

# RIBBLE VALLEY BOROUGH COUNCIL REPORT TO HEALTH & HOUSING COMMITTEE

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Agenda Item No. 15

meeting date: THURSDAY, 25 MAY 2017  
title: HOME IMPROVEMENT AGENCY ANNUAL REPORT  
submitted by: CHIEF EXECUTIVE  
principal author: RACHAEL STOTT, HOUSING STRATEGY OFFICER

## 1 PURPOSE

1.1 To inform Committee of the work completed by Homewise, the home improvement agency in Ribble Valley for 2016/2017.

1.2 Relevance to the Council's ambitions and priorities

- Community Objectives - To address the housing needs of vulnerable and older occupants across the borough.
- Corporate Priorities - To help make people's lives safer and healthier.
- Other Considerations - None.

## 2 INFORMATION

2.1 Homewise has been the home improvement agency for Ribble Valley since June 2014. Attached is their annual report.

2.2 The service continues to provide an important support facility for applicable residents in the borough, helping to keep vulnerable and older residents safer and able to remain in their homes.

2.3 The service offers a wide range of support details of which are set out in the Annual Report attached. Attention of Members is drawn to the satisfaction levels recorded which Homewise seek to continually improve and the numbers of minor adaptations undertaken that complement the Council's disabled facility grant service.

2.4 The report also includes information on promotional activities undertaken which has included raising awareness and distributing information through the Council's Parish Council Liaison Committee.

RACHAEL STOTT  
HOUSING STRATEGY OFFICER

MARSHAL SCOTT  
CHIEF EXECUTIVE

For further information please ask for Rachael Stott, extension 3235.

REF: RS/250517/H&H

**PREVENTION/ADDITIONAL SERVICES AND SUPPORT**

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Accident Prevention/Falls surveys/Security checks and measures installed - Keeping people safe and secure

Keeping Safe, Warm and Well in Ribble Valley

BESN - Big Energy Saving Network

Whalley Hydro Community Fund

	Community Safety Partnership	<b>£2,500.00</b>	Additional resources
	East Lancs CCG	<b>£10,000.00</b>	
		<b>£5,000.00</b>	
		<b>£5,000.00</b>	

Benefit checks/fundraising for repairs/improvements - **enable people to continue to live independently in their own home**

**Amount of funding raised** **£17,437.69**

**Amount of increase in benefits:** **£119,043.34**

<b>Client satisfaction - Ribble Valley</b>	94.05%	found the service Excellent
	5.95%	found the service Very Good

**Recycling of Disability Aids - Keeping people safe at an affordable price  
East Lancashire Service**

<b>Items sold:</b>	<b>644</b>
Hyndburn	398
Ribble Valley	50
Rosendale	32
Burnley	27
Pendle	16
other	121

**Memory Matters - supporting people living with  
Dementia and their carers  
People/Families  
assisted**

<b>226</b>
113
26
22
28
37

In addition in order to promote our services - **see list of presentation, exhibitions, drop in sessions etc., attended**

Information is also being provided to: Health Centres, Doctors surgeries, community centres, Residential Homes etc.,

**CLIENTS COMMENTS:**

- "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 was impressed"
- "Excellent service"
- "All round excellent work"

<b>INTEGRATED HOME IMPROVEMENT SERVICES - MONITORING INFORMATION</b>	<b>2016-2017</b>	Number	Value of
<b>DISTRICT - RIBBLE VALLEY</b>	<b>April to March</b>	additional	work
<b>Total number of enquiries, resulting in:</b>	<b>779</b>	resources	
Number of Core Completed Jobs including Fundraising/Value of work	30	30	£57,700.41
Number of onging cases	7		
Advice and support only	37		
Number of Handyperson jobs/Rep Off Homecare/Security	149	149	£8,204.68
Handyperson jobs	104		
Just about managing - volunteer Handyperson jobs	11		
Security	16		
Repair Officers - Homecare full costs	18		
Affordable Warmth	39	39	£3,305.00
Number of minor adaptations (non structural) completed (as listed below)		173	£13,934.96
Joinery/Plumbing	4		
Bannister rails	141		
Landing rails	28		
Number of minor adaptations (structural) completed (as listed below)		82	£16,996.50
Steps/Other	24		
Outside rails	58		
Number of Trusted Assessor HHA carried out	37		
Number of Recycled Aids sold	50		
Memory Matters - number of people/families supported	26		
<b>TOTALS</b>	<b>779</b>	<b>473</b>	<b>£100,141.55</b>