

ANNUAL REPORT 2018-2019



SERVING THE COMMUNITY FOR OVER 30 YEARS

**PROVIDING SERVICES YOU CAN TRUST THAT
ENABLE YOU TO REMAIN INDEPENDENT, SAFE,
WARM AND SECURE IN YOUR HOME**



A Small Charitable Organisation with true, strong 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

We promise to try to provide the help and support you need

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 شوکت علی سے ایڈوکیٹری سنٹر میں اس نمبر (01245-380144) پر رابطہ کریں



HOMEWISE IS HERE TO HELP

Homewise is a non profit making, charitable organisation that serves the whole community of Hyndburn and Ribble Valley by providing a comprehensive impartial help, advice and support service to deal with all aspects of home improvements, adaptations, repairs and maintenance works with additional support for older and disabled people. Also providing Memory Matters and Recycling Disability Aids projects; two unique services across East Lancashire.

Homewise continues to provide services you can trust that meet your individual needs
- Staff will:

- DISCUSS** in detail the works required and agree the best course of action
- HELP** to identify improvements, repairs, adaptations or maintenance work required
- ASSIST** disabled people to achieve successful aids and adaptations to their home
- PROVIDE** list of local reputable tradesmen who have been recommend 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 65s
- 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

Dedicated/experienced staff team - Here to help.

Sue Sinclair	– Chief Officer
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
Holly Hartley	– Admin Assistant
Keith Nolan	– Adaptation and Repair Officer
David Aspin	– Adaptation and Repair Officer
Tony Westwell	– Adaptation & Repair Officer
Trevor Makin	– Repair Officer
Jim Perkins	– Repair Officer



Providing client led services – Your views are important to us:

Homewise is proud of its commitment to support a local focus group of clients, who play a vital role in ensuring we provide high quality services that meet the needs of our community. New members are always welcome, meetings are informative and held quarterly – 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 ground 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 وائیز اس بات پر یقین رکھتی ہے کہ یہ ملک مختلف رنگ 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 طبقاتی، مذہبی، معذوری، عمر، جنس یا کم آمدنی کی بنیاد پر ان کے ساتھ غیر مساوی برتاؤ نہیں کیا جاتا ہے، 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۔

CHAIRMANS REPORT 2019

For over 30 years working as a volunteer I have had many roles in the structure of Homewise, latterly as chairman (for 26 years); throughout this time I have never needed to question the loyalty, skills and dedication of our staff and I am proud of them because they constantly reflect the values of our organisation.

It has always amazed me how throughout the life of Homewise we have managed to grow each year. Starting as a very small unit of Neighbourhood Renewal Services in Avenue Parade, we have progressed to providing a handyperson service, Memory Matters, Safe Trader scheme, recycling of aids, fundraising, accessing grants and subsidies and most importantly Homewise has become a centre for advice, support and help in so many areas. Without the flexibility, competence, dedication and professionalism of our staff none of these services would be possible. I publicly thank them all!

Bernard Holden



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



**B. Holden
D. Duckworth
M. Abid
D. King
D. Westell
P. McGrath**

**D. Wheatcroft
E. Booth
D. White
P. Catlow
L. Jackson
and three local
Councillors**

Our Vision: Everyone to live in a well maintained, adapted, affordably warm, safe and secure home
Mission:

- 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

Values:

- Friendly, supportive, caring staff
- Personal services, regularly going above and beyond
- Pride in organisation – small but efficient
- Rise to the 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 problem”



WHY AGEING WELL AT HOME IS KEY TO HEALTH, HOUSING AND CARE

Making homes fit for ageing can save NHS costs and reduce care needs

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?

- 2 million older households live in non-decent homes, 78% in the owner-occupied sector
- 96% of older households are in mainstream homes
- 80% of older people say they want to stay living in their current home
- People over 65 spend over 80% of their time at home
- Each year around 30% of people aged 65yrs+ and 50% of those aged 80+ experience a fall in their home
- Nearly 2 million people say that their home needs to be adapted to their needs and over half have not had these adaptations
- The number of people living with dementia is due to more than double over the next 30 years
- Two thirds of people with dementia live in their own home with one third living on their own

It costs the NHS and social care in excess of £1.4 billion treating people every year because of housing disrepair.

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".

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

"My home is a haven"

"My home is full of memories and happiness"

"My home means everything to me"

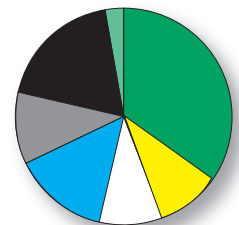


Best Value - Cost Effective Services

Performance - Indicators and Targets

Item to be measured

Item to be measured	Yearly Target	Achieved
No. of Enquiries	4000	4463
No. of clients assisted with work	2000	2243
Value of work completed	£400,000,00	£432,185,501
% of clients who continue to live independently	70%	77.12%
Percentage of BME clients	3%	13.75%
Percentage of elderly clients	70%	77.12%
Percentage of clients disabled	55%	60.93%



COST OF SERVICE

Advice & Support	£134,969.58
Independent Living	£43,907.34
Aids & Adaptations	£89,599.05
Security	£2,791.08
Handyperson Service	£39,387.05
Homecare	£64,175.34
Memory Matters	£65,759.74

CELEBRATING 30 YEARS (1987-2017)

Chief Officer's Report:

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.

I am very proud of the achievements of staff who help people tackle their difficulties, however great or small. In these uncertain times finding the money to pay for works can be a problem but our staff continue to solve this and have raised £92,153.60 from local and national charities during the year. "Small but significant" a national evaluation of the impact and cost benefits of handyperson services found that a £1 investment saved Health and Social Care £4.28 (potential saving in Hyndburn & Ribbles Valley £168,576.57)

The demand for the Memory Matters service is increasing daily and together with our excellent partners this project is making a huge difference to the health and independence of people living with memory issues and their carers. We have evidence that this little scheme has saved NHS/Social Care over £41,414,000.00 – amazing!!

Whilst Homewise has been providing cost effective, vital services to meet our clients' needs for almost 32 years, sadly Lancashire County Council are proposing to cut their funding by 25% and subsequently cease the service in December 2019; this is subject to consultation and the outcome of the consultation will be revealed on 13th June 2019. I wish to give a very heartfelt thank you to everyone who took part in the consultation, your support has been so very much appreciated and we will always treasure your kind words and faith in our services.

We have been proud to provide these services and, although our future may be uncertain, we will continue to work hard to ensure that we continue to provide the support clients need by looking at every possibility to find a way for the service to continue for years to come.

Special thanks to our many partners and funders who enable us to make such a difference to our clients and the Management Committee and Focus Group members for their guidance and support and, last but not least, grateful thanks to my dedicated staff team who continue to always go the extra mile – Thank you..

Sue

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 90% of our clients have responded, of which **99.24% felt that our service was either excellent (96.76%) or very good (2.48%)** and 0.76% felt the service was good, which is overwhelmingly positive, confirming how much they value the service. We have had **no complaints** during the year and no suggestions on how the service could be improved.

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

Homewise was reviewed in February 2019 and continues to achieve accreditation against the 6th Generation Investors in People and has maintained the standard since 1998.

In addition, Homewise was selected as a winner by Lancashire Trading Standards – Safe Trader Awards 2018 (for the 7th consecutive year) the award recognises Homewise for regularly collecting feedback from customers with consistently high ratings over the year.

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

Clients & Partners comments:

"I can only say that this project in fact staff members saved my mums life. My mums carbon emissions were through the roof and slowly killing my mum, thanks to your interventions all gas appliances were disconnected. Every time I ask you to do something else for me and you always oblige. I really would not know what to do without you."

"There are too many cutbacks going on all over, if this service was to be axed where would we all be - possibly dead. Thank you for everything you do its so much appreciated."

"This service goes above and beyond in every way. Thank you, you made everything so easy as I live away"

"Thank you for everything you have already done but I know I am going to need ongoing support and you are the people that I will come to"

"Reliable and trustworthy people coming into your home is very important these days."

"Great service and much needed in this area, hope the cuts won't stop it."

"We need this service because I am a widow, living alone."

"It would be a great pity if this service had to end. It is reassuring for women on their own."

"This service and Homewise goes above and beyond what we ever expected. Nothing is too much for the whole team and they continue to help and provide solutions to problems"

"Thank you so much for all your hard work and energy in raising money towards the installation of gas central heating in my home. I am looking forward to the difference it is sure to make. I was impressed by how you kept me up to date with the progress you were making and your genuine concern in helping me and how quickly you have got things sorted. Thank you so much"

"Your knowledge is brilliant and the service you provide excellent"

"What a brilliant service. My mums house is now lovely and warm and you have made the boiler tamper proof. I can't thank you enough"

"This service is my lifeline and should this be taken away from people in desperate need it would be devastating"

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

Hyndburn Borough Council, Ribble Valley Borough Council, LCC Adult Services, NHS East Lancs CCG, Onward Housing, 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, CHiL, First Call, Hyndburn Helpers, Women's Centre, Adventure Hyndburn, CAB, 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

Thrive consists of 7 local charitable organisations (including Homewise) delivering holistic, individual specialist support services to vulnerable people with complex needs.



Thrive mission is: To ensure that individuals and families received coordinated effective support from a partnership of agencies with shared commitment to putting them first.

JUST A NORMAL DAY



A 98 year old gentleman rang Homewise as water was coming through his lounge, bathroom, dining room ceilings, he'd turned the central heating and water off, but water was still pouring through. As he lives alone with no immediate family to help, he was concerned as to what to do!!! The gentleman was advised to run his hot water taps to drain the system and after contacting 3 plumbers, we managed to get one to call and fix the problem. He needed a replacement ballcock which cost £50 including fitting

Outcome: The client was over the moon and was so grateful that we were at the end of the phone as without us he would have not known where to turn, the water would have caused more damage to the property and the clients health would have been a risk, without heating or hot water (in January).

An 82-year-old lady was concerned as her pilot light had gone out with the winds and had no hot water or heating. She lives alone, with no family, and has COPD, arthritis and is recovering from cold and too poorly to leave the house. After contacting several plumbers who were busy, we managed to get one to sort out the problem, also as she had run out of milk (and was desperate for a cup of tea) picked her up 4 pints of milk.

Outcome: The lady is now warm and well in her own home.

A 52-year-old gentleman was referred by an OT, as his kitchen was not suitable for his health conditions. He suffers with MS, OCD and various other neurological and mental health conditions. His condition has declined, and his emotional and mental state was deteriorating. His kitchen was affecting his OCD and mental health due to the cupboard doors being slight mismatched colours and the work tops having a reflective sparkle. He enjoyed baking with his wife, as this helped with his emotional state but recently was having more anger outbursts. Due to the layout of the kitchen it was becoming harder for him to do anything as he is dependent on his wheelchair. Work was organised and the kitchen refurbished for easier access with his wheelchair at a cost of £5,950.

Outcome: The gentleman is now able to assist with the baking which is having a positive effect on his emotional and mental wellbeing.

A Plumber contacted us as he was trying to fix the boiler of a 70-year-old lady but found the boiler unrepairable and was leaving her with no heating or hot water, as she was unable to fund the replacement boiler. The lady lives alone, suffers with arthritis and recurring chest infections and struggling to keep warm having only a gas fire in one room. We contacted 5 benevolent charities and 4 agreed the required £1,875 to pay for the replacement boiler.

Outcome: The lady can remain warm and well in her own home, prevented a deterioration in her health and avoided a possible hospital admission.

A 75-year-old lady had contacted a local firm as she was unable to lock her back door, she was upset having just lost her husband (was crying) and concerned over her safety. The firm was busy and unable to go for a couple of days, so contacted Homewise on the lady's behalf. Having rearranged appointments, our Handyperson called the same afternoon and provided a free Security check service

Outcome: The lady is now safe and well in her home.