

Manchester *care & repair*

Manchester Services Review 2008 - 2011



Manchester Care & Repair is a local not-for-profit organisation that is funded by Manchester City Council and others to help older and vulnerable people to live in a warm, safe and secure environment.

Our clients are householders who are aged 60 years and above and are normally owner-occupiers or private tenants, although many of our services are available to older people who are council and housing association tenants. There is a wealth of evidence that practical help in the home is the highest priority for older people, and that older people who own their home may not have the resources to keep their home warm, safe and secure.

Our three main services are:

- 1 to help older people across the city who are struggling to manage small “DIY” repairs by providing a Handyperson service and falls prevention advice and measures**
- 2 to help maintain and improve independent living at home by supporting clients to access a range of welfare benefits and services for older people (Manchester Independent Living Service - MILS)**
- 3 to help older owner-occupiers with major property repairs and improvements including deciding on the repairs required, finding a reliable contractor and accessing interest-free finance**

All our advice services are free. The popular handyperson service is free (clients pay only for materials used) and we offer free caseworker and technical support to owner-occupiers who want to finance home repairs from savings or by accessing affordable, repayable financial assistance products.

Our services have developed in response to local need and the following report describes the achievements and outcomes from the services as well as evidence of their value.

Efficiencies

We are particularly pleased that this report shows strong efficiency gains across all services while maintaining extremely high levels of client satisfaction. It also reports on our national award for handyperson services.

We work alongside various departments within Manchester City Council e.g. Private Sector Housing, The Energy Group, Supporting People and Directorate for Adults. (Responding in particular to the requirements of Older People’s and Advice and Prevention commissioners.) We are grateful for the grants and commissions awarded and for the recognition of the strategic importance of our efforts in the strategy – Manchester: A Great Place to Grow Older: 2010-2020

At this time of uncertainty for the future of many local services, we believe that the evidence available to support the value of our interventions is compelling. It clearly reduces the need for costly statutory interventions and is a high priority in the view of local older people.

Janette Linacre
Manchester Services Director



A Message from our Chief Executive

Manchester Care & Repair Ltd. is a local charity that delivers services known as “Home improvement agency” or “HIA” services. Most services are supported by local councils, and we have historically worked to meet the objectives of greater health and independence for older people, reducing fear of crime and the impact of bogus callers and rogue traders, maintaining the private sector housing stock, increasing energy efficiency and reducing fuel poverty, and supporting older and disabled people to access benefits and services and to make their voice heard.

We have worked in Manchester for 20 years and in Trafford for 10 years. We started to manage the Generation Project in 2002. In October 2011, we have been selected to start delivering Care & Repair in Wigan Borough.

As an employer of local people we are pleased to hold the accreditation “Investor in People” (IIP) and for each service to hold the Foundations Quality Mark for HIAs with all awards at level B and above (C is pass).

Manchester Care & Repair Ltd. (MC&R) is run by a Board of local people. In our aim to continue to meet older and disabled people’s needs at a time of local government cutbacks, we are in a process of change. We will deliver some charged-for services, will make use of volunteers and we will fund-raise from other organisations and individuals. We will involve our service users in promoting services and take their views into account.

The following report gives a flavour of our work in Manchester over the last 3 years, and the energy and commitment of our staff in meeting older people’s needs. You can find out more information on all our services by visiting our web site at www.careandrepair-manchester.org.uk or by contacting us, see details on the back page. If you have any comments, do contact me.

Maggie Walker
Chief Executive



HandyHelp

Our HandyPerson service has grown dramatically over the last 3 years. Additional funding made available by Central Government has enabled us to become operational Citywide. Therefore, we have managed to increase the number of clients assisted per year by 131% since 2008/09. (From 1,679 to 3,882). The service undertakes a range of small repairs and DIY tasks and labour is free (clients pay only for materials used and these can be sourced by our operatives when necessary).

The HandyHelp service performs exceptionally in the eyes of our clients, with 99% of survey respondents stating that they would use the service again. (51% of clients)

Access to an affordable and trusted handyperson service has many benefits as well as helping to keep a property maintained and free from hazards. It reduces the risk of vulnerable residents being exposed to rogue traders and cowboy builders and “that little bit of help” can prove to be invaluable in improving wellbeing and maintaining independence.

As well as contributing to the achievement of Manchester’s strategic objective of making the city a “great place to grow older”, there is increasing evidence and recognition that low level preventative services have a real benefit to statutory agencies such as Health and Social Care, for example by preventing falls and delaying the need to access more costly services.

Central Government recently commissioned Cassiopeia Consulting to produce a tool to measure the financial benefit of handyperson services. The tool is designed to be robust in terms of its evidence base and conservative in its underlying assumptions. Manchester Care & Repair were recently featured in the Department of Communities and Local Government Handypersons Interim Report, highlighting the financial benefits our HandyPerson service generates, using us an example for others. (See table on next page)¹

Handyperson service with funding of £394,000, which was used by 2,317 households in 2009-10

The service is calculated to have:

- Prevented 224 falls
- Prevented 2 burglaries
- Reduced fuel poverty
- Prevented 39 people moving into sheltered accommodation and care homes
- Reduced hospital stays for 10 people

Financial benefits calculated:

- £51,000 for local householders from reduction of fuel poverty and reduced burglaries
- £455,000 to social services
- £162,000 to health from reduced falls
- £3,000 to police

Total benefits calculated as £671,000

STATS
HandyHelp

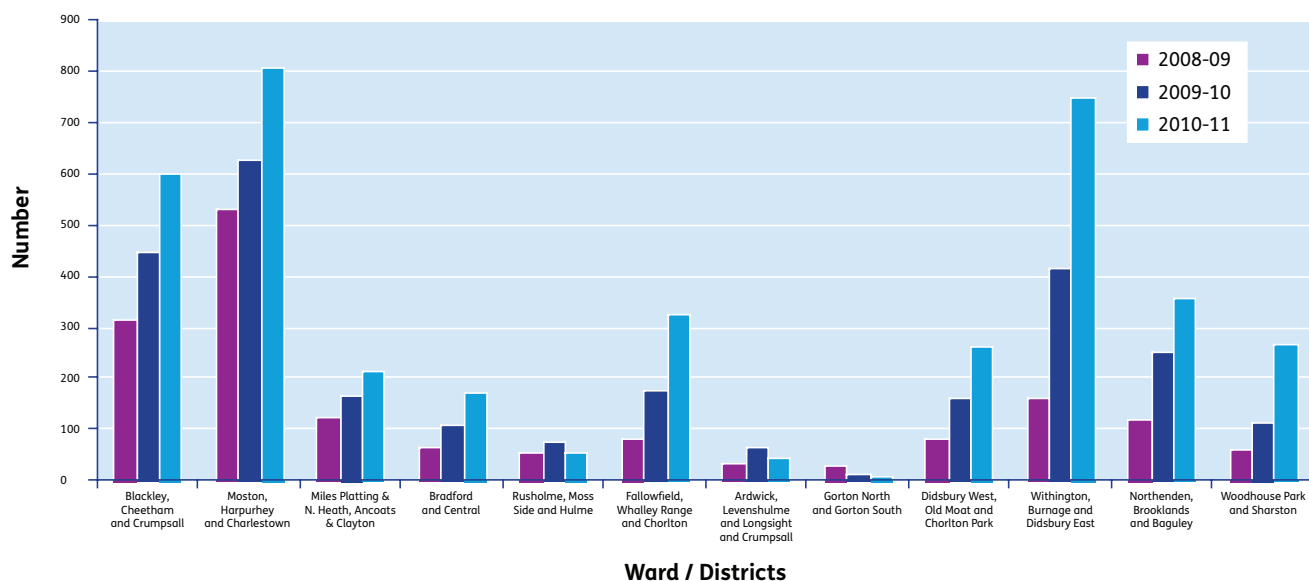
- **130%** increase in clients assisted, from 1,679 in 2008/09 to 3,882 in 2010/11
- **98%** of our clients surveyed over the last 3 years would use our HandyHelp service again
- For every £1 invested in MC&R handyperson services, there is a £1.70 benefit to the City (Government Report)

¹ <http://www.communities.gov.uk/publications/housing/handypersonevaluation>

	2008-09	2009-10	2010-11
Ward/District	Handyperson jobs	Handyperson jobs	Handyperson jobs
Blackley, Cheetham and Crumpsall	314	451	605
Moston, Harpurhey and Charlestown	532	631	810
Miles Platting & N. Heath, Ancoats & Clayton	127	169	217
Bradford and Central	67	107	174
Rusholme, Moss Side and Hulme*	56	76	56
Fallowfield, Whalley Range and Chorlton*	84	176	329
Ardwick, Levenshulme and Longsight*	36	69	48
Gorton North and Gorton South*	31	13	8
Didsbury West, Old Moat and Chorlton Park	84	160	262
Withington, Burnage and Didsbury East	164	416	751
Northenden, Brooklands and Baguley	121	251	356
Woodhouse Park and Sharston	63	115	266
Total	1679	2634	3882

*Owner occupiers in Gorton, Moss Side, Fallowfield, Rusholme, Levenshulme and Longsight had access to the Home Maintenance service (see page below)

HandyPerson Jobs



‘Excellence in Delivering HandyPerson Services’



In Spring 2010, MC&R was presented with the Foundations ‘Excellence in Delivering HandyPerson Services Award’. Foundations is the national body for Home Improvement Agencies in England, and to receive such a prestigious award is testament to our hard work and high quality of service. The presentation was conducted by Tony Lloyd MP at the House of Commons, before a celebration was held with an event at the CUBE Gallery back in Manchester.

This event was attended by The Lord Mayor Cllr Mark Hackett, Executive member for Neighbourhood Services Cllr Paul Andrews and Executive member for Adults Services Cllr Glynn Evans, who all commended us for our achievements. Staff were also treated to a celebration day at the Museum of Science and Industry, to thank them for their hard work in making this happen.



Home Maintenance

MC&R's Home Maintenance team provided a key service over the last 3 years. The service was only available within certain wards of the city. The service operated within a wider scope than our handyman service, as it also offered one to one training to improve awareness of home maintenance issues and to develop practical DIY skills. In addition, it also offered residents the opportunity to develop their DIY skills by running training courses based in a community building which needed a makeover.

In 2009-10, our trainees (ranging in age from 25 to 84) redeveloped the clubhouse at Greenbank Bowling Club. Furthermore, in 2011 an intergenerational project team transformed a disused garage into a visitor centre at Clayton Hall, now being used by schoolchildren visiting the museum.

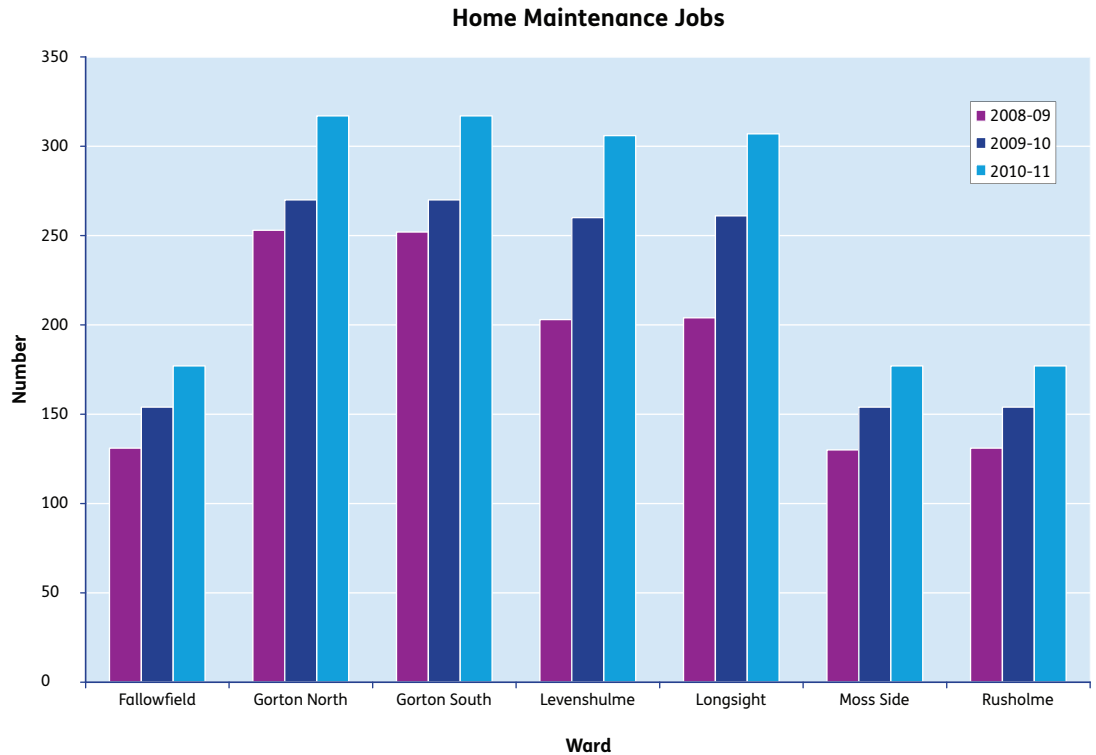
Ongoing efficiency measures enabled us to increase the number of clients assisted by 17% year on year over the last two years (from 1,304 to 1,523 to 1,778). Although the scope of this service allowed for those Under-60 to benefit, there was a steady increase in assistance to the Over-75's, from 37% of clients aged over 75 in 2008-09, to 45% in our last year, highlighting our efforts to support the more vulnerable in society.

As the Home Maintenance scheme was a part of Housing Market Renewal, it has now ended. Older residents can call in the HandyHelp scheme (see pages 4-8) and MC&R are working to continue the innovative training sessions.

Home Maintenance STATS

- **36%** Increase in clients advised or assisted, from **1,304** in 2008/09 to **1,778** in 2010/11
- **99%** of our clients surveyed over the last 3 years would use our Home Maintenance Service again
- **42%** of our clients are aged over 75, and **5%** are aged over 90





The figures above relate solely to efficiency gains, the funding was stable over the period.



Home Maintenance Case Study

Mr. W, Levenshulme

Mr. W is over ninety but still manages to look after himself in his terraced house. Care & Repair have been able to help him a number of times with small jobs and repairs that make his life easier and safer. For example, a key safe was fitted to the front door so that carers could have access more easily. On another occasion, Home Maintenance operatives were able to re-secure the overhead drying rack and fit draught proofing to the back door; the toilet door that was not closing properly was also repaired. It is such small jobs that help to make life easier for Mr. W. He is also grateful for the reassurance of knowing that Manchester Care & Repair is here and that he need only pick up the phone for help.

Manchester Independent Living Service

The role of MILS is to help older people live independently at home, by supporting and encouraging take up of the benefits, services and practical assistance available. Typically, support will last up to 8 weeks and focuses primarily on owner-occupiers and private tenants.

There is evidence from national studies that older people who are owner-occupiers and private tenants are less likely to have the information about support services available to them. Consultation carried out as part of the Housing Strategy for Older People in Manchester found that older owner-occupiers assume that services provided by the council are for council tenants, even when they are for all tenures. The MILS service ensures that the resident is clear that they are entitled to access low-level support services.

MILS Case Study Mr. & Mrs. H, Chorlton

A couple in their 90's, Mr. & Mrs. H were advised and assisted in maintaining their independence in a variety of ways;

- Application for Blue Badge for son's car
- Arranged general assessment from Equipment & Adaptations
- Application for Attendance Allowance

Mr. & Mrs. H now receive an extra £226.50 a week income through their Attendance Allowance and Severe Disability Premium. They also received useful aids around the home from Equipment and Adaptations.

“Your help and knowledge has made such a difference to our lives, day to day things have been made easier & we feel reassured...the extra money is wonderful, we'll no longer have to watch what we spend! We may even treat ourselves to a holiday...we've not had one in over 20 years you know!”

In 2009-10, our MILS team delivered 431 packages of support, increasing to 470 in 2010-11. (9% increase)

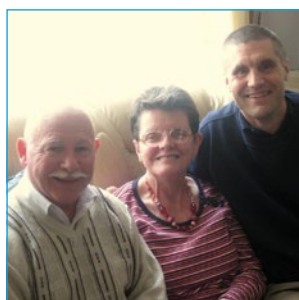
We actively seek client feedback and in 2010-11 had 145 (31% of clients) complete client satisfaction survey forms returned, with 99% of clients saying they would use the service again.

126 clients who responded to our survey said our service had helped to increase their independence and enabled them to stay in their own home, 112 said they felt safer and more secure, 136 said they felt more confident in accessing services we had introduced them to and 97 said that we had helped them to gain more income.

Over the last 3 years, the MILS team achieved an additional £819,000 of annualized welfare benefits, and average additional income generated per case completed is £630 p.a.

	2008-09	2009-10	2010-11
Ward/District	MILS Cases completed	MILS Cases completed	MILS Cases completed
Blackley, Cheetham and Crumpsall	65	110	88
Moston, Harpurhey and Charlestown	52	31	34
Miles Platting & N. Heath, Ancoats & Clayton	18	28	32
Bradford and Central	0	0	14
Rusholme, Moss Side and Hulme	56	19	17
Fallowfield, Whalley Range and Chorlton	25	58	36
Ardwick, Levenshulme and Longsight	99	56	69
Gorton North and Gorton South	51	23	49
Didsbury West, Old Moat and Chorlton Park	0	6	29
Withington, Burnage and Didsbury East	28	67	47
Northenden, Brooklands and Baguley	0	12	20
Woodhouse Park and Sharston	0	21	35
Total	394	431	470

MILS Income Maximisation	2008-09	2009-10	2010-11
Total	£143,270	£350,430	£325,542



MILS STATS

- **19%** Increase in completed cases in two years, from **394** in 2008/09 to **470** in 2010/11
- **99%** of our clients surveyed over the last 3 years would use our service again
- We have helped our clients claim for an extra **£819,000** of annualized welfare benefits over the last 3 years
- **16%** reduction in average cost per contact in 2 years. From £105.69 in 2008-09 to £88.95 in 2010-11

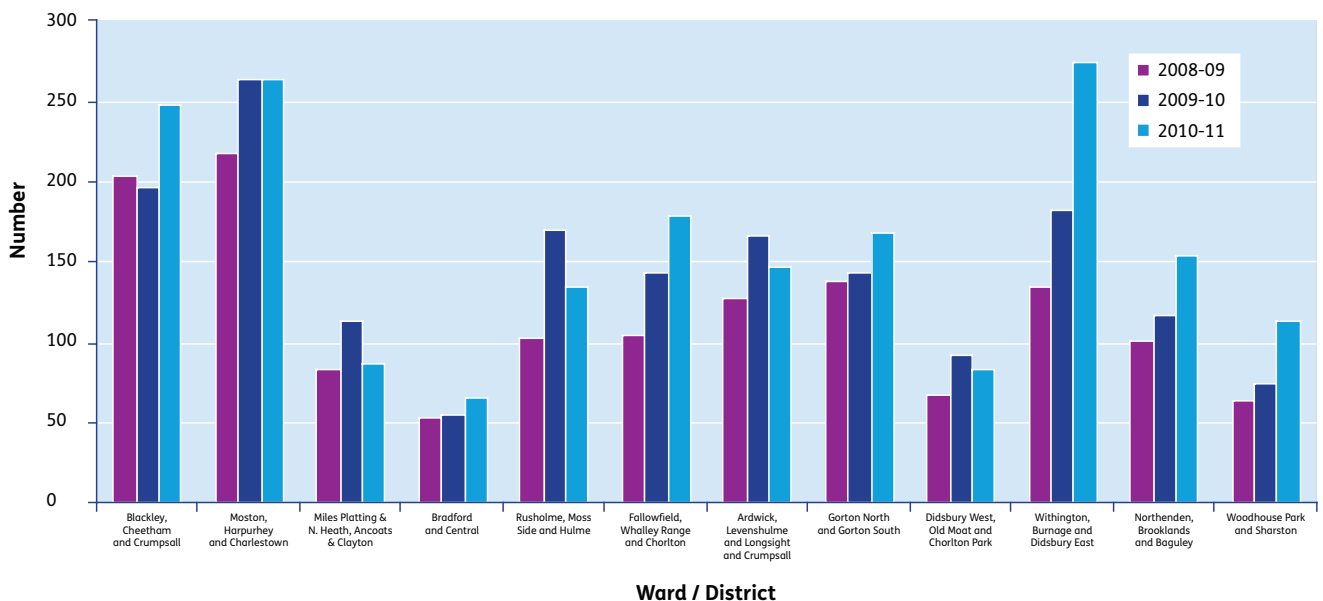
Healthy Homes/Falls Prevention

MC&R's Healthy Homes/Falls Prevention service operates on the following principles:

- Anyone whose work involves visiting the homes of older people should be encouraged to recognise the adverse effects that poor housing can have on health and how MC&R can help.
- MC&R Home Assessors visit all new clients and maximise their “first through the door” opportunity to generate a range of positive outcomes for clients. They undertake a home safety audit and a basic property condition survey which can result in the installation of falls prevention measures (second stair rails, grab rails, non slip bath mats etc.) home safety measures (smoke alarms, carbon monoxide detectors etc.) and onward referral to other MC&R services (handyperson, help with independent living and benefits take up (MILS), help with arranging and financing major repairs) or other external agencies as appropriate.

In order to raise awareness of the effects of poor housing, and how MC&R can address them, we deliver “Healthy Homes” training sessions to front line home visiting staff from a range of backgrounds (e.g. health, social care, housing, victim support). Training sessions are free and can be delivered at a range of suitable venues.

Falls Prevention Safety Audits



Since 2008, the number of safety audits delivered by our Home Assessors per year has increased by 37% on from 1,409 in 2008/09 to 1,930 in 2010/11.

A study by AgeUK shows that every older person who falls and has to go to hospital costs the NHS about £2,500, and preventing hospital admissions has clear economic benefits for the country. However many falls are not reported. Evidence from older people is that fear is a factor in non-reporting, particularly fear of being forced into residential care or otherwise losing independence. Reducing the level of falls that do not result in medical treatment is therefore likely to have a positive effect on overall wellbeing. Referring to the table on page 5, it shows that for every £1 invested in MC&R falls prevention services, there is a £1.70 benefit.

‘National Falls Awareness Days’

MC&R works with others in the city on falls prevention, for instance in June 2008 we worked in partnership with Manchester Public Health Development Service to hold an awareness day on the services available to prevent falls in Manchester.

At the event in Manchester City Centre, older people, their families, carers and the general public were given the opportunity to speak to those involved in falls prevention in Manchester. This included information on free exercise classes, home safety checks and falls prevention services.

At the event, Manchester Care and Repair hosted a stall and informed residents about our ‘Steps to Safety’ project and the free safety equipment we can provide.



Healthy Homes/Falls Prevention **STATS**

- **37%** Increase in safety audits completed in two years, from **1,409** in 2008/09 to **1,930** in 2010/11
- Over the last year, we have fitted:
 - **747** grab rails
 - **437** carpet trims
 - **545** bath/shower mats
 - **685** metres of handrail

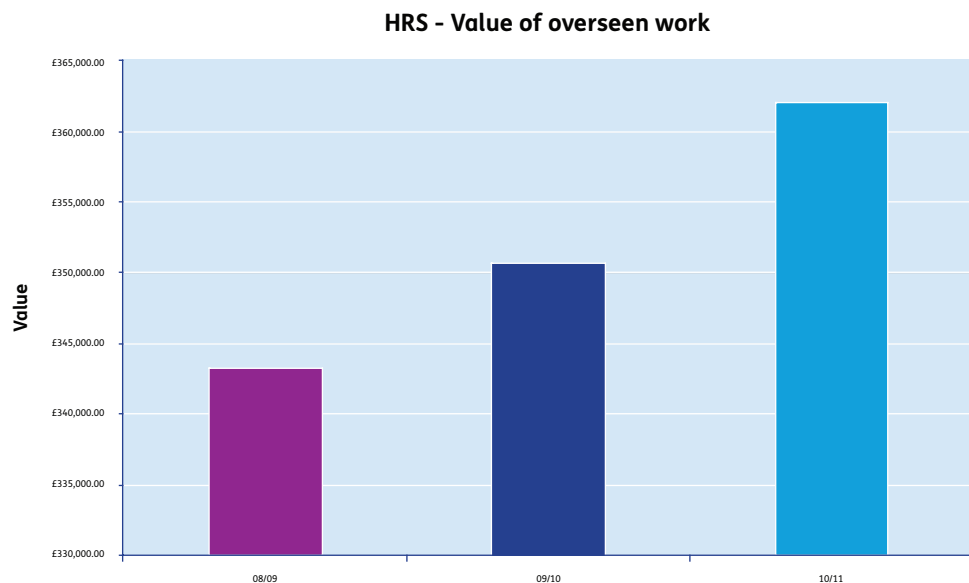
Home Repairs Support

The Home Repairs Support Team provides technical assistance to arrange property repairs and caseworker support to access financial assistance if required.

Over the past 3 years there has been a move away from exclusively grant assistance for owner occupiers, towards clients using their own resources (in a format which is affordable) so that as financial assistance is repaid it is available to assist future clients.

Unlike many Local Authorities, Manchester has developed a range of financial assistance products (repayable grants, interest free loans, property charges and equity share) and MC&R has been instrumental in their delivery.

The Home Repairs support service has had a huge impact over the last 3 years. In that time, our Technical Officers have overseen over £1million of major works and repairs. In addition, our caseworkers have helped clients to claim £670,000 in annualised benefit entitlement.



We actively seek client feedback, and in 2010-11 we had 58 (12% of clients) complete client satisfaction survey forms returned. 95% of clients said they would use the service again, and 95% of clients said they would recommend Care & Repair to others.

Of course, the people best qualified to judge the benefit of our home repairs support service are our clients themselves and included below are some sample comments from our client satisfaction survey respondents:

- I have lived on my own since my husband died 19 years ago. He did everything for me paying bills, doing tax forms, house insurance, car insurance + DIY. So when Care & Repair contacted me telling me of all the little jobs they did in the home, like changing a light bulb, hanging curtains up etc. Only paying for the materials, they made a side gate so as to deter burglars and made me feel secure. I also was delighted with a new walk in shower, it really is lovely and I feel so much safer when having a shower. Thank you for all your help and friendly service, I just cannot thank you enough

- Thank you for the opportunity to have work carried out that would have been a financial problem to us. It has all made a huge difference to our well-being. We let everyone know how good Care and Repair are.

H.R.S. Case Study

Mrs. W, Blackley

Mrs. W is a white British 90 year old widow living alone. She suffers from short term memory loss and gets confused very easily.

Mrs. W had had to move out of her bedroom as the family were concerned about cracks appearing in her bedroom wall. There was also a problem with water penetrating from the roof and finding its way into the electric meter cupboard.

Working with her daughter, we surveyed the property, and arranged for quotations for the re-roofing of her property, new gutters and fascias, and essential structural repair work.

A contractor was appointed and the work was carried out. Whilst carrying out the roof work, it was also noticed that the roof timbers had moved a little, so the contractor was able to remedy this. Mrs. W. also decided to replace a bay window as an extra job.

As a result of the work, the house is now watertight, and Mrs. W. was able to move back into her bedroom.



Home Repairs Support STATS

- **£1,056,000** of works overseen by our Technical Officers in the last 3 years
- **35%** of clients aged over-75
- We have helped our clients claim for an extra **£670,000** of annualized welfare benefits over the last 3 years

Manchester Care & Repair Ltd.

Company Financial and Performance Information

MC&R Ltd's turnover has been of the order of £2m for each of the last 3 years, and each year more people have been reached by our services. We have had 50-55 full-time equivalent staff each year. There is a list of all staff on our website, and you can contact us if you would like to view our accounts. The company was able to make a small contribution to reserves each year to maintain a target level of reserves.

	2008-09	2009-10	2010-11
Clients	13,000	14,500	15,450
% Change on previous year	+20%	+12%	+7%
Staff – avg. fte	52	55	54
Turnover	£1,948,341	£2,182,385	£2,126,364
Increase / Decrease on previous year	+12.2%	+12%	-3%

Manchester Care & Repair Ltd. has a full corporate plan for the next 3 years. It is based on the following:

Mission, Aims and Values

Mission:

To be a leader in delivering and developing repair, support and advocacy services to help older, disabled and vulnerable people to continue living independently in their own home.

Values:

- **listen and give respect**
- **support client choice**
- **be fair and open**
- **be professional**
- **be responsive and innovative and**
- **adopt a partnership approach**

Medium-term Strategic Objectives

- A To provide caring, quality and accessible services that have evidence of value and cost-effectiveness in improving the quality of life of our clients**
- B To use a range of resources and partnerships to support service delivery including drawing on our own reserves**
- C To extend our services to more areas in the North-West of England**

Manchester *care&repair*



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