

Creating safe, accessible, healthy homes for independent living



HANDYPERSON
MAJOR ADAPTATIONS
SUPPORT FOR CHOICE
CONNECTING WITH HEALTH
FUNDING FOR REPAIRS & ADAPTATIONS



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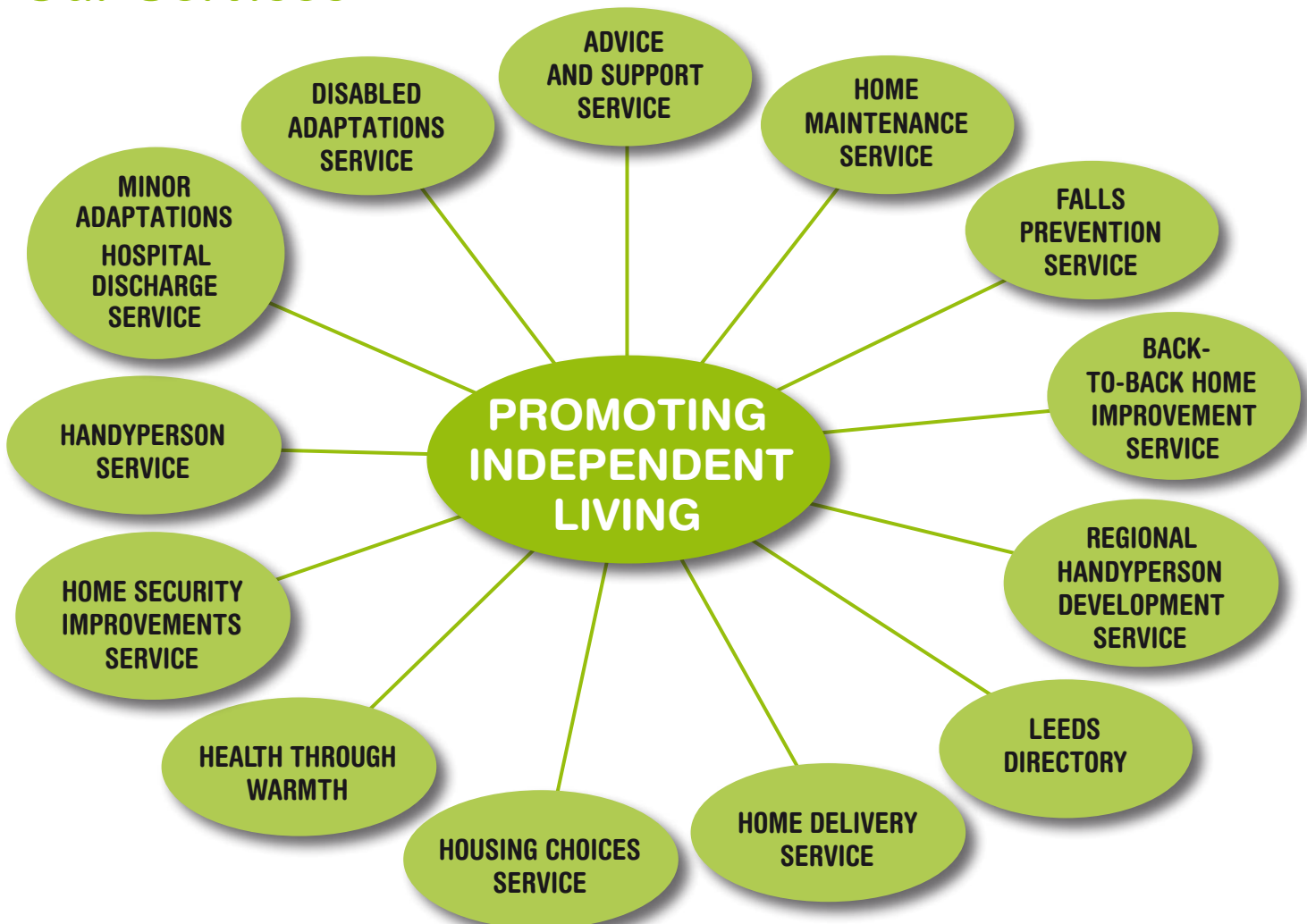
Care & Repair Leads

Care & Repair Leeds is the Home Improvement Agency for Leeds and has been running for 24 years. It is an independent agency with charitable status, accredited by Leeds City Council to provide supported housing services throughout Leeds, and has been awarded the Foundations National Quality Mark for Home Improvement Agencies. It has won the national Home Improvement Agency of the Year Award twice, in 2007/08 and 2009/10 and the Director was awarded an MBE for Services to Housing in Leeds in December 2010.

The aim of the agency is to create safe, accessible and healthy homes for older people and disabled people. It achieves this by providing a wide range of client-centred services which are flexible and can be adapted to meet changing needs.



Our Services



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Presentation of the Foundations Quality Mark

Care & Repair Leeds was awarded the Foundations Quality Mark, which is a major national quality standard. Left to right: Bill Rollinson (Director), Cedric Wilks (Chair of Management Committee), Councillor Peter Gruen (Executive Member for Neighbourhoods and Housing) and Andy Chaplin (Director of Foundations).

Summary of our services

- **Reception Enquiries and Advice:** provided advice and assistance to 5,431 people throughout Leeds during the last year.
- **Home Maintenance Service:** carried out essential repairs to the homes of 361 older and disabled people.
- **Disabled Adaptations Service:** carried out major adaptations and extensions in the homes of 40 disabled adults and children.
- **Falls Prevention Service:** carried out 601 home assessments and organised work to reduce the risks of older people falling and improving safety in the home.
- **Hospital Discharge Service:** carried out minor adaptations to ensure that 1,801 people could leave hospital as soon as their treatment was completed.
- **Handyperson Service:**
 - Minor repairs and Home Security Improvements:** 1,301 heating, electrical, plumbing and joinery repairs were carried out.
 - Back-to-back Service:** targeted at people aged 60 or over who live in back-to-back houses. Assessments are carried out of the needs of the people and home improvements are carried out to reduce hazards, and improve energy efficiency and home safety. During the year, 275 people received this service.
 - Regional Co-ordinator:** promoting the development of handyperson services throughout the region.
- **Housing Choices Service:** provides advice and support to allow older people and disabled people to make informed choices about their future housing needs, and assists them to achieve their choice. During the year, 95 people received help from this service.
- **Home Delivery Service:** delivers continence aids to people and during the year 475 clients received the service, and 3,771 deliveries were carried out.
- **Leeds Directory:** offers information on services across Leeds that can promote independence and help to support individuals and their carers in their daily lives. There are 1,071 organisations listed, and 28,882 people have accessed the service during the year (1,390 Helpline calls; 469 Helpline emails; 24,057 Website visits and 2,966 newsletter viewings).
- **Health Through Warmth Service:** provides advice and assistance for people who have a health condition which necessitates improved heating in their homes. 303 referrals were received during the year and 127 professionals trained on the referral process.

During the year Care and Repair Leeds provided these services to 12,542 people throughout Leeds, in addition to the people accessing information from the Leeds Directory website.

A Brilliant concept Care+Repair
I really have appreciated the
existence of Care + Repair.
It has taken a lot of worry
and stress out of keeping up
with repairs on my home, and,
Safe with the security locks etc
Thank you.

Elderly and Disabled people like me
really appreciate all you do for us.
It makes such a difference to our
homes. when you live on your own its
good to know we have someone to
turn to. Thanks once again

I would never have been able to manage
without the service being offered by Care + Repair.
They are an absolute must, for people who are disabled.

Excellent service &
good to know there is someone
to call in emergency.

Thank you and your Team, I hope you
can help people like myself, in the
future, very please I have spoke too
about your services agreed, you all
are doing A. Very Good Job, Thank You

Chairman's report



Despite the very difficult financial environment we are facing, Care & Repair Leeds has once again had a successful year. All of the services performed very well and the level of client satisfaction remained at a very high level. This is largely due to the skills of the staff and their commitment to providing high quality, client-centred services for the residents of Leeds.

One of the highlights of the year was the award of the Foundations Quality Mark, which is a major national quality standard in this field. This was presented at a ceremony attended by Councillor Peter Gruen from Leeds City Council and Sandie Keene, the Director of Adult Social Care. This award reflects the high standards maintained by the organisation. A further highlight was the awarding of an MBE to the Director for his services to housing in Leeds. This was recognition not only of his work but also of the housing related work carried out by Care & Repair Leeds for over nearly a quarter of a century.

On a personal note, I feel very fortunate to be chairman of this very successful organisation and I know our many supporters would wish me to offer congratulations both to the Director and staff on these very special achievements. Our Management Committee continues to be a strong guiding hand, and I would like to thank all of the members for their commitment and continued support.

The future is going to be very difficult as the cuts imposed by the government impact on the provision of services. The organisation is going to have to adapt and change to meet these demands, but I have every confidence that it will continue to provide vital, essential services to help people live independently in their own homes and therefore fulfil the faith and confidence that the Leeds City Council, Leeds PCT and others have placed upon us.

Cedric Wilks

Accounts

The annual accounts are audited by Ian Pickup & Co and the agency banks with Unity Trust Bank.

Performance

As part of our quality assurance and best value monitoring we send client satisfaction surveys to our clients. 98% of the replies received stated that they were very satisfied with our services.

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Silkstone Building & Roofing

Management Committee at 31/3/11

Cedric Wilks - Chairperson
Janice Haigh - Vice Chairperson
Paul Adams - Secretary
Gordon Lee - Treasurer
Trevor Watson
Lois Bentley
Nessa Nedd
Councillor Geoff Driver
Councillor Ralph Pryke
Stuart Marquis
Murray Hawtin
Sarah Duffy
Betty Olsen

In addition, the following observers attended the Management Committee:

Andy Beattie - LCC, Head of Service Housing and Pollution Control
Ruth Whittaker - LCC, Disability Services Manager
Phil Gamble - LCC, Services Manager Environmental Action Team



Staffing at 31/3/11

Bill Rollinson - Director
Peter White - Principal Technical Officer
Jim Lee - Principal Technical Officer
Kevin Joseph - Senior Technical Officer
Angela Hart - Admin Support Officer
Jane Martin - Principal Caseworker
Samina Akhtar - Caseworker
Abul Kalam - Caseworker
Ravinder Summan - Caseworker (Back to Back Project)
Sarah Harvey - Admin Support Officer Handypersons Services
Sarah Best - (Secondment from LCC) Regional Handyperson Co-ordinator
Sharon Brooks - Falls Prevention Co-ordinator
Katie Pidgeon - Falls Prevention Caseworker
Ali Mitchell - Regional Housing Choices Co-ordinator
Samantha Daszkiewicz - Acting Housing Choices Co-ordinator
Mark Wogan - Housing Choices Caseworker
Benjamin Hatfield - Health Through Warmth Co-ordinator
Angela Wade - Principal Finance and Monitoring Officer
Alan Schofield - Computer and Admin Support Officer
Linda Thackray - Receptionist
Marilyn Lee - Receptionist
Janet White - Principal Social Enterprise Development Manager
Emma Simpson - Accounts and Admin Support Officer
Mandy Stamp - Keeping House Co-ordinator
Richard Chadwick - Keeping House Information Officer
Lucy Brewin - Keeping House Admin Support Officer
Helen Petrou - Keeping House Admin Support Officer
David Schofield - Delivery Driver
Paul Coast - Delivery Driver
Lynda Robinson - Delivery Driver and Admin Support Officer

Patron

George Mudie MP

Thanks

We would like to record our thanks to all of the organisations that have supported Care & Repair Leeds

Leeds City Council:

Environments and Neighbourhoods
Adult Social Care
Children's Services
Keeping House Team
Area Management Teams
Leeds Supporting People
Safer Leeds

NHS Leeds PCT

Department of Communities and Local Government
npower

Aire Valley Homes Leeds
East North East Homes Leeds
West North West Homes Leeds
FirstStop Advice for Older People
Foundations
Leeds Neighbourhood Networks
Leeds Older People's Forum
Voluntary Action Leeds
Care & Repair England
Leeds Federated Housing Association
Social Business Consulting
Angels Housekeeping Ltd

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دیکھ بھال اور مرمت

Care and Repair Leeds is an
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email: enquiries@care-repair-leeds.org.uk

Added Value

Many clients receive a package of our services, focused on their individual needs, which allows them to live independently in their own homes and communities. These clients are also referred on to other organisations where appropriate.

Value for Money

Falls Prevention Service - this costs an average of £180 for each client. The costs to Health and Social Care for someone who falls in their home and breaks their hip is estimated to range from £15,000 to £25,000.

Hospital Discharge Service - this costs on average £110 per client. It costs £350 per day for someone to stay in hospital after their treatment is completed.

STOP PRESS

As the report was going to print, it was announced that Care & Repair Leeds has won a major national award for 'Excellence in delivering a housing choices service which is to be presented in the House of Lords'.

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