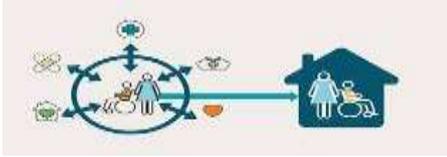




Established in 1987

**SUPPORTING PEOPLE in Ribble Valley**  
 PROVIDING SERVICES, YOU CAN TRUST ENABLING PEOPLE TO REMAIN  
 SAFE, SECURE, WARM AND INDEPENDENT IN THEIR OWN HOME

**APRIL TO DECEMBER 2022**

	
<p><b>Dealt with 424 enquiries</b></p>	<p><b>378 Jobs have been completed</b>  <b>Value of work £64,589.45</b></p>
	
<p><b>Handyperson Support</b>  <b>127 essential repairs, security</b>  <b>measures have been carried out</b></p>	<p><b>Minor Aids &amp; Adaptations</b>  <b>218 adaptations completed</b>  <b>Value of work £37,357.72</b></p>
	
<p><b>Independent Living Centre</b>  <b>211 Recycled disability aids sold</b>  <b>Value of aids £2,712.50</b>  <b>Of which 16 (Value £223.25) have</b>  <b>been purchased by residents in</b>  <b>Ribble Valley</b></p>	<p><b>Memory Matters</b>  <b>222 assessments of which 19 in</b>  <b>Ribble Valley plus</b>  <b>67 Attendance Allowance resulting in</b>  <b>43 successful applications</b>  <b>£129,963.68 extra income</b>  <b>45 Blue badge applications</b></p>

## **CLIENT SATISFACTION MAINTAINING HIGH QUALITY SERVICE – MAINTAINING CLIENT SATISFACTION**

Client satisfaction is very important to us with all aspects of our service being monitored for quality. During the period 100% of clients contacted felt our service was either excellent (100%), which is overwhelmingly positive and demonstrates how much the service is valued. We have had no formal complaints and no suggestions of how the service could be improved.

### **CASE STUDIES:**

A 60-year-old lady needed a second banister rail, because she had been struggling to get up and down stairs. This was provided, which now enables the lady to remain safe in her own home and prevents a possible hospital admission in the future.

**Client comments:** *“More than happy with the work carried out, they did an excellent job. It has been a massive help for my mobility and balance, thank you very much. This is an excellent service”.*

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An 85-year-old gentleman, who had been referred by Social Services for the installation of another banister rail. When Homewise Officer called he suggested that it would be better to remove the partial banister rail and install a continuous rail to enable the gentleman to get up and down the stairs

**Client Comment:** *“Happy with the work, the workmen were both polite and helpful. It has been a great help”.*

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An 83-year-old gentleman had been referred from Integrated Therapy Team at Clitheroe Community Hospital to provide an additional rail to span the whole length of the steps. Three additional (continuous) rails were installed.

**Client Comment:** *“Very happy with the work, it has helped my mobility a lot. They did a perfect job and I was very happy with the service provided.”*

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An 84-year-old lady needed 2 internal doors planed due to having a new carpet fitted. She qualified for our Handyperson service, and both doors were planed within the hour costing her £12.00.

### **Client comments:**

“Great service, very clean and tidy.”

“Safe and secure, massive help, I would highly recommend.”

“Fantastic work, no complaints at all, perfect job, I would highly recommend.”

“Really good, managing a lot better, very polite and helpful gentleman.”

“Very happy with the work, would use again if necessary.”

“Smashing job, treated wonderfully, would highly recommend.”

“Really good job, no complaints at all, excellent service.”

“Absolutely fine, coping a lot better, excellent service.”

“Very happy with the work, gentleman was lovely, great service.”

“Brilliant work, absolutely faultless, very good service.”

“Very happy with the work, the lad was very efficient, great service.”

“Excellent work, made life easier for him, very clean and polite, excellent service.”

“Perfect job, very respectful workman the rails are really helpful.”