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 adaptions 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

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

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
Client satisfaction - Ribble Valley 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

Items sold: 644
Hyndburn 398
Ribble Valley 50
Rossendale 32
Burnley 27
Pendle 16
other 121

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”

Additional resources
Community Safety Partnership £2,500.00
East Lancs CCG £10,000.00
£5,000.00
£5,000.00

Memory Matters - supporting people living with Dementia and their carers
People/Families assisted 226
Hyndburn 113
Ribble Valley 26
Rossendale 22
Burnley 28
Pendle 37
other 121
### INTEGRATED HOME IMPROVEMENT SERVICES - MONITORING INFORMATION

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