

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO HEALTH & HOUSING COMMITTEE

Agenda Item No. 11

meeting date: THURSDAY, 15 MARCH 2018
 title: HOME IMPROVEMENT AGENCY – HOMEWISE MONITORING INFORMATION
 submitted by: MARSHAL SCOTT – CHIEF EXECUTIVE
 principal author: RACHAEL STOTT – HOUSING STRATEGY OFFICER

1 PURPOSE

1.1 To inform Committee of the service delivery provided by the Home Improvement Agency for the past 6 months.

1.2 Relevance to the Council's ambitions and priorities:

- Community Objectives - }
- Corporate Priorities - } To address the housing needs of the borough.
- Other Considerations - }

2 BACKGROUND

2.1 The Home Improvement Agency provides a wide variety of assistance to vulnerable households. Appendix 1 sets out the monitoring report from April 2017 to December 2017.

3 RISK ASSESSMENT

3.1 The approval of this report may have the following implications:

- Resources – The Home Improvement Agency is provided by funding from LCC and a grant from the Council.
- Technical, Environmental and Legal – The work enables vulnerable households to live independently.
- Political – The agency can provide assistance to the most vulnerable households in the borough.
- Reputation – The feedback from service users is very positive.
- Equality & Diversity – The service is available to households with children or vulnerable adults.

4 CONCLUSION

4.1 That Committee accept the contents of the report and acknowledge the valuable work delivered by Homewise in the borough.

RACHAEL STOTT
HOUSING STRATEGY OFFICER

MARSHAL SCOTT
CHIEF EXECUTIVE

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

REF: RS/CMS/H&H/130318

INTEGRATED HOME IMPROVEMENT SERVICES - MONITORING INFORMATION	2017
DISTRICT - RIBBLE VALLEY	April to December
Total number of enquiries, resulting in:	673
Number of Core Completed Jobs including Fundraising/Value of work	32
Advice and support only	22
Number of Handyperson jobs/Rep Off Homecare/Security	
Handyperson jobs	52
Security	18
Repair Officers - Homecare full costs	23
Affordable Warmth	34
Number of minor adaptations (non structural) completed (as listed below)	132
Joinery/Plumbing	8
Bannister rails	111
Landing rails	12
Floor/ceiling pole	1
Number of minor adaptations (structural) completed (as listed below)	
Steps/Other	28
Outside rails	82
Number of Trusted Assessor HHA carried out	57
Number of Recycled Aids sold	39
Memory Matters - number of people/families supported	22
TOTALS	673

Client satisfaction - Ribble Valley - 100% reponses

94.44%

5.56%

PREVENTION/ADDITIONAL SERVICES AND SUPPORT

Benefit checks/fundraising for repairs/improvements - **enable people to continue to live independently**

Amount of funding raised **£21,389.00**

Amount of increase in benefits: **£99,857.80**

Recycling of Disability Aids - Keeping people safe at an affordable price

East Lancashire Service

Items sold:	488
Hyndburn	249
Ribble Valley	39
Rosendale	27
Burnley	29
Pendle	8
other	136

Memory Matters - supporting people living with Dementia and their carers

Helped:	197
Hyndburn	85
Ribble Valley	22
Rosendale	18
Burnley	37
Pendle	35

In addition in order to promote our services - **see list of presentation, exhibitions, drop in sessions etc**
Information is also provided to: Health Centres, Doctors surgeries, community centres, Residential Home

See Just a Normal Day in Ribble Valley:

Case studies and client comments

Number of Completed jobs	Value of work
32	£29,765.00
93	£3,278.98
34	£1,765.00
	£11,960.32
110	£23,190.00
269	£69,959.30

found the service Excellent
found the service Very Good

y in their own home

c., attended
s etc.,