

Care & Repair (Wyre and Fylde)

Annual Report

1 April 2014 to 31 March 2015

Core Service

During the year 1 April 2014 to 31 March 2015, Care & Repair (Wyre and Fylde) dealt with 4037 enquiries for advice and support

The service met its target times for:

Average number of weeks between enquiry and first visit – 0.43 against a target of 3

Average number of weeks between first visit and practical completion for jobs costing less than £1000 – 12.1 against a target of 20

Average number of weeks between first visit and practical completion (jobs costing £1000 or more) – 19.5 against a target of 40

We have little control over timescales where there is involvement with charities, as finding this funding can be very time-consuming and is often delayed whilst waiting for trustees to meet to consider requests, make their decisions and authorise funding

The Handyperson service has also met the target time for carrying out works – average number of weeks between initial enquiry and completion being 0.4 against a target of 2. Where the target timescale was exceeded for a job, this was due to, or at the request of, the service user

The Service has facilitated the following works for clients:

Private/Charity Funded Works

Cases completed	68
Cases in progress	26

In addition, during the year, at various stages during the process, 18 jobs did not progress for a number of reasons, including:

- Client not eligible for charity funding but not willing to pay for the work
- Client refused to disclose financial circumstances (for grant or charity funding application)
- Client changed their mind about having the work done

Care & Repair supplied and fitted 148 grab rails at low cost, on request, for those people who did not wish to wait for an assessment by Social Services. This service keeps waiting times down for Occupational Therapist assessment for those people who require only a grab rail and ensures that people who do not qualify for a rail from Social Services can still have grab rails fitted safely and professionally.

Care & Repair has continued to deliver and install minor aids (grab rails, shower seats, newel rails, etc) for Millercare and Cairns Chemist who are retail providers of minor aids under the Lancashire County Council retail prescription scheme. The arrangement has continued to be beneficial to all, especially the clients, who have their equipment delivered and fitted quickly and safely, as well as getting the opportunity to access other services provided by Care & Repair.

22 clients have been supported to access in excess of £30,000 charity funding to carry out essential work to their property, with another 29 clients having heating-related work carried out with Affordable Warmth funding, totaling £21,500

Caseworkers carried out 323 visits to people in their homes, assessing their needs and providing support, including assisting with benefits claims for Attendance Allowance, Disability Living Allowance and Personal Independence Payments

Benefits Claims

During the year, Caseworkers have completed applications to support clients with claims for Attendance Allowance, resulting in 117 successful claims, providing additional income of £364,202 per annum. This has resulted in additional annual income for individuals of at least £2865.20 and, for some couples, as much as £8559.20. In addition, successful claims for other disability-related benefits have brought in additional annual income of £35,278, giving an overall total of £399,481 extra annual income for older and disabled residents in Wyre and Fylde

We rely on clients letting us know whether or not their claims have been successful, as there is no other way we can get this information. We are still awaiting the outcome for 73 claims (which could amount to a further £209,000 or more). Claims for Disability Living Allowance (DLA) and Personal Independence Payments (PIP) have been very slow in being assessed and we have received very little information from clients as to whether or not their claims have been successful, with many still not having received a decision

Marketing/Promotion

Throughout the year, Caseworkers and the Manager attended the following events/venues to promote the services provided by Care and Repair:

- Age UK - St Annes
- Wyre Together Showcase Event – Marine Hall Fleetwood
- Fylde Day Services – Kirkham
- Clifton Hospital Ward 1 Open Day
- West View Community Centre – Fleetwood
- Age UK – Fleetwood
- Volunteer Bus – Calder Vale
- Stroke Awareness Event – Rossall School
- Lytham Hospital Memory Services
- Volunteer Bus – Scorton
- Age UK event – Warton
- British Red Cross
- St Annes Fire Service
- Kirkham Adult Day Centre
- Clifton Hospital Garden Fete
- Volunteer bus – Fleetwood
- Blackpool Hospital – Patient relations
- Fun Café – Marine Hall
- Tea Dance – North Euston Hotel
- Fylde Coast Health Mela – Fleetwood High School
- Dementia Group – Glendower Hotel, St Annes
- Flu clinic – Queensway Medical Centre, Poulton
- Ladies' Pleasant Hour Group – Knott End
- NHS Winter Planning event – Ribby Hall
- Wyre Care & Support in the Community – Thornton Little Theatre
- Staining and Normoss Older Citizens Group
- Alzheimer's Support Group – Fleetwood
- Fylde Community Showcase – Lowther Pavilion
- Memory Festival – St Annes Library
- The Willows Community Group – Preesall
- Rotary Club of Lytham – Clifton Hotel

- Volunteer bus – Fleetwood
- North Lancashire Carers Conference
- PPG Workshop
- Older Person Event – North Euston Hotel, Fleetwood

Supplies of leaflets have been distributed across Wyre and Fylde, to a wide range of venues and organisations, including Help Direct, Blackpool Victoria Hospital, Lytham Primary Care Centre, Age UK Lancashire, St Annes Fire Station, LCC Adult & Community Services offices, Bispham Rehabilitation, Regenda, as well as shops, churches, libraries, GP surgeries and businesses who are in contact with people who would be eligible for our service. Leaflets have also been delivered door to door in areas which we know are populated predominantly by our target client group

The Manager has played an active part in the following groups:

- Wyre Disability Partnership
- Affordable Warmth Steering Group
- EBIT (Everybody's Business Implementation Team)
- Fylde Together Steering Group (Chair)
- Advice Link Partnership (Chair)
- Lancashire Agencies Forum
- Foundations HIA Managers' Meeting
- Fylde Key Partners Meeting
- Wyre Together Steering Group
- Big Lottery Bid Thematic Groups
- Home Improvement Agency Consultation Group Events
- Supporting People North Locality Group
- North West HIA and Stakeholders Meetings
- DWP Lancashire Customer Representatives Group

The Manager attended the following events during the year:

- Innovation in Health and Social Care
- Wyre Together Awards presentation
- Dementia Champion Training
- Lead Professionals Event
- UR Potential Celebration event
- DFG Task Group Review
- Integrated Wellbeing Consultation
- Blackpool, Wyre and Fylde CVS Anniversary event
- Progress Housing Group Community Safety Launch
- Cross-sector workshop
- Homestart Fylde AGM
- Fylde Drug Awareness event
- Wyre Together Information event
- Dementia Friends Champions Engagement event
- Dementia Community Meeting

Working with Partners

Funding was in place from Fylde Community Safety Partnership for the whole of 2013-14 to continue with Sanctuary Scheme work in Fylde to support victims of domestic violence, anti-

social behaviour and repeat burglary. During the year, Care & Repair dealt with 12 referrals to the Sanctuary Scheme in Fylde

Wyre also funded the Sanctuary Scheme and during the year, Care & Repair dealt with 32 referrals in Wyre for the Sanctuary and Haven Schemes.

Care & Repair has continued to work in partnership with Lancashire Fire and Rescue Service, fitting smoke alarms and making referrals to the Fire Service for Home Fire Safety Checks and winter safe and warm packs

Funding for Affordable Warmth initiatives was provided by Lancashire County Council Public Health, with Care & Repair the lead Agency for this work in Wyre and Fylde, acting as first point of contact and assessing referrals for eligibility and appropriate support. A separate report is attached (Appendix 1) which details work undertaken and outcomes achieved by Care & Repair. In addition to the funding provided for the project, Care & Repair received funds from the Electrical Safety Council to fund the cost of minor electrical safety works. Care & Repair also raised a further £22,135.90 from charities towards the cost of heating repairs. Affordable warmth work will continue to be provided through the summer to support clients who are eligible

Quality Assurance and Monitoring

Surveys were sent out quarterly to all clients who had core service work completed during the year. A summary of the surveys is attached (Appendix 2), together with a summary of the Handyperson satisfaction surveys (Appendix 3)

Staff

There have been no staff changed during the year

Handyperson Service

During the year, the Handyperson Service carried out 2546 jobs

A breakdown of work carried out is provided with this report (Appendix 4)

The small repairs handyperson service has continued to provide help for clients with works which would not be viable for a contractor but which clients are not able to carry out themselves. Charges for the Handyperson small repairs service brought in £5690.00 contribution towards running costs and 62 clients made voluntary donations, amounting to £481.01, an average donation of £7.75.

Care & Repair has continued to supply and fit keysafes, to order, from Lancashire County Council. The arrangement to deliver and install grab rails and other minor adaptations equipment for Millercare and Cairns Chemist, retailers operating the scheme for County, has also continued. These arrangement work well for both parties and clients benefit from gaining direct access to Care & Repair services via the Handyperson visit

The Handyperson Service carried out valuable work on the Affordable Warmth/Warm Homes Healthy People project, delivering heaters and other measures and installing draught-proofing. The Handyperson Service, together with the Care & Repair Core Service, is key in the effective delivery, by Care & Repair, of any affordable warmth initiatives

The Agency also dealt with 1152 enquiries during the year for reputable trades-people to carry out works which are not appropriate for the Handyperson Service for clients who are able to arrange works themselves, without support from the Care & Repair core service

Finance and Funding

Care & Repair has operated within budget and retains a contingency fund of 3 months operating costs

Lancashire County Council Adult and Community Services and Supporting People have extended the Care & Repair contracts, which run to March 2015. Funding is also in place from Lancashire County Council Public Health, until March 2015

Lancashire County Council has undertaken a review of Home Improvement Agency provision across the County, with a view to funding only specific Home Improvement Services for a limited client group, in place of the current full Home Improvement Agency provision which is currently available in Wyre and Fylde for any resident aged 60 and over or adults with a disability. Representatives from both Fylde and Wyre Districts have been involved in the consultation process. The commissioned service for Fylde and Wyre will continue to be delivered by Wyre Council, on behalf of Wyre and Fylde under the revised commissioning arrangement and a collaboration agreement is being drawn up to finalise the arrangement. The new services will include minor adaptations work and the initial collaboration agreement will be for 3 years, with the option to extend for a further two years.

The funding provided by Wyre and Fylde Districts will enable a broader client base to receive the service that is the case under the County contract

Care & Repair continues to work as a key partner, delivering services which meet priorities and targets for Lancashire County Council Adult and Community Services and Public Health, Wyre and Fylde District Councils, Lancashire Health and Wellbeing Board and the Clinical Commissioning Groups covering Wyre and Fylde. It plays a key role in supporting residents to remain living independently in their homes for as long as they wish, preventing hospital admissions and reducing the need for social care interventions, with the service adapting to meet specific needs and priorities, as demonstrated through the Affordable Warmth partnership project

Michele Scott
Manager
October 2015

Appendix 1

Affordable Warmth Initiative 2014-15

Care & Repair Activity Report

Referrals Received – Total 259

Referring Agencies:

- Care & Repair (Wyre and Fylde)
- Wyre Council
- Fylde Council
- Help Direct
- Fire Service
- Age UK
- CAB
- Lancashire County Council Adult & Community Services
- Occupational Therapist
- Community Nurse
- Fleetwood Hospital
- N-Compass
- LESS
- DISC
- Alzheimer's Society
- Thornton Primary School
- Re-Enablement Team
- Mount View Surgery
- Rapid Response Team
- Integrated Care Team
- Rossall Hospital
- Early Support Discharge Team
- CHiL

The scheme for 2014-15 started in the summer months with preventative work and repairs to prepare vulnerable residents for the coming winter.

As in previous years, Care & Repair (Wyre and Fylde) was the first point of contact for the project. On receipt of the referral, Care & Repair carried out an

assessment to confirm eligibility and determine need and measures were then offered, as appropriate, together with referral to partner agencies funded through the scheme for support on affordable warmth related issues, including help with fuel bills, debt advice, energy tariffs, home energy surveys and Landlord issues.

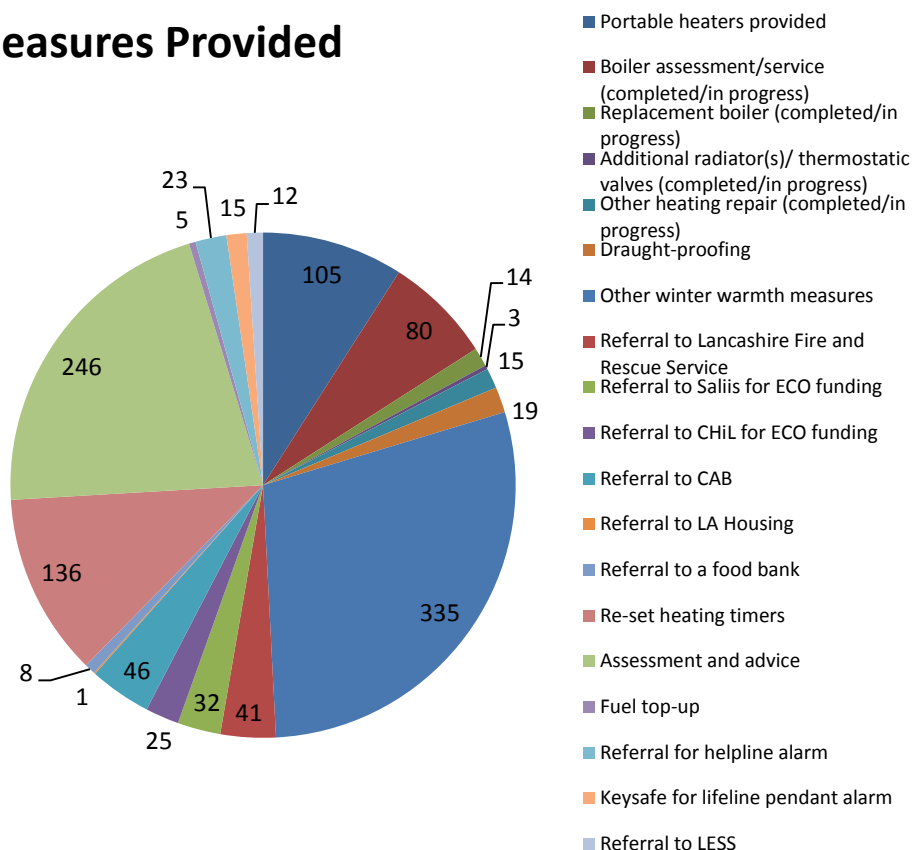
A wide range of measures was available, including emergency portable heaters, electric blankets, carbon monoxide detector/alarms and radiator reflective panels, as well as boiler and gas fire service/repair/replacement, draught-proofing and other heating repairs

249 clients benefited from the project in some way; 8 people who received an assessment had no issues with affordable warmth and 2 of the referrals failed to engage with the project

Measures Provided

Portable heaters provided	105
Boiler assessment/service (completed/in progress)	80
Replacement boiler (completed/in progress)	14
Additional radiator(s)/ thermostatic valves (completed/in progress)	3
Other heating repair (completed/in progress)	15
Draught-proofing	19
Other winter warmth measures	335
Referral to Lancashire Fire and Rescue Service	41
Referral to Saliis for ECO funding	32
Referral to CHiL for ECO funding	25
Referral to CAB	46
Referral to LA Housing	1
Referral to a food bank	8
Re-set heating timers	136
Assessment and advice	246
Fuel top-up	5
Referral for helpline alarm	23
Keysafe for lifeline pendant alarm	15
Referral to LESS	12

Measures Provided



Care & Repair was also successful in securing £22135.90 contribution from charities towards the cost of heating repairs, which increased the overall effectiveness of the project, enabling maximum benefit for the funding available.

Feedback from clients on the work done has demonstrated the value to clients of the affordable warmth project with regard to supporting them to maintain their independence:

“Thank you so much for the ongoing help and support you have shown me during what I can only report as trying times.

Please can you pass on my gratitude to all sponsors who have contributed to both the replacement boiler and also the gas fire and surround along with the contractors who were so good.

I can move back into my house and be at least warm and comfortable thanks to everyone’s generosity, without which my house would have remained cold and a bleak outlook to return to.”

“Our house was so cold and draughty we had to use blankets and hot water bottles during the day, our heating bills were high. We have found a big difference.”

“Excellent staff very conscientious and kind especially when one has severe disability.”

Appendix 2

ANALYSIS OF CUSTOMER SATISFACTION SURVEYS - April 2014 to March 2015

Number of surveys sent	52
Number of surveys returned	28
%age return	54%

1 How would you describe the approach and attitude of the agency staff that you have had contact with?

	Excellent	Good	Average	Poor
Courtesy	23	5		
Helpfulness	21	4		
Knowledge	22	4		
Overall Quality of Service	24	3		
Total	90	16	0	0

Do you have any other comments regarding the Care & Repair staff?

- 1 I have been tret wonderful
- 2 Everyone has been very helpful, I don't think you can improve in any way
- 3 Carry on with the good work
- 4 Excellent service
- 5 Excellent service provided
- 6 We think all the staff that have helped us have been brilliant
- 7 Brilliant
- 8 It was a shame that when issues were raised our contact Paul was too ill to attend and my son had to deal with the problems. I know this can't be helped but surely another member of your team could have attended (*This was not the case. The son raised issues before the work was complete. A member of staff attended whenever was necessary MS*)
- 9 Thank you all

- 10 Yes, I wrote to Council about another matter (porch & dimensions & permission). 'Cos I mentioned it was drafty & cold (Knott End) I was contacted by a lady who enabled me to access your services. I was surprised but delighted
- 11 They were all considerate and helpful would recommend them most highly
- 12 Very helpful
- 13 I enclose postal order for sum of £30 for courtesy and helpfulness to me
- 14 They were very helpful and got the work done for us. Thank you
- 15 Gave 100% of their time & very helpful with any query made. Can't fault them at all
- 16 The Care staff have been so kind and helpful and it is very much appreciated. With thanks
- 17 Excellent staff very courteous and kind especially when one has severe disability
- 18 I am very thankful for the help, dedication and overall support particularly of Louise, without her going the extra mile for me I would have had no heating at all. I am still in a 22 month house insurance claim but we have warmth, bless you

2 How would you describe the overall performance of the contractor?

	Excellent	Good	Average	Poor
Courtesy / Helpfulness	19	7		
Tidiness and safe working	17	7		
Time kept waiting to start/finish job	16	5		
Overall Quality of Service	18	6		
Total	70	25	0	0

3 Would you recommend this contractor to other people?

Yes	27
No	1

Do you have any other comments about the contractor or the work done?

- 1 They were nice and friendly
- 2 No
- 3 Highly satisfied with the work you have done

- 4 Very pleasant and good hard worker. Great
- 5 Found them to be clumsy at times. Damaged a few things though they did replace
- 6 Found him very pleasant and helpful
- 7 Very pleasant electrician and listened to your concerns
- 8 Work was done with a few hickups along the way plumbers had to return a couple of times to fix problems occurring during and after completion
- 9 Very very pleased with service
- 10 Had several issues with the contractor and although the work was completed in the end the amount of time it took and the at times rudeness of the workers means I would not recommend them or have them carry out future work on my house (*We are not aware of any times the contractor was rude to our client, who was challenging, to say the least MS*)
- 11 No
- 12 Contractor came back finishing work to our satisfaction (Full marks)
- 13 No
- 14 Would give them 5 stars for all the work completed
- 15 Very helpful
- 16 He was very efficient and did a really good job. Thank you
- 17 The contractors did have to come back and re-do the work. On the whole they were courteous and polite
- 18 None
- 19 I was very apprehensive of having a boiler in my bedroom but this contractor got me the quietest boiler ever and it is no issue at all. The local fitter was exceptionally good, helpful and tidy and I would be very pleased to recommend this company to anyone in the future

4 Would you use Care & Repair again or recommend the service to other people?

Yes	25
No	1

5 Has using our service helped to maintain your independence? If so, how?

- 1 I would not have the feeling of being safer
- 2 No
- 3 It is good to know your help is only a phone call away
- 4 Yes. Having constant hot water and not having to call out an engineer every so often to repair the old boiler

- 5 Great to phone and get help from someone on the other end of the phone
- 6 Would have been unable to afford to get these repairs done ourselves
- 7 Was overwhelmed with the service and help we have received and it has helped us immensely
- 8 Helped us financially as it was impossible for us to afford having the new plumbing fitted
- 9 Had no heating or hot water
- 10 I could not have carried on living by myself because the kitchen floor was sinking
- 11 YES It has given myself confidence to go down my back and front doors
- 12 Yes! Confidence with outside workers (unknown) (That's a main factor)
- 13 Definitely - service on boiler and sheets on the back of outside wall radiators - I knew nothing about this service, it has made a difference
- 14 Have helped my independence immensely as I have difficulty with all movement
- 15 By knowing I can ring anytime for help and advice
- 16 Our house was so cold and draughty we had to use blankets and hot water bottles during the day, our heating bills were high. We have found a big difference since new windows and I would like to thank you again
- 17 Yes as I don't have to go in a nursing home just yet
- 18 Trusted people coming to the house
- 19 I am now warm and although waiting for further work to be done, it is my insurance company which is holding up everything now

6 How do you think we should tell others in need about our service?

- 1 Please they should do. I feel not humble and help is here for us oldies
- 2 N/A
- 3 All the people I am in contact with do know about Care & Repair service
- 4 Word of mouth is the best way of advertising. My father having been in business for 40 yrs proved it
- 5 We did not know this service was available until we phoned enquiring. More advertising and leaflets letting people know what services you can provide
- 6 We only found out about the service through enquiring, might be beneficial to advertise with leaflets etc of services
- 7 In green book
- 8 Maybe leaflets advertising what you do
- 9 I think you should as the service will help many people
- 10 Information packs at CAB offices
- 11 Perhaps pop a booklet in with Council Tax

- 12 Libraries, Age Concern groups & make sure people are genuinely needy. Care assistants would know genuine people who would benefit
- 13 Perhaps with more advertisement, after looking at the cost of it
- 14 Definitely
- 15 I would recommend the service
- 16 Send more leaflets through doors. I was told about Care & Repair by word of mouth when I used to go to Garstang Day Centre
- 17 Facebook or advertising in Doctors surgery
- 18 Advertising
- 19 Local paper
- 20 I am not sure how you advertise as I already knew about Care & Repair Blackpool when dealing with Ray's mum's need for a shower many years ago. Maybe supermarket notice boards and doctors surgeries

7 If you feel that you have been treated less favourably because of your race, colour, national or ethnic origin, religion, gender, disability, age or sexual orientation, please give details

- 1 Only as a human being
- 2 Not necessarily treeated less favourably but got impression if you work (regardless of age etc) you do the wrong thing
- 3 N/A
- 4 No
- 5 I had the feeling that the contractor was at first treating me like I was stupid at times but my son was at hand to help deal with them
- 6 N/A
- 7 N/A

8 Is there any other way in which you think we can improve our service?

- 1 Yes! Realise that you wouldn't be asked for help if it could be afforded by the person concerned - everyone who works - at times do need help - as much as the non-workers
- 2 Just keep up with the good work. Don't forget to say a 'BIG THANK YOU' for the TWO LOTS DONATIONS. THANKS AGAIN
- 3 Excellent service that we did not know was available for all this help. Information made available explaining all services that can be provided
- 4 No
- 5 No. Thank you so much for everything

- 6 I think more in progress visits may help more instead of me (the customer|) having to phone when issue arises
- 7 No. Everything was tickety boo. Thanks to Louise & co
- 8 If the service is the same to other people it was to myself then the treatment can not improve (but all the public are not alike)
- 9 Continue with your courtesy/helpfulness. Remember we are elderly persons still wise, kept our house in repair 50 yrs. Us? Still (great workers but) (Body now in need of repair) xx Cheers
- 10 Yes my name was passed to Care & Repair, but I never did get my question answered - "Do you need permission to put a side porch on; are there dimensions issues"?
- 11 If it is possible to achieve more funding from the Government or private companies, BNFL, BAE Systems, BT, National Savings
- 12 Well satisfied
- 13 For now we can't think of any and we are very pleased with everything
- 14 To hopefully achieve more funding from the Government or local Council
- 15 Already good service
- 16 For me everything was very smoothly done, the hold ups were not of your making and all dealings have been good and very helpful. Thank you

APPENDIX 3

ANALYSIS OF HANDYPERSON CUSTOMER SATISFACTION QUESTIONNAIRES 2014-15

	April	July	October	January	Total
Number of surveys sent	20	20	20	20	80
Number of surveys received	13	10	11	12	46
Percentage return	65%	50%	55%	60%	58%

Please rate the service you have received

	Excellent	Good	Average	Poor
Courtesy of staff	32	10	1	1
Helpfulness of staff	32	10	1	1
Time kept waiting	29	13	2	
Professional/Technical knowledge	31	14		1
Quality of service	32	11	2	

Has the Handyperson service made a positive difference to how you live in your home?

Yes	38	83%
No	1	

General comments regarding our Handyperson service

- 1 By & large it is a very useful service mainly fixing things which once we did. I am really quite happy as the service is
- 2 As I live alone, the Handyperson Service is a lifeline for me. Your staff are all friendly, helpful and cheerful young men
- 3 I am 90 they are very good workers and very helpful as I have nobody. Thank you
- 4 Very professional
- 5 Quick and pleasant
- 6 Handyperson inspected our shower and told us he was unable to fit grabrails as the walls were plasterboard and would not safely stand my weight
- 7 Very pleasant handyman - unable to fix dripping tap because of type of tap. Mended knob on cupboard in hall (good job made)
- 8 Excellent

9 What a great service. I didn't really know about it. I will make sure I give a donation next time
10 The service is a great help to elderly people, especially those with poor DIY skills. We sincerely hope it continues as we will, most likely, need to use it again
11 I have been using your handyperson service since 2009. I have always found your staff excellent and professional in every way. I have recommended your service to many of my friends
12 Kevin is very helpful, I couldn't ask for more - thank you
13 I found the person concerned to be very kind & helpful and a proper gentleman
14 Friendly and helpful
15 Very pleased, here on day & time promised
16 Could not be any better
17 Very helpful
18 Very good I was really pleased
19 Wonderful service couldn't be more friendly polite and caring
20 Superb, I would have struggled without it. Staff have always done a good job, with no fuss. Clean, tidy, helpful without exception
21 Very good
22 A good service for elderly people
23 Very good and helpful
24 All is very well done. Thank you
25 V happy with the service - thank you
26 The job was simply to fix a new washing line
27 Very pleased with the competence of the handyman and the work he did. Would be happy to pay more (eg £10 per hour) instead of feeling as if I was getting more than I should and taking advantage
28 Great man and so courteous and helpful
29 Excellent service
30 We have always got good service and advice and regularly recommend the service to our friends and neighbours
31 V Good/excellent. You would be better doing this survey just after the job was done
32 The gentleman who came to do the work was abrupt and not very co-operative. He said they were only supposed to change light bulb etc
33 Made my safe and secure

How might we improve our Handyperson service?

- 1 It would help to have the service extended to electrics, there are lots of small jobs which earlier in life one dealt with oneself and fuses, the odd wonky plug or switch which only require fairly basic skills and knowledge
- 2 I had a toilet seat fitted but did not purchase the seat before the handyman came as I needed advice. In future if I get a call before they come telling me what I will need- as the handyman was not too pleased I had not purchased the seat (he did the job well tho)
- 3 It is already excellent
- 4 To try to keep them to help people all the time. THANK YOU
- 5 Always been satisfied with the service you give. We also had some work done in our garden from a list you sent us. Home Services NW did a very good job & cleaned everything away
- 6 Maybe you could get a handyperson who can do painting and decorating and electrical works
- 7 First class
- 8 I don't really know. I was so pleased with it as it is
- 9 No improvement is needed if it is continued to be run as it is at present
- 10 There is no room for improvement as far as the excellent service that I have experienced over the years
- 11 I would find it helpful if they could do small decorating jobs
- 12 In my experience you could not improve on the particular handyman who came to my house. I think that the service could be advertised more as I don't think everyone is aware of these handymen who do jobs like mine
- 13 Often more than one task needs doing because of the needs of the individual. Perhaps more time could be allocated to allow for this?
- 14 Cannot imagine
- 15 Always efficient and helpful
- 16 Sorry I don't know. I was very pleased with my service
- 17 It was very good. Explained everything
- 18 Make it more widely known to elderly people
- 19 No improvement necessary
- 20 No complaint from me
- 21 It's not necessary
- 22 No need
- 23 By being helpful and friendly
- 24 It seems pretty good to me. James who answered the phone was kind and patient and your workmen did a good job. THANK YOU. I am enclosing a small donation £30

If you feel you have been treated less favourably because of your race, colour, national or ethnic origin, religion, gender, disability, age or sexual orientation, please give details below

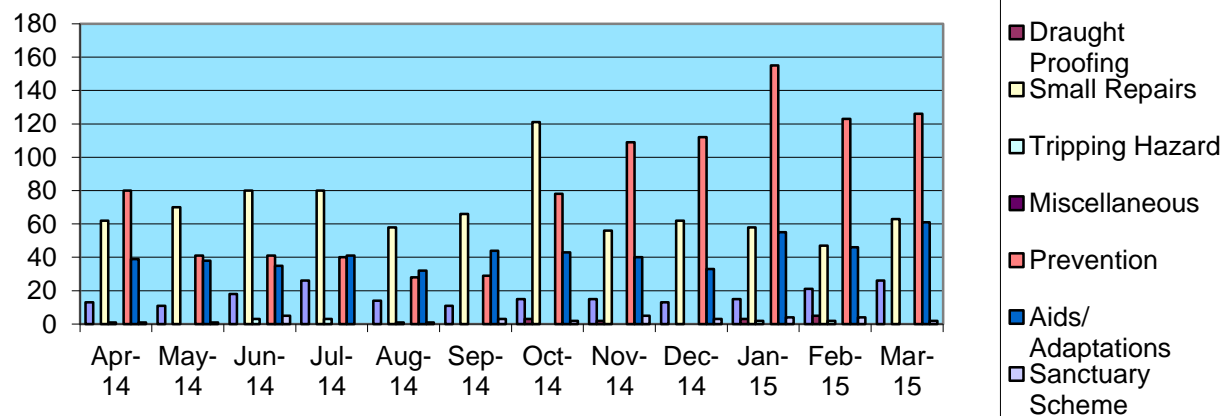
- 1 No problem
- 2 No
- 3 91 years old aged pensioner
- 4 I had a vague feeling that perhaps the handyman thought I could have done this job myself, though he did not say this. From our bits of conversation, I thought he felt that only people about 80+ were truly deserving cases in need of his help
- 5 I just felt he didn't really want to help me. He couldn't be bothered, because it was more than changing a light bulb

APPENDIX 4

Handy Person Data 2014-15

	<u>Security</u>	<u>Draught Proofing</u>	<u>Small Repairs</u>	<u>Tripping Hazard</u>	<u>Miscellaneous</u>	<u>Prevention</u>	<u>Aids/ Adaptations</u>	<u>Sanctuary Scheme</u>	<u>Wyre</u>	<u>Fylde</u>	<u>Total</u>
Apr-14	13	0	62	1	0	80	39	1	130	66	196
May-14	11	0	70	0	0	41	38	1	101	60	161
Jun-14	18	0	80	3	0	41	35	5	122	60	182
Jul-14	26	0	80	3	0	40	41	0	107	83	190
Aug-14	14	0	58	1	0	28	32	1	82	52	134
Sep-14	11	0	66	0	0	29	44	3	86	67	153
Oct-14	15	3	121	0	0	78	43	2	147	115	262
Nov-14	15	2	56	0	0	109	40	5	137	90	227
Dec-14	13	0	62	0	0	112	33	3	121	102	223
Jan-15	15	3	58	2	0	155	55	4	165	127	292
Feb-15	21	5	47	2	0	123	46	4	144	104	248
Mar-15	26	0	63	0	0	126	61	2	168	110	278
Total	198	13	823	12	0	962	507	31	1510	1036	2546

Handy Person Jobs 2014-15



Split of Handy Person Jobs Between Wyre & Fylde

