

A photograph of a smiling man in a wheelchair, wearing a purple hoodie over a white shirt. A woman wearing a colorful patterned headscarf and glasses stands behind him, also smiling. The background is a bright, slightly blurred indoor setting.

ANNUAL
REPORT
2014-2015

Care & Repair LEEDS

323 Roundhay Road, Leeds LS8 4HT. The Home Improvement Agency for Leeds and a Registered Society (Number 25858R), with charitable status.

TRUSTEES

Janice Haigh

Acting Chairman

Rosemary Hardy

Acting Vice-Chairperson

Stuart Marquis

Secretary

Nessa Nedd

Councillor Christine Macniven

Corrina Lawrence

John Welham

Michael Rose

VOLUNTEERS

Ken Watson

Betty Olsen

Trudie Silman

Pat Reader

Delia Maunders

Rozina Razak

Sheila Heden

Ummia Khan

Fatmata Barrie

Lewis Brown

Margaret Hazel

The following observer attends the Board of Trustees Committee:

Ruth Whittaker

Leeds City Council Disability Services Manager

Three Trustees resigned during the year:

Gordon Lee

Treasurer retired 31/03/2015

Karen Mosby

Resigned April 2014

Lois Bentley

Chairperson resigned December 2014

BANKER & AUDITOR

Unity Trust Bank

Nine Brindleyplace, Birmingham B1 2HB

Yorkshire Bank

94 Albion Street, Leeds LS1 6AD

Ian Pickup & Co

123 New Road Side, Horsforth, LS18 4QD

The organisation is a Registered Society and operates according to a set of rules approved by the Financial Conduct Authority. A copy is available for inspection.

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CHAIRMAN'S REPORT

This has been a very busy year for Care & Repair, and many changes have taken place.

In 2011, the role of Chairman was taken by Lois Bentley, who brought many new ideas and a wealth of experience. Unfortunately, owing to personal reasons, Lois had to stand down from this position in October, 2014, and I was asked to reassume the role of Chairman on an interim basis. This I was pleased to do, as Care & Repair means a great deal to me.

The position of Vice Chairman was taken by Rosie Hardy, and I am very grateful to her for all the advice and support she has given me in the past eight months.

At the end of March, 2015, we also said a very reluctant farewell to our Treasurer, Gordon Lee, who joined the Board five years ago and immediately stepped into the post. As an experienced Finance Director, his input has been invaluable, and I am very sorry to lose his expertise, understanding, and support. Gordon, we will all miss you.

Many organisations struggle to fill the post of Treasurer, but Care & Repair has been extremely fortunate. Jeremy Cross, who has great experience in the commercial and banking worlds, joined us in April, and I am very pleased to welcome him to Care & Repair.

Our Board of Trustees continues to be a strong guiding hand, and we are always delighted to welcome new members who bring with them a wide range of knowledge and experience. They are extremely important to the success of the organisation.

During the past year, our Patron, George Mudie MP, told us that he would be retiring at the General Election in May. George has always been a

strong advocate of Care & Repair, and I know that we could not have had a better Patron. We will all miss George and his kind and generous support.

During the last year, we have been in discussion with Leeds City Council regarding changes in our contract and funding streams, and the pilot contract went into place on the 1. April, 2015. We are taking this as an opportunity to carry out a number of significant changes within the organisation, and, as a result, we are looking to operate in a much more stream-lined and cost-effective manner. This will, of course, be extremely beneficial in view of the continued funding cuts which, like all organisations, we are currently experiencing.

These changes will, in fact, enable us to provide an even more efficient and constant service to our clients, who always remain at the heart of what Care & Repair is and does.

The coming year is going to bring new concepts, objectives, and initiatives to Care & Repair, and I know that all those involved, especially Ruth Cornelissen (the CEO), all the staff, volunteers, trustees, and contractors, will continue to support our great organisation. My deepest thanks to everyone concerned.

Janice N. Haigh

Acting Chairman



CASE STUDY - WARM HOMES

Mrs L lives alone in a terraced house. She has severe depression, Epilepsy and has had brain haemorrhages in the past leaving her with paralysis on her left side. When the caseworker visited Mrs L she found her living in a much cluttered house filled with reading books and flat packed furniture in the original boxes. Mrs L spends much of her time at home due to her poor mobility and relies on neighbours for support. She was referred by Leeds City Council because she had not had hot water for 2 years and her only source of heat, a gas fire, was broken. After discussions with Mrs L we decided to replace the old gas fire with a new one and the old water heater. Additional works included the repair of several floorboards in the living room that created a trip hazard and a benefit check identified that Mrs L could be entitled to Attendance Allowance. In the longer term our Housing Choices team are assisting Mrs L in looking for alternative housing on one level to accommodate her passion for reading.

Mrs L phoned recently to say:

"Thank you is not enough for all the work done, you have made a big difference to me in my life"

CASE STUDY - HOUSING CHOICES

Miss R is a 53 year old woman with Type 1 diabetes mellitus and also a mild learning disability. She recently had her leg amputated and is a new wheel chair user. She temporarily lived in a residential nursing home, whilst we supported her to find a one bedroom ground floor, sheltered housing scheme flat.

The Housing Choices caseworker supported her in getting her banding increased and to place bids for suitable accommodation. Miss R was supported to view a property and a meeting with the social worker, occupational therapist, and housing choices was held to ascertain suitability. Miss R accepted based on the multi-agency support and advice offered. The Housing choices caseworker, attended the tenancy sign up and managed the move, which included arranging the removal company, carpet fitter, and a handyman to decorate the property.

Miss R lacked the mental capacity to make decisions regarding her finances, so it was important that we liaised with Miss R's social worker and the receivership team at Adult Social Care to ensure outstanding bills, utilities, etc were dealt with as required.

We liaised with the Social worker to ensure Miss R's carers were informed of the new address and the date of the move. With support from the social worker, warden, and Reablement team Miss R was successfully moved with a smooth transition, from the nursing home to her new property, ensuring that at all times her mental capacity and all decisions around her finances, were protected.

The main objective of Care & Repair Leeds is to promote independent living for older people and disabled people. The main ethos of the organisation is to provide client-centred, flexible and cost-effective services and to be adaptable to meet the changing needs of older people and disabled people in Leeds.

Advice and Information

3,052 people throughout the year were provided advice and information by reception

8,983 telephone calls answered by reception at Care & Repair Leeds

1,041 visitors to reception at Care & Repair Leeds

Warm Homes

624 people benefited from improved heating systems, energy efficiency and insulation

Housing Choices

99 active cases at any one time

Disabled Adaptations

61 disabled adaptations, including extensions, in the homes of disabled adults and children

Falls Prevention

545 received home assessments and improvements to reduce the risk of falling

Support My Life

221 people purchased daily living aids through this service

Memories

97 people have benefited from individual library loans

580 people have benefited from group loans

624 people have attended information sessions regarding the service

Hospital Discharge

1,836 minor adaptations to ensure that the people could leave hospital as soon as possible

Healthy Lives Healthy Homes

102 home assessments and necessary works to support people living independently

Home Repairs

924 people received this service which involves carrying out minor repairs

119 people who used the private handyman service

66 vulnerable households who had been victims of burglary, received security interventions

Silverlinks

42 older people have received one-to-one support from a Silverlinks volunteer

127 older people have taken part in project activities

57 received information and advice to increase their knowledge of housing and care issues

Leeds Directory

41,996 visits to the website to find reliable and flexible services in Leeds

2,869 phone calls were received to the helpline

1,721 organisations are registered with the Leeds Directory

186 are checked and vetted Green Tick providers



ORGANISATION 31/03/15

Ruth Cornelissen

Chief Executive

Mark Smith

Technical Manager

Kevin Joseph

Senior Technical Officer

Steve Robinson

Technical Officer

Samina Akhtar

Healthy Lives Healthy Homes
Caseworker

Abul Kalam

Technical Caseworker / Asian
Outreach

Angela Hart

Admin Support Officer

Sharon Brooks

Caseworker Manager

Katie Hammond

Prevention of Falls Caseworker

Carole Skene

Prevention of Falls Caseworker

Hugh Barrett

Housing Choices Caseworker

Mark Wogan

Housing Choices Caseworker

Ravinder Summan

Warm Homes Caseworker

Rozina Razak

Warm Homes Admin Support

Angela Wade

Finance & Monitoring Manager

Alan Schofield

I.T. & Admin Support Officer

Josh Lucas

Accounts & Admin Support
Officer

Linda Thackray

Receptionist

Marilyn Lee

Receptionist

Janet White

Social Enterprise Manager

Mark Ford

Web Development /
Communications Officer

Lisa Stones

Marketing & Development
Officer

Atif Rafiq

Provider Monitoring & Admin

Amina Manduri

Helpline & Admin Support
Officer

Karen Bentley

Memories Outreach Officer

Lynda Robinson

Admin Support Officer

Barbara Bailey

Silverlinks Project Officer

THANK YOU

Leeds City Council's Health & Housing, Adult Social Care, Children's Services, Public Health, Housing Leeds, Sustainable Energy & Climate Change team: Leeds North Clinical Commissioning Group: Leeds South & East Clinical Commissioning Group: West Yorkshire Police & Crime Commissioner: Department of Energy & Climate Change: Care & Repair England: FirstStop Advice for Older People: Foundations: Foundations Independent Living Trust: Feel Good Factor: Age UK Leeds: Carers Leeds: William Merritt Centre: Nottingham Rehabilitation Supplies: Leeds Older People's Forum: Leeds Neighbourhood Networks
With thanks to Eversheds for their support.

HOW WE MAKE A DIFFERENCE...

“Thank you is not enough for all the work done, You have made a big difference to me in my life.”

“Service excellent - friendly / trustworthy people - I felt safe and comfortable him being in my house and not taking advantage - they cleaned up afterwards which is appreciated very much.”

“Great service. Quickly carried out by a very nice, polite young lady who was very tidy.”

“Couldn’t be better. They were there the next day.”

“Thank you so much. Having hot water is such a luxury.”

“The workmen were most helpful explaining how my shower worked and both men were very polite.”

“I was over the moon with your service. I thank you so much.”