ease the pain when I have to drive to those long-distance jobs"**



### Memory Matters: supporting people with memory issues and their carers

For us the project is about improving the lives of people with memory issues and their carers, enabling them to continue to live as independently as possible; for the NHS our project makes a staggering cost saving of £226,000 on preventing falls and a maximum cost saving of £8,814,000 on residential care per year!

#### Case Studies:

A 74 year old lady who was still in hospital, was referred to Memory Matters for a full home assessment. A visit to the home was arranged with her daughter to make the downstairs safe and upstairs comfortable for her mother's return. Following assessment, assistance resulted in:

- Gas Safety Check and Replacement Boiler
- Internal Ramp and Rail from living room to kitchen
- Safety Gate for bottom of stairs
- Repair to electric heater, back yard gate and upstairs toilet
- Provision of level access shower and upstairs TV points

Gentleman (75) lives alone with no social care package, has poor memory with no diagnosis. Recently had a TIA and is losing weight. He was admitted into hospital due to pains in his groin and a brain scan was also carried out. He has problems with his heart and suffers from depression and anxiety. His mobility is poor but manageable, but there are no daily living aids around his home to help him remain steady on his feet, he struggles particularly with bathing. His wife passed away two years ago and he has not got over the loss.

- Referred to Age UK; this resulted in him attending a grief counsellor and a men's club both with the assistance of an
- Age UK liaison Officer
- Referred to Occupational Therapy for bathing and daily living aids
- Homewise installed nightlights and agreed to fundraise for a dementia clock
- Referred to Social Services for a package of care to help with bathing, meals and medication prompts.

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

**Dedicated, experience staff team – Here to help:**



|                    |                                 |
|--------------------|---------------------------------|
| Sue Sinclair       | - Manager                       |
| Carole Perkin      | - Service Manager               |
| George Barnet      | - Technical Officer             |
| Lyndsay Wheatcroft | - Senior Case Worker            |
| Tracie Hamilton    | - Case Worker                   |
| Anne Aspden        | - Case Worker                   |
| Sandra Ward        | - Monitoring & Admin Officer    |
| Paige Conlon       | - Receptionist/Admin Officer    |
| Callan Wheatcroft  | - Recycling Development Officer |
| Keith Nolan        | - Adaptation and Repair Officer |
| Tony Westwell      | - Adaptation and Repair Officer |
| David Aspin        | - Adaptation and Repair Officer |
| Trevor Makin       | - Repair Officer                |
| Jim Perkin         | - Volunteer Support/Handyperson |
| Holly Hartley      | - Admin Assistant               |

Focus Group – involving clients – your views matter

Homewise is proud to support an independent 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 always welcome – please ask for details

Equal Opportunities: 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 طبعاتی، 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۔ ہر قسم کی معلومات کے لئے ٹیلیفون نمبر 01254 232249 پر رابطہ کریں۔

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

**H**omewise is at your service

**O**ffering flexible sensitive options that

**M**eet your needs, to

**E**nhance independent living, by

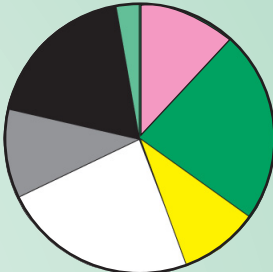
**W**orking with you to

**I**mprove your quality of life by providing a

**S**ervice you can trust and

**E**ndeavouring always to give satisfaction

## Homewise Committed To Provide Quality Services And Meet Your Needs - How Are We Doing?


| Performance Indicators and Targets:             |               |             | Cost of services:  |             |  |
|---|---------------|-------------|--------------------|-------------|---|
| Item to be measured                             | Yearly Target | Achieved    |                    |             |   |
| No. of Enquiries                                | 2,500         | 5,060       | Advice and Support | £111,771.77 |   |
| No. of Clients Assisted with work               | 1,000         | 2,450       | Aids/Adaptations   | £ 76,084.60 |   |
| Value of work completed                         | £500,000      | £362,540.29 | Independent Living | £ 66,379.95 |   |
| No of weeks from Enquiry to completion          | 8/20          | 2/17        | Security           | £ 3,199.55  |   |
| No. of Repair Officer jobs                      | 1,500         | 2,094       | Handyperson        | £ 47,467.18 |   |
| No. of days for small essential repairs         | 30            | 6.98        | Homecare           | £ 75,661.44 |   |
| % of clients who continue to live independently | 70%           | 97.5%       | Memory Matters     | £ 57,000.00 |   |
| % BME clients                                   | 3%            | 5.14%       |                    |             |   |
| % of Elderly clients                            | 60%           | 86.75%      |                    |             |   |
| % of disabled clients                           | 30%           | 75.81%      |                    |             |   |


Client satisfaction and quality of services are very important: During the year 86.28% questionnaires returned/comments received of which 90.13% felt the service was Excellent, 8.33% Very Good, 1.23% Good and 0.31% satisfactory. No formal complaints were received. Two suggestions for improving services are: More funding to provide more free time for Handyperson to carry out works and additional time for Officers to carry out works identified at one visit instead of making another appointment – Both comments are being considered.

### Grateful thanks to all our fundraisers 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, Accrington Helping Hands, Independence at Home, Edith Cavell Fund for Nurses, B&CE Charitable Trust, Ruby & Will George Trust, FILT, Junius S. Morgan Benevolent Fund, British Gas Energy Trust, Aftaid, Lighthouse Benevolent Trust, Masonic Foundation, Accent Housing, Act 435, Care Workers Charity, Macmillan, Grocery Aid and others who don't wish to be named... and not least an extra special thanks to the many clients who have given donations.**

### Maintaining Quality Standards:

Investor in People  – Homewise has maintained IIP standard since 1998 and following a review in January 2017 the Assessor commented: "Homewise are motivated to continue to engage with IIP as they are a service organisation and so their people are vitally important to them and it helps to show external organisations that they have very high standards

National Quality Assurance Framework QAF  – Following a review of our services by Foundations, the National Body for Home Improvement Agencies, Homewise was assessed as "fully compliant in all areas" The assessor commented "It was clear from the evidence that Homewise provides a service that goes beyond what is required and we identified a number of areas of best practices e.g. the assessment used is one of the most comprehensive the assessor has come across."

Hyndburn Business Awards 2016: Homewise was nominated and selected as a finalist for "Community Business" and Winner for "Customer Friendly Business 2016"

Selected as a winner by Lancashire Trading Standards – Safe Trader Award 2016  for the 5th consecutive year "the award recognises Homewise for regularly collecting feedback from customers with consistently high rating over the year.



Client comments:

"Amazing service."

"Very polite and friendly workmen that didn't mind my cats being inquisitive."

"Made short work of something bothering for months."

"Always known about Homewise, always done a good job."

"Thank you - you have always been there for 25 years."

"Would recommend you to everyone I know, you do an excellent service."

"Everything this project does is so helpful - I contact them regularly for advice and help."

"This project has been an invaluable support to me. They have also been a great listening ear."

"This project has helped a lot more than I imagined it ever would - Thank you."

"great service we would be lost without them."

"Friendly chap & offered further advice and guidance."

"It is a tremendous relief to know that I can now rely on Homewise, I as a widow, living on my own. Thank you."

"I just think Homewise is a god send."

"I am just so pleased to be able to contact Homewise it really gives me peace of mind knowing that they are at the end of the phone."

"I was very pleased with the care and consideration shown to me. The proficient way the work was carried out. A job well done with 5-star service."

"Our house has been transformed my wife is now so much safer now I can't thank you enough."

"The phone has not stopped ringing since you visited - excellent, memo minder and signage working and mum not leaving house now."

"Always very supportive, and reliable, my application for a holiday is now being processed by admiral nurses and I can't thank you and them enough."

"So grateful for the service and I can now have much needed respite."

"I cannot praise Memory Matters and Homewise enough. They have been my lifeline. If ever needed I will speak publicly about how they helped me."

"This service is excellent. I did not know where to go and my sister in law was close to breakdown. I can't thank you enough."

"Had previous rail fitted 5 years ago, always excellent service 10/10."

"in less than 24 hours - the things needed, had been delivered and fitted by very friendly and helpful people."

"Could not do without them."

"The joiner did an excellent job I'm not frightened to go upstairs anymore thanks to the rails that have been fitted."

"I thought he was very helpful and of good character, he was very good to be in my home."

"We could not have got everything organised without your help. I can't thank you enough for taking over the maze of services that needed to be involved."

"I can't believe all the help thank you. I am going to promote this service as often as I can."

"My mum's a high-risk faller and the aids are brilliant especially telecare. I don't panic as much when I leave her. This is a brilliant service."

"I was delighted, again, by the outstanding service."

"All our dealings with this service have been most expeditious; we rate them very highly."

"Excellent in every way. Prompt, courteous, polite and good workmanship."

"I feel safe when dealing with Homewise because I have known you all for years."

"I think this service is absolutely fantastic."

"This project is amazing I cannot thank them enough without their assistance I would have given up."