

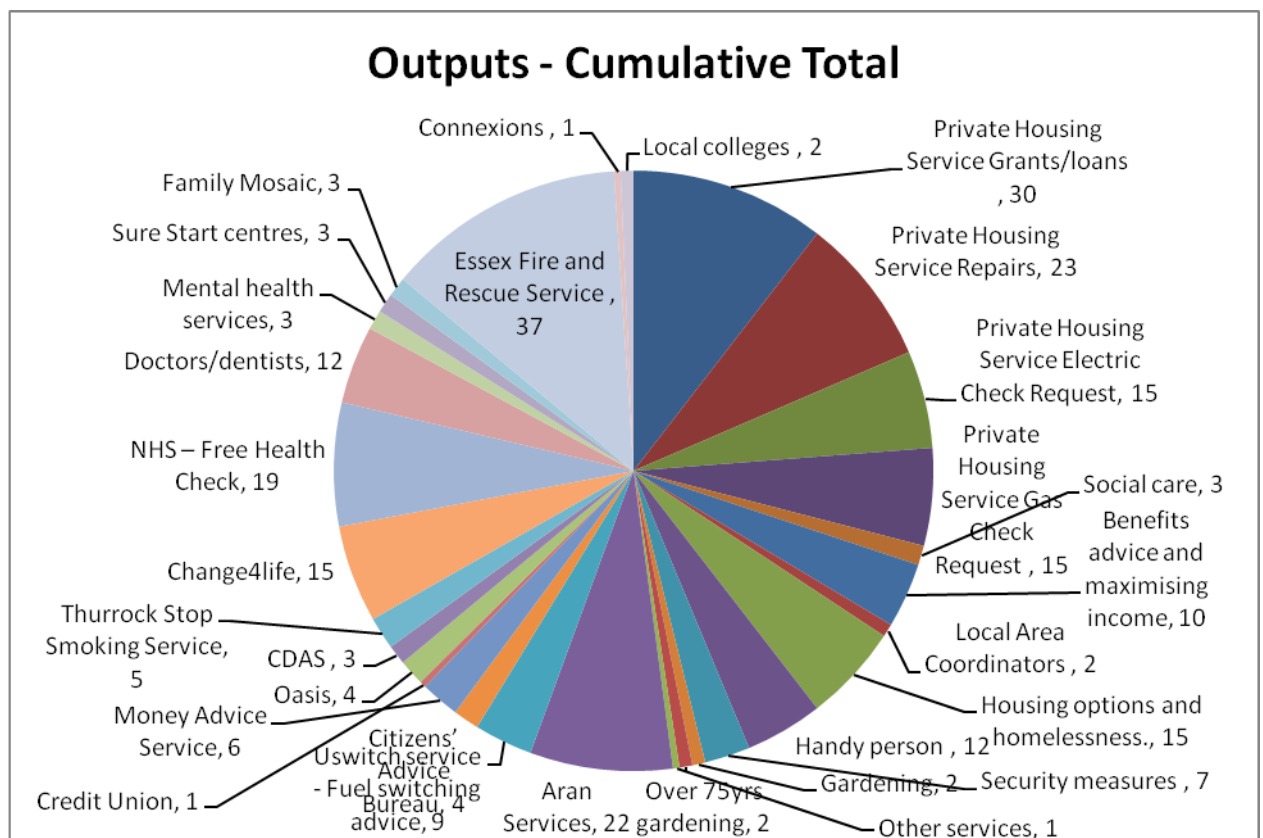
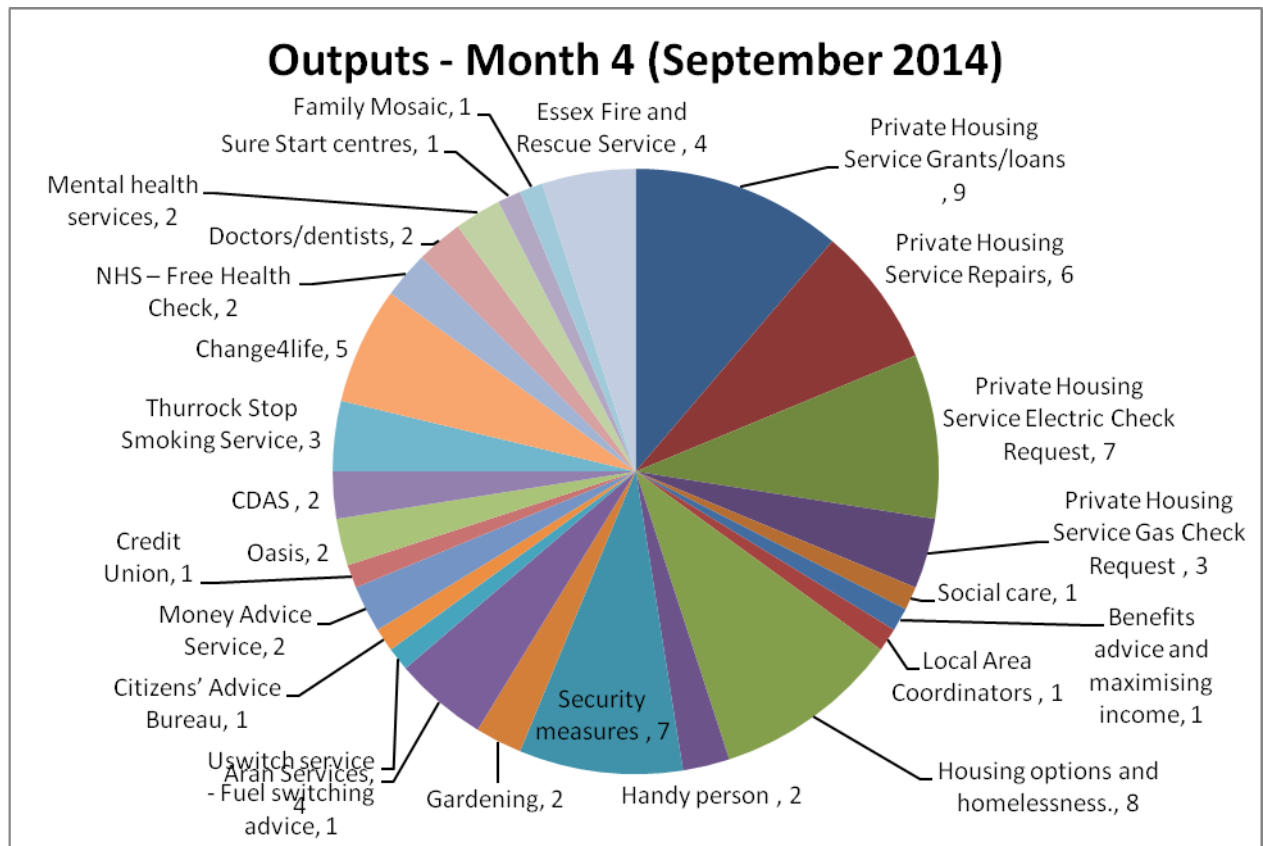
## APPENDIX A

# Thurrock **Well Homes** Project

### MONTHLY PROGRESS REPORT

<b>Well Homes Activity</b>	<b>SEP 2014</b>	<b>TOTAL</b>
Total Number of visits / door knocks made	766	2432
Total Number of Well Homes Surveys Completed	32	128
Total Number of people reached	106	368
Total Number of long term vacant properties identified for future action	2	11
Total Number of referrals	85	275
<ul style="list-style-type: none"> <li>• Referrals to Thurrock Council Services</li> </ul>	36	113
<ul style="list-style-type: none"> <li>• Referrals to Thurrock Lifestyle Solutions</li> </ul>	11	24
<ul style="list-style-type: none"> <li>• Referrals to Private Housing service – Service Requests</li> </ul>	6	23
<ul style="list-style-type: none"> <li>• Referrals to Private Housing service –Grants &amp; Loans/ Offers</li> </ul>	9	30
<ul style="list-style-type: none"> <li>• Referrals to Papworth Trust Services</li> </ul>	0	3
<ul style="list-style-type: none"> <li>• Referrals to Energy advice services</li> </ul>	5	31
<ul style="list-style-type: none"> <li>• Referrals to Income/debt services</li> </ul>	4	11
<ul style="list-style-type: none"> <li>• Referrals to Health and Lifestyle services</li> </ul>	20	67
<ul style="list-style-type: none"> <li>• Referrals to Essex Fire and Rescue Service</li> </ul>	4	37
<ul style="list-style-type: none"> <li>• Referrals to Education and Employment Services</li> </ul>	0	3
<b>Private Housing Service Well Homes Activity</b>		
Total Number of private homes where security improved	2	2
Total Number of HHSRS inspections of privately rented properties	4	11
Total Number of Category 1 Hazards identified in privately rented properties	3	14
Total Number of Category 1 Hazards removed from privately rented properties	3	3
Total Number of privately rented properties improved	1	2
Total Number of HHSRS inspections of owner occupied properties	3	8
Total Number of Category 1 Hazards identified in owner occupied properties	6	19
Total Number of Category 1 Hazards removed from owner occupied properties	0	0
Total Number of owner occupied properties improved	2	2
Total Number and value of Well Homes Financial Assistance committed	2	5
Savings to NHS and society for well homes works completed and planned calculated using HHCC, for works completed.	£3,811	£82,000
Total Number of HMOs identified for future action	0	2

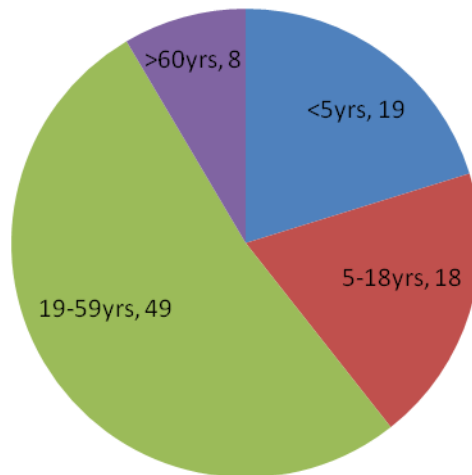
## Referral Breakdown



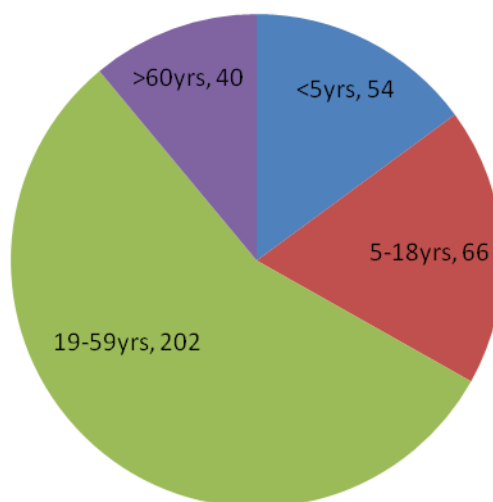
## **Customer Profile**

In Month 4 (September 2014) 32 surveys were completed at properties occupied by 94 residents. Of these 7 considered themselves to be disabled.

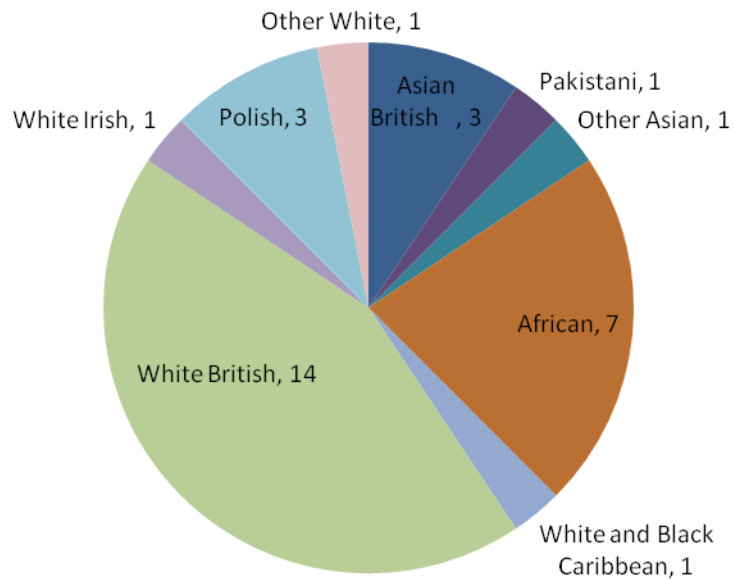
### **Customer Profile Figures by Age Group - Month 4 (September 2014)**



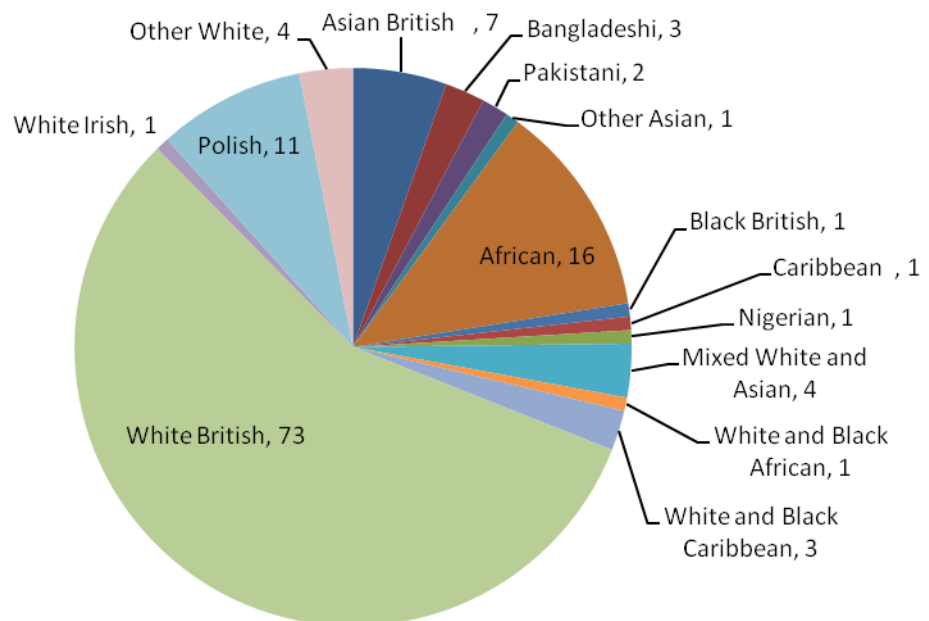
### **Customer Profile Figures by Age Group - Cumulative Total**



## Customer Profile by Ethnicity - Month 4 (September 2014)

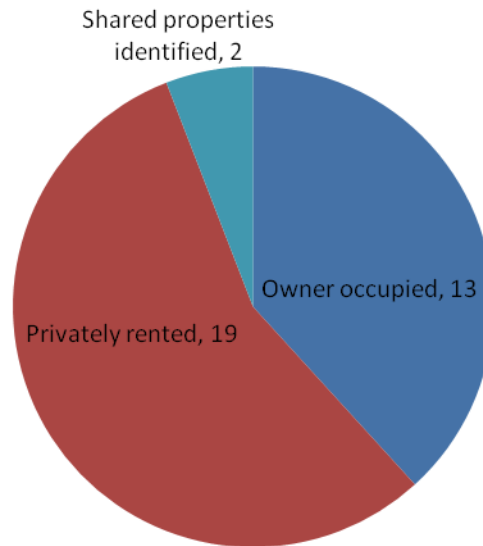


## Customer Profile by Ethnicity - Cumulative Total

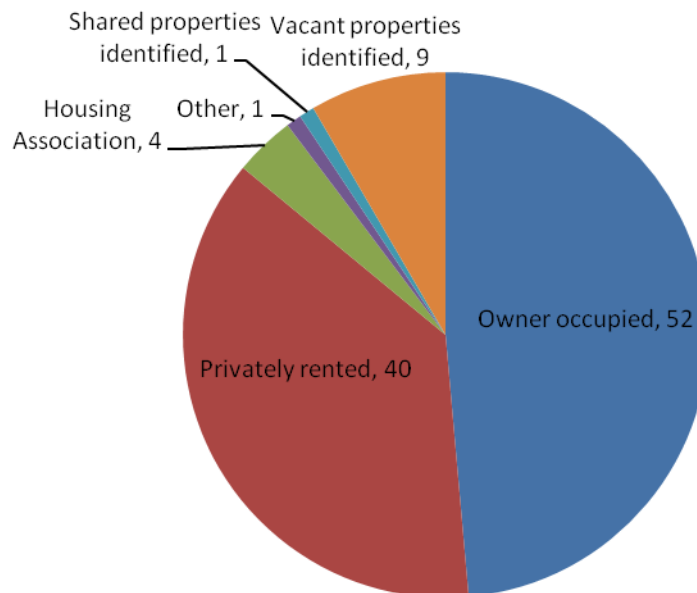


## Tenure Details

### Customer Profile - Surveys Completed by Tenure of Property - Month 4 (September 2014)



### Customer Profile - Surveys completed by Tenure of Property - Cumulative Total



## Case Study

Owner occupiers, 80yrs, benefited from the following outcomes following a Well Homes Assessment:

- |                                 |   |
|---------------------------------|---|
| <i>We feel more secure</i>      | Re-instatement of a missing section of rear fencing.  |
| <i>We feel safer at home</i>    | The old defective wooden front door was replaced with a new uPVC door. This security measure was funded using the monies award by the Office of the Police and Crime Commissioner                       |
| <i>Help with falls and care</i> | Grab rails were installed at the steps to the front door and in the bathroom. A referral has made to Community Solutions for a full home assessment, to assess risks when using the stairs and bathing. |
| <i>Help financially</i>         | A referral to age concern for assistance to apply for Attendance Allowance and the couple now receive £54 /wk   |