



# *your needs... our future*

*a review of our past  
and our future ambitions*

**Manchester  
care&repair**

**18 years of improving homes  
and improving lives**

**Key Facts and Figures 2008/9 >>**

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# A view from the Chair



**I am delighted to report that we have helped some 13,000 households in Manchester and Trafford during 2008/9. On their behalf I would like to thank our staff, who have not only maintained the quality of service, but increased productivity so that we are reaching more people.**

Our strong working relationships with our two boroughs, Manchester and Trafford have helped us to develop and deliver the services that residents value.

My colleagues on the Board, and our senior managers, led by Maggie Walker our long-standing Chief Exec have worked hard to develop ideas for a successful future.

We look forward to putting these plans into action so that we have a more diverse portfolio of services to offer.

**Mark Longhill**  
Chair of MC&R Board



>> 13,000 older people helped across Manchester and Trafford >>

## WHAT WE DO

We are a charity that uses funds provided by local councils and others to help older and vulnerable people live in warm, safe homes and to get the services that they need.

## WHO WE ARE

Manchester Care & Repair is one of the most successful independent home improvement agencies. In 2008 we received recognition as an “Agency of the Year” in national awards.



>> **29% increase in Manchester older people helped** >>

## OUR SERVICES

### **Advocacy and support:**

This includes help to use a reputable contractor for home repairs; help to access council assistance for repairs; help to understand and claim welfare benefits; help to find the right services as needs change and intensive help to get back into a safe home for people who have not received or have rejected other support. We also have a small befriending service for east Manchester and run "Take Up Champions" a national pilot of neighbour-to-neighbour information.

### **Practical advice and small works:**

- a responsive handyperson service
- home safety advice, including falls and fire prevention
- fitting grab-rails and minor adaptations on behalf of the council/NHS
- home maintenance advice and training
- information on services available

## HOW WE ARE ORGANISED

We deliver our services from two operational units, Manchester Care & Repair and Trafford Care & Repair, both of which are based at our corporate centre in Manchester. In addition we run our Generation Project from a satellite office in Beswick, East Manchester.

>> **25% of Manchester clients are from BME backgrounds** >>



## MANCHESTER CARE & REPAIR

Our Manchester Care & Repair service has 18 years experience of working alongside Manchester City Council. We have been able to link housing, health and social care funding to meet local needs and drawn in external funding to help us innovate.

Our **Manchester Independent Living Service** uniquely provides a period of support to find the right services to support Manchester residents to live an independent life at home.

Our **Healthy Homes** training helps front-line staff in other services to understand the practical issues in the home and refer clients to us.

Our **Home Maintenance** programmes are supporting residents to carry out preventive maintenance and our practical DIY training courses have now been commissioned for housing association tenants and as part of the national Generations Together programme.

>> **Over 80% of our clients are from the private sector** >>



## GENERATION PROJECT

**Our local older people's advocacy project for East Manchester has the support of BIG Lottery funds to develop advice provision for older people on a local basis.**

We have a local newsletter, regular meetings where service providers meet residents (known as "hotpots" ) and advocacy and befriending services. More uniquely we train local "take-up champions" who are given the confidence to advise their neighbours on the services available and how to access them.

We are grateful to the volunteers who work with us on the "befriending" service for older people.



>> On average we help bring in £26,000 in extra benefits each month >>



## **TRAFFORD CARE & REPAIR**

**Trafford Care & Repair is our area of fastest growth and has been nationally praised for quality service.**

We have a fast-track service fitting minor adaptations, which helps people to leave hospital safely. This operates alongside the expanding borough-wide handyperson service.

We deliver assistance with homeowner repair grants and welfare benefits and are developing our role in supporting users of Disabled Facilities Grants. We use our reputable contractors list to help reduce the worries of bogus callers and rogue traders and promote energy efficiency with support from Scottish Power.

**>> All work programmes met or exceeded targets >>**



*...bringing people together*



*...seeking out the best solutions*

**>> 12 Healthy Homes courses delivered to 158 delegates >>**

*...discussing options*

*...tea dances!*

*Celebrating 18 years of*

*improving homes and improving lives*

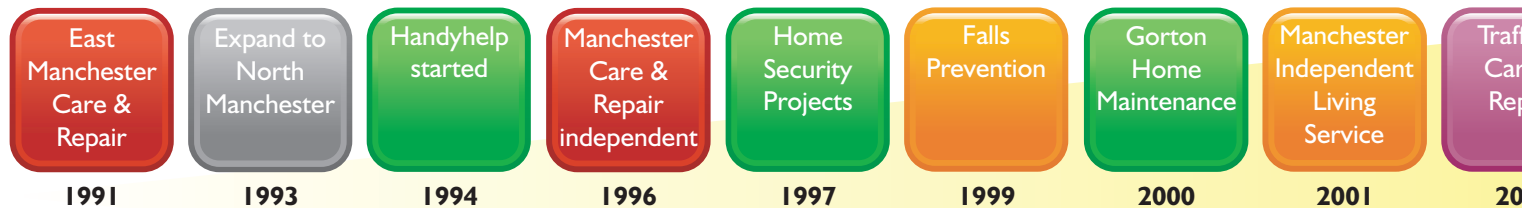
*...energy efficiency*

*...practical help*

*...client choice*

**>> 12,946 handyperson tasks delivered in 2008/9 >>**

# *18 years improving homes improving lives*



>> We carry out all hospital discharge adaptations within 3 days >>

# ... our journey so far



>> We give advice on reputable contractors >>

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# *Some Key Indicators for 2008/9*

Turnover:  
£1,948,341  
(12% increase on  
previous year)  
Efficiency increase  
7.5%

Clients – 13,052  
(20% increase on  
previous year)  
25% BME and  
28% new users  
62% over 75 years old

Clients saying they  
would use  
the service again  
98%  
Complaints  
received 18

Staff 59 (52.3 FTE)  
BME 24%  
Staff absence 2.2%  
Staff turnover 8.5%

>> Our “Take Up Champions” is a model for others >>

*...child safety*

*...older people*

*...intergenerational activity*

*your needs... our future*

>> We supervised building works worth £720,000 >>

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# The Future

**Looking ahead, we will support even more people to manage in their home. Increases in home ownership and in the amount of care delivered at home mean that our support will be required.**

We will work to help current partners to meet budget pressures by being flexible, increasingly efficient and demonstrating the value of preventative services. We are gearing up to meet the needs of other nearby authorities and RSLs who may invest in our work.

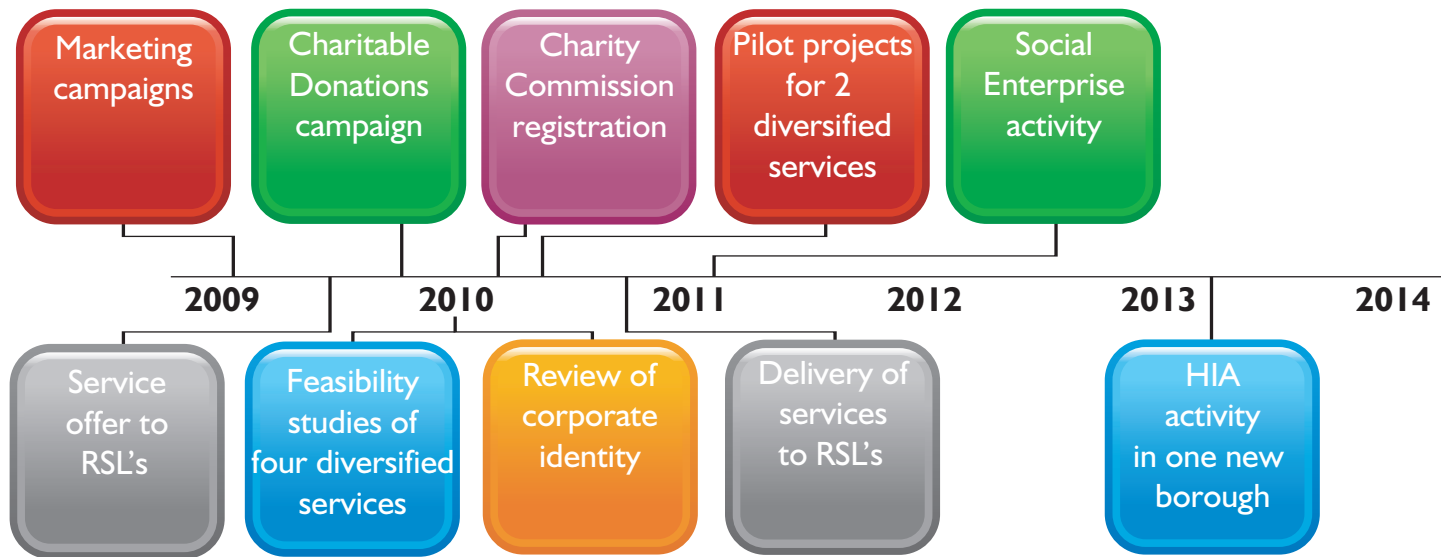


We will look beyond the grants and contracts we receive and draw in voluntary income, use volunteers and look at opportunities for social enterprise.

**Maggie Walker**  
Chief Executive



>> We have met our 36% reserves target >>



>> We won an Agency of the Year award >>

## Our Board

Members during 2008/09:

Chair

Mark Longhill

Treasurer

Wendy Booth-Saxton

Mike Gaskell

John Harrop

Derith Jones (Died 17th Dec 2008)

Phil Laker

Bryan Leck OBE JP

Angela Lyne (co-opted 2 Dec 2008)

Kevin Meagher (co-opted 2 Dec 2008)

Carol Middleton (co-opted 2 Dec 2008)

Sara Robbins

Pam Smith

Company Secretary

Maggie Walker

## During the year our Board undertook:

- a strategic company review
- a review of governance practice
- a Board skills audit with Action Plan

All our Board members are volunteers. If you feel that you have the skills, experience, commitment and enthusiasm to help develop our organisation then please contact us.

>> We increased our turnover 12.2% over 2007/8 >>>

## Acknowledgement of our funders 2008/9

### Grants from Statutory Authorities

Greater Manchester Fire Service  
Manchester City Council – Partnership for Older People's Project (POPPs)  
Manchester City Council – Private Sector Housing  
Manchester City Council – Adult Social Care  
Manchester City Council – Supporting People  
Manchester City Council – Valuing Older People  
Manchester City Council – Joint Health Unit  
Manchester City Council – Children & Young Peoples Partnership  
Trafford Council – Housing Renewal  
Trafford Council – Supporting People  
Trafford Council – Adult Social Care

### Charitable Grants

Big Lottery Fund (BIG) – Advice Plus  
Scottish Power – Peoples Trust  
Help the Aged

>> 98% of clients say they would use our service again >>

## OUR VALUES

We have established our values, which are reflected in all our work. They are:

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

## OUR VISION

Older and vulnerable people who wish to live independently at home have the support they want to keep their home in good repair and adapted to their needs.

## OUR AMBITION

To be a leader in developing services to meet older, disabled and vulnerable people's needs for repairs, support and advocacy in their home.

>> We use volunteers for a befriending service



# Manchester *care&repair*

## How to contact us

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INVESTOR IN PEOPLE



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our future*

*improving homes  
improving lives*

*Manchester  
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