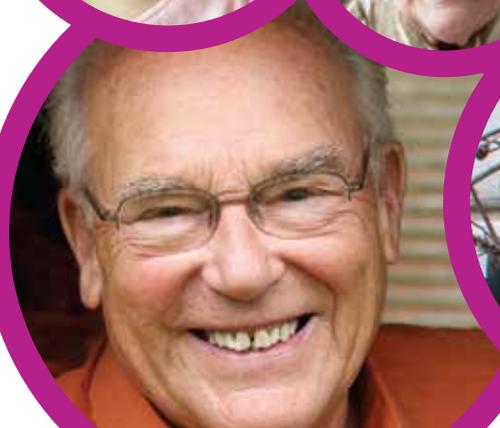




# Care & Repair

LEEDS



ANNUAL  
REPORT  
2015-2016

## CHAIRMAN'S REPORT

Once again, the last year has been one of change and progression at Care & Repair, and I am very grateful to my fellow officers, for their time, input, and support during this time.



At the last AGM, my position as Chairman was ratified, and so I am delighted to be a part of such outstanding and constructive development, which Care & Repair is currently undertaking.

Jeremy Cross, our new Treasurer, has brought a wealth of knowledge and experience to the organisation, and is a great asset and support; Rosie Hardy, the Vice Chairman, brings business and legal expertise, as well as a great deal of common sense; and last, but certainly not least, Stuart Marquis, our Company Secretary, brings commercial and financial wisdom, as well as a long-standing knowledge of the organisation. Care & Repair is truly blessed to have such expertise at its heart.

In early 2015, when we learned that our Patron, George Mudie MP, intended to retire at the General Election, it was decided to approach the Rt. Hon. Hilary Benn MP to be our Patron. As the MP for Leeds Central, it was thought he would be the ideal person, and I am delighted to say that he accepted the invitation. We are very fortunate to have such a distinguished and well-known Patron.

The pilot contract and changes in our funding streams with Leeds City Council have now been in place for over a year, and they seem to be working well. These changes have given Care & Repair the opportunity to consider important changes within the organisation. The Officers and Trustees decided to bring in a Business Doctor, Simon Monaghan, to guide and support us through this challenging time.

With his help, we are in the process of a restructure, which will enable Care & Repair to work in a much more holistic and cost-effective way. As a result of these changes, opportunities are being created for existing staff, and new senior posts are currently being filled. I offer my cordial thanks to Simon.

Last September, we were awarded the Warmth for Wellbeing Service contract, which is funded by Leeds City Council and Clinical Commissioning Groups. The successful tender was achieved in collaboration with Groundwork Leeds, and this was Care & Repair's first experience of tendering in partnership. Changes to the way in which services are now being commissioned mean that working in association with other organisations in order to secure funding is the way forward. Such an excellent result bodes well for the future.

The Officers and Trustees are also looking at the governance of Care & Repair. New legislation introduced during 2014 has pressed us to re-write the Rules under which the organisation operates. This has been a huge undertaking, and I would like to thank the members of the Governance Sub-Committee, who have given time and knowledge to this difficult task.

Without the support of my fellow Trustees, who willingly give their valuable time and expertise to volunteer for a wide range of tasks, Care & Repair would not be able to operate at the optimum level it currently does. My sincere thanks to them all

Finally, I offer my grateful thanks to our CEO, Ruth Cornelissen, the senior managers, all the staff, and the volunteers of Care & Repair for their hard work, support, understanding, and co-operation during this time of development. I am sure that the coming year (Care & Repair's thirtieth anniversary) will prove successful for our indispensable and respected organisation.

Janice N. Haigh  
Chairman

## TRUSTEES

**Janice Haigh**

Chairman

**Rosemary Hardy**

Vice-Chairperson

**Stuart Marquis**

Secretary

**Jeremy Cross**

Treasurer

**Councillor Christine Macniven**

**Corrina Lawrence**

**John Welham**

**Michael Rose**

**Susan Clamp**

**Karen Jones**

The following observer attends the  
**Board of Trustees:**

**Ruth Whittaker**

Leeds City Council Disability Services Manager

**One Trustee resigned:**

**Nessa Nedd**

(retired 20/01/2016)

**PATRON**

**Hilary Benn MP**

**VOLUNTEERS**

**Mike Rose**

**Sally Louise James**

**Lewis Brown**

## BANKER & AUDITOR

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.

**Unity Trust Bank**

Nine Brindleyplace, Birmingham B1 2HB

**Yorkshire Bank**

94 Albion Street, Leeds LS1 6AD

**Garbutt & Elliott**

33 Park Place Leeds LS1 2RY

## 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, Care & Repair England, EAC FirstStop, Foundations, Foundations Independent Living Trust, Feel Good Factor, Age UK Leeds, Carers Leeds, Leeds Older People's Forum, Leeds Neighbourhood Networks, Henry Smith Foundation  
With thanks to Eversheds for their support

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

# OBJECTIVES, ACTIVITIES AND ACHIEVEMENTS

## CASE STUDY - HOUSING CHOICES

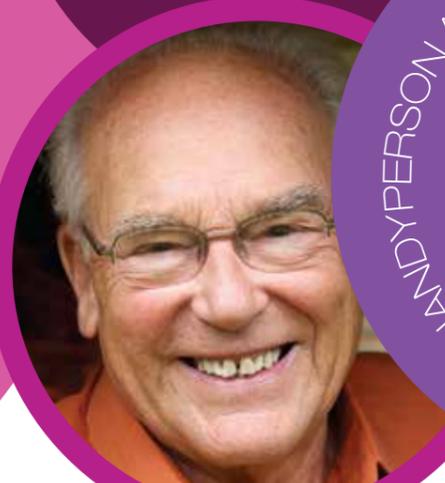
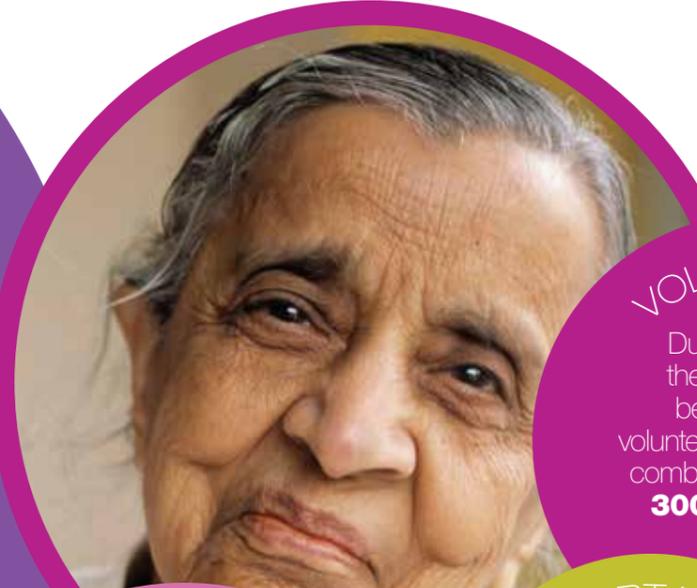
Miss R is a 53 year old woman with Type 1 diabetes mellitus and also a mild learning disability. She recently had her leg amputated and is a new wheel chair user. She temporarily lived in a residential nursing home, whilst we supported her to find a one bedroom ground floor, sheltered housing scheme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



**HEALTHY LIVES HEALTHY HOMES**  
**104** people received a home assessment, providing advice and information, and arranging necessary works to support them to continue to live independently.

**VOLUNTEERS**  
 During the year, the organisation benefited from volunteers contributing a combined total of over **300** hours of their time.

**HOUSING CHOICES**  
**164** people were supported and left the service, with a further **85** people still in the service receiving support at the end of the financial year.

**FIRSTSTOP HOUSING & CARE OPTIONS**  
**203** people received advice and support and talks were delivered to **27** community and voluntary groups reaching a large audience.

**SUPPORT MY LIFE**  
**395** enquiries were dealt with for the service, **158** orders for the purchase of aids and equipment.

**LEEDS DIRECTORY**  
**1,816** organisations registered **211** are Green Tick; **3,347** phone calls were received to the helpline; **111** referrals received by email; **61,611** visits to the website, with a total of **94,759** service users reached.

**WARMTH FOR WELLBEING**  
**226** households were assisted through this service in the first 6 months of the contract with repairs and servicing of appliances.

**ADVICE AND INFORMATION**  
**12,560** enquiries throughout the year, consisting of providing advice and information to **2,587** people, handling **9,010** telephone calls and dealing with **963** visitors.

**DISABLED ADAPTATIONS SERVICE**  
**35** major disabled adaptations, including home extensions, in the homes of disabled adults and children, with a further **34** cases in the design or construction phase at the end of the year.

**REMINISCENCE 'MEMORIES' LIBRARY**  
**266** people have benefited from individual loans, and group loans and **40** presentations have been delivered reaching over **1,000** people

**WARM HOMES**  
**411** households had work completed through this service, **23** received advice and information.

**MINOR ADAPTATIONS AND REPAIRS PILOT FOR INDEPENDENT LIVING**  
**2,634** people were assisted through this service, including **528** who were assisted with a safe discharge from hospital contributing to reducing the risk of bed blocking. A further **225** people receiving advice and information only.

**HANDYPERSON AND TARGET HARDENING SECURITY SERVICE**  
**223** people received this service. In partnership with West Yorkshire Police, **57** households who had been victims of, or at high risk of domestic burglary, also benefited from home security interventions.

## CASE STUDY - WARM HOMES

Mrs F

lives alone and has various health problems, the main issues being arthritis and a worn vertebrae. She had always found her home to be very cold and draughty and had been saving for over a year to afford external wall insulation (with some funding agreed from a council scheme). Mrs F had recently had a new boiler installed with the assistance of Care and Repair funding. Following this work Mrs F approached Care and Repair again to see if we could assist with a new gas fire. As all other funding sources had been utilised with the new boiler, she was delighted to know that we could use FILT SSE funding towards this and was happy to pay a contribution. She had a very large open fireplace in her living room with no working fire, thus leaving this room very cold. On inspection our heating engineer also found the flue was allowing escape of fumes into the adjacent property. The engineer was able to supply and install a new gas fire and carry out all the necessary work involved with this. Mrs F is now able to sit in her living room comfortably. Additionally, the FILT SSE money meant she was able to keep small savings to put towards her external wall insulation which will further improve the warmth of her property.

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.

# ORGANISATION 31/03/16

**Ruth Cornelissen**

Chief Executive

**Angela Wade**

Finance & Monitoring Manager

**Alan Schofield**

I.T. & Admin Support Officer

**Josh Lucas**

Accounts & Admin Support  
Officer

**Linda Thackray**

Receptionist

**Marilyn Lee**

Receptionist

**Sharon Brooks**

Caseworker Manager

**Katie Hammond**

Caseworker

**Abul Kalam**

Caseworker

**Ravinder Summan**

Caseworker

**Samina Akhtar**

Healthy Lives Healthy Homes  
Caseworker

**Hugh Barrett**

Housing Choices Caseworker

**Mark Wogan**

Housing Choices Caseworker

**Joanna Rianga**

Housing & Care Options  
Caseworker

**Judith Dunderdale**

Memories Outreach Officer

**Lavena Lawrence**

Admin Support Officer

**Rozina Razak**

Admin Support Officer

**Tony Perrett**

Senior Technical Officer  
(Temp Agency)

**Steve Greenwood**

Technical Officer  
(Temp Agency)

**Vacancy**

Social Enterprise Manager

**Mark Ford**

Web Development /  
Communications Officer

**Dean Butcher**

Marketing & Development  
Officer

**Vicky Newton**

Provider Monitoring & Admin  
Officer

**Amina Manduri**

Helpline & Admin Support  
Officer

**Lynda Robinson**

Admin Support Officer

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

## HOW WE MAKE A DIFFERENCE...

*“Very happy with the service and care. Thank you all very much”.*

*“I would like to thank the Care & Repair team for all that they did for us and hope to have more work done. The Care & Repair team do a lot of hard work and may it continue. We would be lost without them”.*

*“Very efficient. Didn’t have to wait long for work to be done. Very satisfied with the work provided”.*

*“The service was very fast. The work was excellent, efficient. Very friendly, he cleaned up when finished. Very grateful for the work carried out”.*

*“I’m very happy with the service provided. It has given me more confidence to deal with challenges that are concerned with age. Thank you very much for providing the service”.*

*“I feel more secure and more independent”*

*“I can’t praise this service, enough. It’s good to have this service in the community”*

*“A welcome service, which was surprisingly free”.*