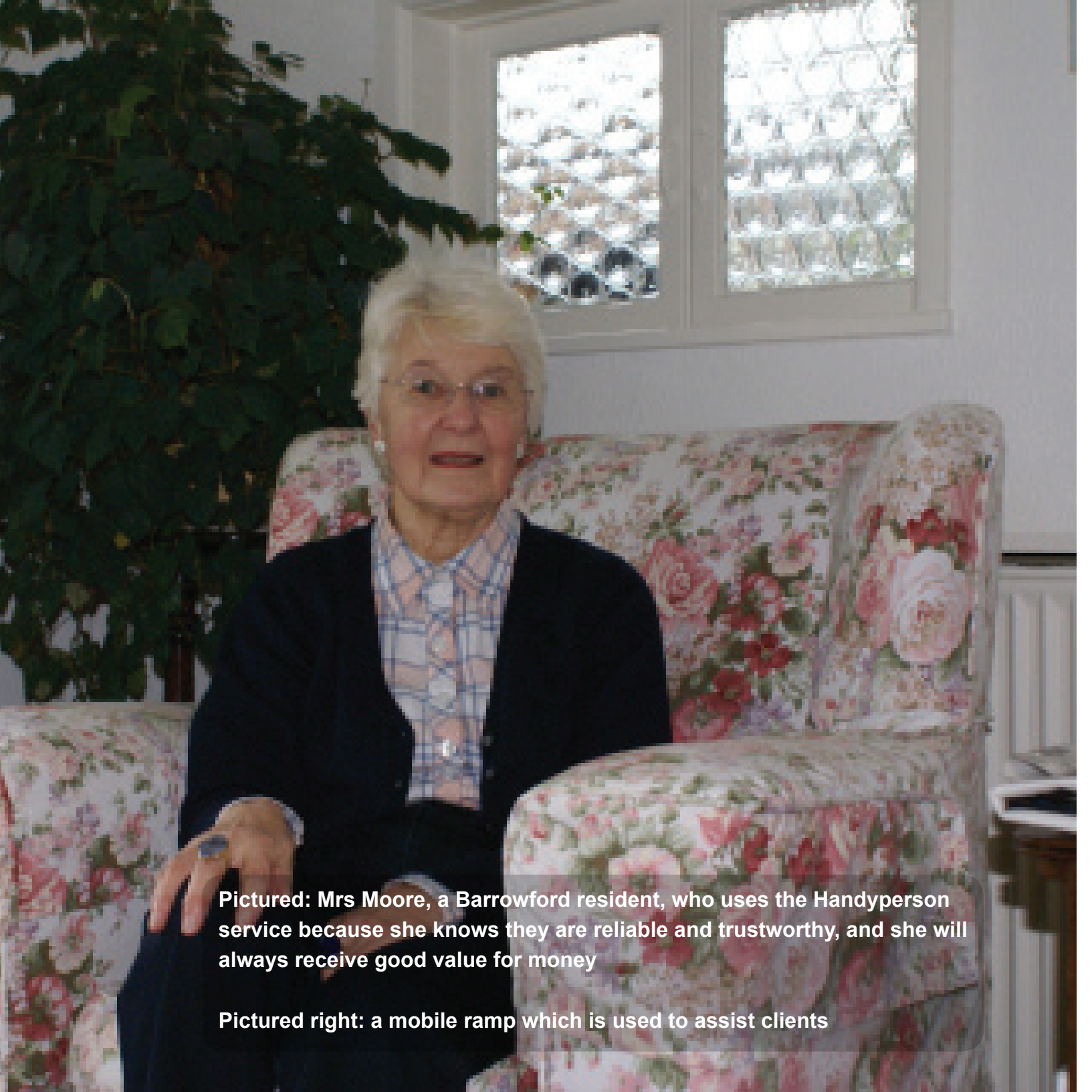


Homecare and repair



Annual Report 2010/11



Pictured: Mrs Moore, a Barrowford resident, who uses the Handyperson service because she knows they are reliable and trustworthy, and she will always receive good value for money

Pictured right: a mobile ramp which is used to assist clients

Our growing work in East Lancashire

Welcome to the Annual Report of the St Vincent's Homecare & Repair service! I hope you find our service in East Lancashire a valuable and efficient one.

We work with a range of statutory and voluntary agencies to assist individuals and households and are supported by Lancashire, Pendle, Ribble Valley and Rossendale Councils and East Lancashire PCT. We are delighted that this year the service extends to Burnley.

Helping to keep vulnerable people in their homes by providing aids and adaptations and technical advice, is what people want and makes financial sense. Prevention work reduces the risk of trips and falls, which each year cost the NHS millions. As a non-profit housing association, the service fits well with our aim of contributing to communities and the well being of individuals.

If you have any comments or suggestions about the service, please contact Chris Roberts, the Service Manager, or myself, at the details on the back cover.



Peter Smith - Chief Executive
St Vincent's Housing Association

The St Vincent's Homecare & Repair Agency continues to grow, going from strength to strength. In the last 12 months, we have met all targets and continued to provide a wide range of services to older and disabled people across the Boroughs of Pendle, Rossendale and Ribble Valley.

The funding from Lancashire Supporting People and the Department of Communities and Local Government for handyperson services has been extended to July 2011 enabling us to provide a valuable service at very low cost to service users.



We completed large numbers of minor adaptations for disabled people, meeting tight targets, and we completed a large number of assistive technology installations (Telecare).

Minor Adaptations

Non-structural  2,547

Structural  931

The temporary ramps (pictured on the previous page) are now being relocated on a regular basis, to meet short term needs, and when no longer required are stored by us and refitted at a different location. This is achieving significant savings for Lancashire Adult Services.

Throughout 2010 there were 2 schemes for fitting home safety equipment to prevent accidents to children – the long established ACAP scheme was supplemented by the RoSPA (Royal Society for the Prevention of Accidents) scheme. The ACAP scheme will continue into 2011 and we hope to add the equipment fitting to our range of activities.

Large privately funded jobs are still being completed by our associated contractors at a significant rate.

We continued to provide the technical input into major adaptations for Ribble Valley Borough Council. We were also asked by Pendle Borough Council to oversee the completion of 2 large grant funded adaptations (one of which cost nearly £50,000).

Many small disability aids and adaptations are now ordered on a prescription basis, and Homecare & Repair supply equipment for prescriptions. The take-up has been very encouraging. This has helped us to improve service delivery and raise income. The basement at the Haslingden office has been converted to accommodate equipment supplies so that most, if not all, prescriptions are available immediately should the service user require.

The service extended to Burnley as of the 31 March 2011 and we have taken over the minor adaptations work within the borough.

Our Service Meets Many Needs

We offer a range of services to residents in Pendle, Rossendale and Ribble Valley (for households which include someone aged 60 or over or someone who is disabled).

Handyperson Service

This is specifically for smaller jobs (eg minor plumbing, powerwashing, assembling flat pack furniture) which take a maximum of 2 hours to complete, and is carried out by our technicians for £10 per hour plus VAT and materials. This offers exceptional value for money for local residents.

Basic Service

This is for medium sized jobs which are too big for the handyperson service. We have a panel of selected contractors to cover most trades – carefully chosen and monitored. We contact one of our contractors on behalf of the client, and ensure that the job is completed to their satisfaction.

Full Service

This is for bigger jobs, and we obtain; a full specification of works, and quotations from 3 or more contractors. We then oversee the work through to completion. In addition, our caseworkers will carry out all necessary liaison with relevant

agencies and will try to raise funding from charitable sources. We charge a fee equivalent to 5% of the cost of works for the full service.

We have contracts with:-

- Lancashire County Council Adult Services – minor adaptations.
- East Lancashire Primary Care Trust – Home Safety Equipment



Pictured: Brian Whitelegg, Technical Officer, liaises with both the client and the contractor, ensuring the work is completed to a high standard.

Success in 2010

We also carry out the following work on a fee per job basis:-

- Manufacture and fitting of temporary modular steel ramps throughout East Lancashire.
- Fitting of Telecare equipment.

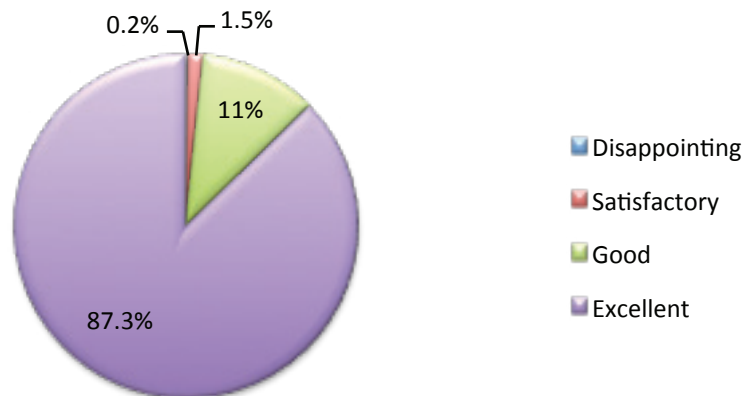
Minor Adaptations (under £500)

In the year to 31 December we completed **2,338** non-structural items in Pendle and Rossendale. Despite the severe weather in December caused us some major problems, but we still completed **99.8%** within target.

We also completed **750** structural items in Pendle and Rossendale. A further **101** items were completed in Ribble Valley under a separate contract.

Customer Satisfaction with Aids and Adaptations Work

Total number of responses = 543



Customer Satisfaction with our overall performance is extremely high, and we will continue to strive for good feedback in this area. We have achieved over 97% satisfaction overall.

Pictured: Brierfield resident, Mrs Waddington, with Benji, her faithful companion. Mrs Waddington has had grab rails fitted to the exterior of her home, enabling her to get out and about.



Success in 2010

Home Safety Equipment Scheme

This scheme is administered by the PCT accident prevention team and all fitting of equipment is carried out by our technicians.

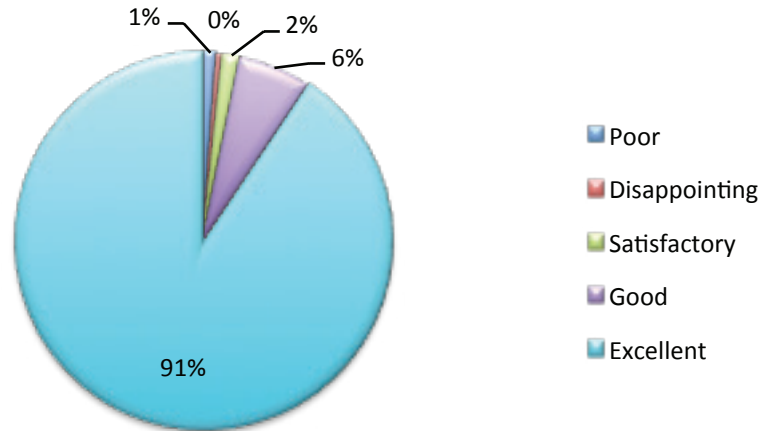
During 2010 we completed work to 1,019 homes.

Additionally we completed 222 jobs under a separate and very similar scheme managed by RoSPA (the Royal Society for Prevention of Accidents)

Pictured right: Duggy Hargreaves, Technician, fitting a babygate for an ACAP client

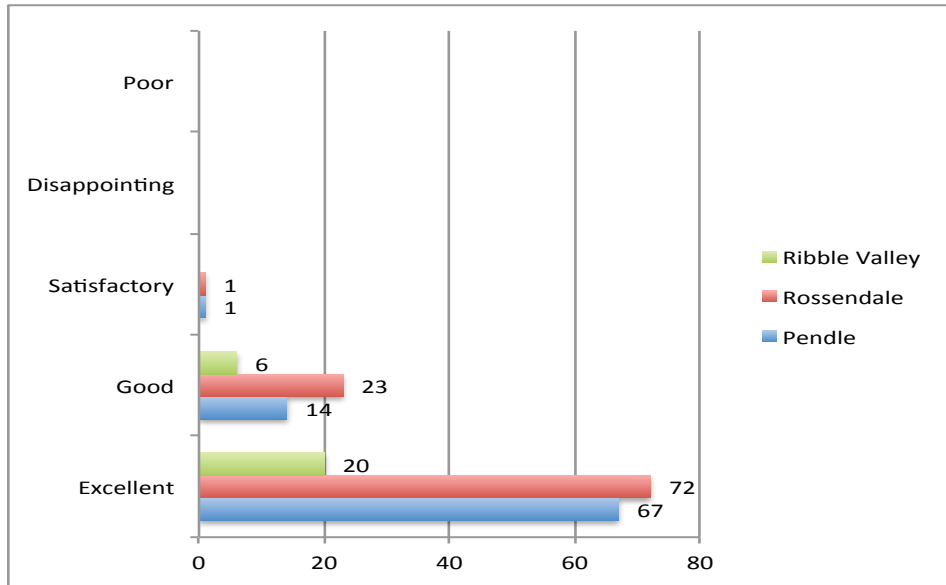
Customer Satisfaction with RoSPA Work

Total number of responses = 192



Customer Satisfaction with Handyperson Work

Total number of responses = 204



Pictured right: Dave Walmsley and Mark Orrell-Dobson fitting external metal rails.

Dave joined the HIA back in 2002, and has a wealth of experience in the field.



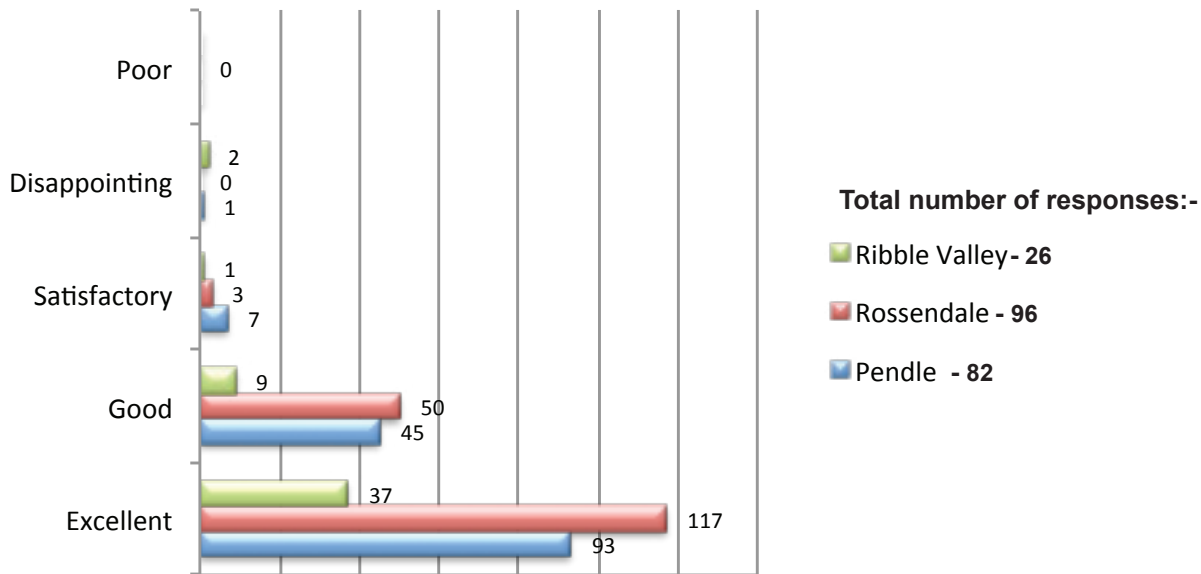
Core Service

We completed a total of 495 core service jobs during the year.

Our caseworkers raised a total of £38,480 for our clients from charitable sources during the year.

We also completed 13 Disabled Facilities Grant funded jobs in Ribble Valley and 2 very large adaptations in Pendle on behalf of the Borough Council and Lancashire Adult Services.

Customer Satisfaction with Core Service Jobs



Pictured: Rob Nowell, Technician, carrying out work for a private client.





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