



Home Improvement Agency
Making Homes Warm, Safe & Secure

ANNUAL REPORT 2017-2018

**CELEBRATING 30 YEARS
(1987-2017)**

**OF PROVIDING SERVICES AND SUPPORT
THAT MEETS YOUR NEEDS**



**KEEPING YOU SAFE, WARM, SECURE AND
INDEPENDENT IN YOUR HOME**

HOMEWISER SOCIETY LIMITED, 2/4 WHALLEY ROAD, ACCRINGTON BB5 1AA

Tel: 01254 232249 EMAIL: info@homewisesociety.org.uk

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



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)
David White
Dorothy Wheatcroft
Pat McGrath
Councillor P Cox

Mohammed Abid (Vice Chair)
Derek King
Eileen Booth
Peter Catlow
Councillor T. Hurn

David Duckworth (Treasurer)
Dorothy Westell
Lesley Jackson
Rachael Stott
Councillor G. Molineux

Over 30 years ago, a young lady asked me to join the steering group of Neighbourhood Revitalisation Services (NRS). A lot has changed over the years and now we are Homewise Society Limited (Homewise) a not for profit organisation covering Hyndburn and Ribble Valley mainly but a couple of services do cover the whole of East Lancashire. Homewise is unique in its field for the variety of services and the standard of professionalism of its employees. We want to keep people safe, warm, secure and living independently in their own homes so we listen to what they tell us and respond to their particular needs. This enables us to assist the client as an individual and we are accepted as an organisation which is trustworthy, responsive and reliable. Our staff are our greatest asset so on behalf of all clients, partners and the Management Committee, I thank them for establishing excellence in service which is a credit to them and Homewise itself. Well done!



Bernard Holden MBE JP Chairman

Vision:

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

Mission Statement:

As a charitable organisation, we seek to serve the whole community by providing a comprehensive, impartial help and advice service on all aspects of home improvement, adaptation, repairs and maintenance. We seek to encourage, promote and support the concept of independent living, enhancing and promoting confidence, security and safety, which will improve the quality of life for our community. We will work together in partnership with other organisations to enable this mission statement to be realised.

Homewise Aims to:

- work in close cooperation with Hyndburn and Ribble Valley Borough Councils and Lancashire Adult Social Care to provide a comprehensive Home Improvement/Integrated Home Improvement Service across Hyndburn and Ribble Valley.
- Continue to build up the expertise of aiding our community 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 with contributing agencies, local authorities, contractors and clients to ensure that we deliver a total quality service so that all parties obtain value for money
- Continue to seek funding for our services
- Continue to develop and implement new services

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

Focus Group – your views are important to us
Homewise is proud of its commitment to involve clients to improve services
So why not join our local Focus Group and help develop services to meet your needs.
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.

ہوم وائز ایس بات پر یقین رکھتی ہے کہ یہ ملک مختلف رنگ، نسل اور مذہب 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 ذاتی طبیعت، مذہبی، معذوری، عمر، جنس یا کم آمدنی کی بنیاد پر ان کے ساتھ غیر مساوی برتاؤ نہیں کیا جاتا چاہے، 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۔

Dedicated/experienced 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 & Administration Officer
Paige Conlon	– Receptionist/Admin Officer
Holly Hartley	– Admin Officer
Keith Nolan	– Adaptation and Repair Officer
David Aspin	– Adaptation and Repair Officer
Tony Westwell	– Adaptation & Repair Officer
Trevor Makin	– Repair Officer

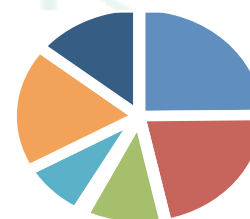


HOMEWISE COMMITTED TO PROVIDE QUALITY SERVICES THAT MEET YOUR NEEDS

Performance Indicators and Targets

Item to be measured	Yearly Target	Achieved
No. of Enquiries	2,500	4,620
No. of Clients Assisted with work	1,000	2,382
Value of work completed	£500,000	£41323.77
Average weeks from enquiry to completion	8/20 weeks	1/2 weeks
No. Of Repair Officer jobs	1,500	1,911
Average no. of days for small repairs	30 days	9.43 days
% of clients who continue to live independently	70%	78.43%
% of BME clients	3%	3.18%
% of Elderly clients	60%	78.43%
% of disabled clients	30%	77.45%

Cost of Services



Advice & support	£103,779.42
Aids & adaptations	£ 91,105.92
Independent living	£ 44,773.39
Security	£ 3,402.22
Handyperson	£ 36,219.70
Homecare	£ 79,250.62
Memory Matters	£ 59,500.00

Client satisfaction and quality of services are very important: During the year 99.46% questionnaires returned/ comments received of which 95.26% felt the service was Excellent, 4.73% Very Good. No formal complaints were received and no suggestions for improving services.

Maintaining Quality Standards:

Homewise selected as a winner by Lancashire Trading Standards – Safe Trader Award 2017

for the 6th consecutive year “the award recognises Homewise for regularly collecting feedback from customers with consistently high rating over the year”



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

Hyndburn Borough Council, Ribbles Valley Borough Council, LCC Adult Services, NHS East Lancs CCG, Hyndburn Homes, Lancashire Police Authority, Lancashire Fire & Rescue Service, Age UK, Carer's Link, Crossroads, Community Solutions, Maundy Relief, Care & Repair England, Community Safety Partnerships, HARV, Multicare, Accrington Sick Poor Fund, National Benevolent Charity, Barchester Charitable Foundations, Independence at Home, B&CE Charitable Trust, Ruby & Will George Trust, Turn 2 us (Elizabeth Finn Care), FILT, Electrical Industries Charity, Junius S. Morgan Benevolent Fund, Hospitality Action, Aftaid, Printing Charity (Henry Smith), MS Society, ACT 435, Hospital Saturday Fund 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

Core Service

Advice & Support

Technical
Advice/Inspections

Energy Efficiency
Affordable Warmth

Services you can trust
Services that meet your needs

Funding Options

Housing Options

List of local
reputable tradesmen

HOMEWISE PROVIDING SERVICES AND SUPPORT THAT MEETS YOUR NEEDS

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

All negotiations can be carried out with our involvement so clients need never feel on their own



Homewise is at your service

Offering flexible sensitive options that

Meet your needs and

Enhance independent living by

Working with you to

Improve your quality of life by providing a

Service you can trust and

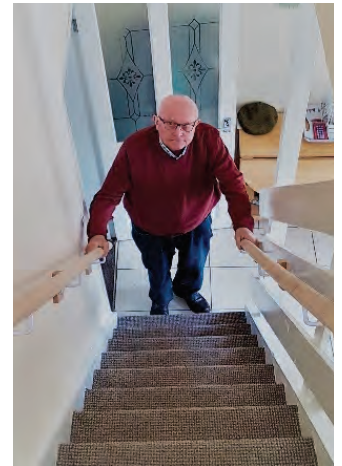
Endeavouring always to give satisfaction

THAT LITTLE BIT OF HELP – SMALL THINGS MATTER:

Many people find that as they get older they are no longer able to tackle their own small repairs and find our services an enormous benefit:

HANDYPERSON SERVICES	- Tackling all the small jobs
SECURITY SCHEMES	- Reducing risk of crime, providing peace of mind
ACCIDENT PREVENTION	- Minimising the risk of falls – fear of falling
WINTER CHECKS	- Keeping safe and warm in winter
AIDS AND ADAPTATIONS	- Essential to aid independent living
HOMECARE	- Tackling some of the bigger jobs

Minor home repairs bring major benefits to health and wellbeing



INDEPENDENCE AT HOME

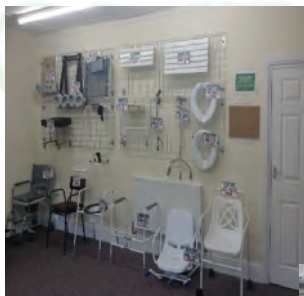
ADAPTING HOMES TO AID INDEPENDENT LIVING - INDEPENDENT LIVING CENTRE

Advice and support on all aspects of Adaptations and Daily Living Aids to ensure independence

- Partnership with Lancashire Adult Care Services to provide minor aids and adaptations to keep you safe and well at home
- Accredited Retailer – NHS East Lancs prescription provider for all disability aids
- Independent Living Centre – Staff trained Trusted Assessors to ensure you get the right aids and adaptations to meet your needs

RECYCLING OF DISABILITY AIDS - Services across East Lancs

Due to the generosity of local people – disability aids that are no longer needed or not being used are donated to the Disability Recycling Centre giving you a choice of purchasing new or good as new aids at a fraction of the recommended retail price (at the same time reducing the burden on landfill)



OPENING TIMES – MON – FRI 9.30 A.M. TO 4.30 P.M. (CLOSED FOR LUNCH 12.30 P.M. – 1.30 P.M.)

Due to reduced staff levels please ring/check before you travel

Brochure of the full range of products available on request

Reuse 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



CELEBRATING 30 YEARS (1987-2017)

Homewise was formerly Neighbourhood Revitalisation Services (NRS) which was a 2 year pilot to "stop the spiral of decline" in the housing stock.



30 years of providing services that meet your needs

Services have grown over the years by listening and responding to client's needs. Homewise always puts people at the heart of the services and has established unique/innovative/ground breaking new schemes, finding solutions to problems however great or small.

30 years of providing impartial information, help and support on all aspects of improvements, repairs and maintenance

30 years of maintaining exceptionally high quality of services:

Investors in People 1998-2018

Charter Mark 2002-2008

Foundations Quality Mark 2004-2018

Lancashire Trading Standards Awards 2012-2017



BREAKING NEW GROUND - Over the years Homewise established:

- One of the first Handyperson schemes
- A Minor Aids and Adaptation Service
- Energy Efficiency/Affordable Warmth/Alleviating Fuel Poverty Schemes
- Accident/Falls Prevention Service (Older people)/Prevention of accidents (Children)
- A piloted decorating/training scheme
- A Home Safety Emergency Service
- A New Deal Training Scheme
- A Home Maintenance Training Tool Loan Scheme
- A Keep warm & Keep Safe (KwaKs Scheme)
- A Sanctuary/Security Scheme/Security response to burglaries
- An Independent Living Centre/Trained staff as Trusted Assessors
- Recycling Disability Aids – East Lancs
- Memory Matters – East Lancs

Promoting Services:

Taking services out into the Community over the last 25 years we have given talks presentations, held drop in sessions and attended 677 events. (average per year 27)

Amazing results over the last 30 years: We have:

Dealt with 135,027 enquiries (approx. 4500 per year)

Helped 43,063 clients improve, repair, adapt and maintain their homes (approx. 1435 per year)

Resulting in a total value of work of £ 18,157,555 (average £605,252 per year)

Fundraised £707,007 from local and national charities to pay for essential works (approx. £47,134 per year)

Provided and installed minor aids and adaptations to 26,087 homes (average per year 1186)

Carried out 40,381 small essential repairs (approx. 1,553 per year)

Made 9,439 referrals that resulted in 13,016 energy saving measures being installed to a value of work over £8,038,934

Targeted the most deprived wards and made 2,476 visits which resulted in 8,288 referrals that provided £3,452,911 of benefits for the community (average per client £1,394.54)

In 2011 set up an Independent Living Centre and dealt with 5,841 prescriptions to a value of £942,436 provided 1,223 disability aids to value of 25,044 (average cost per item £20.48)

Established a Recycling project that has sold 1,691 disability aids to a value of £29,704 (average cost £17.57)

Developed a Memory Matters project in 2013 that has helped 774 people living with memory issues and their carers

Over the years we have raised an Outstanding £15,593,204.74 of additional resources and services for the benefit of the community

Our services are a lifeline for many people (who have become part of the family) knowing that we provide services they can trust and will help keep them safe, warm, secure and independent in their own homes for as long as they wish.

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



Making a Difference. We provide a unique service for those living with memory loss and their carers.

We understand, we care, we solve problems

Working with Occupational Therapy, Physio Therapy and Social Services to ensure your home is adequately adapted

Putting in place assistive technology including falls pendants, smoke, flood and fire alarms

Assessing your home to make it safe; securing carpets, loose wires, installing window alarms, door security, memo minders

Putting in place signs and nightlights for better orientation around the home; providing dementia buddy bracelets

Piecing together the services you need to enable you to live independently. Tackling the problems you have and providing you with the support you need as a carer.

Putting you first at all times

Referring to support services for carers; Admiral Nurses, Age UK, Alzheimers

Advising on larger adaptations and should finances be difficult applying for funding on your behalf

Advising on benefits and blue badge and carrying out applications on your behalf

Referring on for respite and emergency care plans for carers; advising on sitting in and befriending services

Working Together, defying dementia!



In partnership with Hyndburn Dementia Action Alliance (DAA), Homewise has held 7 Dementia Hub events; bringing together services that help and assist people with memory loss and their carers obtain vital information and support that they need under one roof. Hyndburn (DAA) along with Homewise have held many information stands throughout the Borough over the last 12 months and now is actively involved in the running of monthly tea dances which have a huge impact on many peoples lives reducing social isolation, helping to create friendships and allowing people to share their own stories and support each other.

JUST A NORMAL DAY

A 56 year old lady requested a Technical Survey as she had damp in her home. The problem was the roof and pointing around the windows. Quotes were obtained but she was unable to afford £2000.. She lives alone, suffers with autism and learning difficulties and only income is £116.15 ESA per week. Subsequently we fundraised and with the support of her family the work was able to be carried out.

Outcome: The lady is now safe and well with no further damage to her home.

A 69 year old gentleman contacted us as he had no heating or hot water due to his boiler breaking down. A plumber visited and advised that he was unable to carry out any works as the house was very cluttered with furniture obstructing the hallway and stairs. Funding was raised for the cost of skips and removals. After a lot of time and support the boiler was repaired and with other essential works the gentleman had a warm home again.

Outcome: Without the additional support provided the gentleman would have been unable to remain in his home during the winter months.

A 75 year old gentleman who suffers with spinal arthritis, his left hip is deteriorating and neuropathy in feet and lower legs needed a stairlift as his OT had assessed that there was a significant risk of falls. 4 Charities were approached; 3 pledged the £1,795 and the stairlift was installed within a couple of days

Outcome: The gentleman is now able to get up and down the stairs safely.

A gentleman in his late 70s enquired about a wheelchair for his father who had recently turned 104, as he wished to get out and about whilst the weather was good. His father had been discharged from hospital after being diagnosed with terminal cancer and, whilst OTs had provided him with daily living aids, the wait for a wheelchair was 6 weeks. He purchased a suitable wheelchair rather than hire (cost £50).

Outcome: The family can now take the gentleman out and about

An 81 year old lady who has Alzheimer's was unable to use her shower without the fear of falling, could no longer get upstairs and slept in her riser recliner chair. Her husband (83) was struggling, exhausted as he was often up during the night due to the lady's wandering. After assessment a full telecare package was put in place, grab rails installed in bathroom together with the provision of a bath board, however the gentleman decided to adapt the bathroom into a wet room with the assistance provided the work was agreed (cost £4002.80). Carers Link put in place an emergency care plan.

Outcome: Care and adaptations provided to meet their individual needs

Client comments:

"Excellent service as usual, don't know what I would do without you"

"A big help to me, other agents wanted me to get a new door but your man resolved the problem"

"He came round the same night and I was very satisfied with the work."

"I cannot thank you enough for all your hard work and kindness in securing me a donation towards my windows. It will make such a difference to my life"

"... who came initially to measure up the job, told us how long it would be and who came and did the work, is an employee to be proud of and great young man"

"Did a smashing job, couldn't fault his work and I would definitely recommend"

"Handyman - excellent workmanship & attention to detail also good at making suggestions so his knowledge is invaluable"

"excellent workmanship & choice of wet room facilities, the whole works went according to plan which was a stress free experience. Also replaced taps in the upstairs bathroom so that it looks much better"

"thank you for helping me get a boiler. I now have hot water and reliable heating. Thank you for all you do"

"Very Professional job, Thank you Homewise."

"Fantastic workmen. Trustworthy and reliable and a pleasure to have in my home. ... has a fantastic sense of humour."

"He did a fab job, turned up when he said he would, stayed until the job was complete and cleaned up afterwards."

"Nice to find a tradesman that do not rip you off, fantastic service."

"It's always a pleasure to deal with Homewise."

"Thank you very much and Team for everything you've done, it will make his life a bit easier its much appreciated"

"Brilliant service that I know I can rely on"

"Very good, he didn't charge me anything he just informed my neighbour on what to do."

"all tradesmen used were honest and worked quickly and effectively, very pleased."

"Absolutely fantastic, worth every penny."

"very pleased reliable, clean worker would definitely recommend to anyone."

"I can't thank you enough you are so kind and helpful offering reassurance and solutions along the way"

"Everybody there is absolutely brilliant. Thank you so much"

"Thanks for getting back to me we do not feel as socially isolated"

"All staff are brilliant I can't thank you all enough. To get a visit on Christmas day by your staff members is going way beyond your job role"

"I can't believe just how much help is offered through this project"

