

Thurrock Well Homes Project



SERVICE TO DATE REPORT

Well Homes Activity	Nov-15	Well Homes So far! Year 1 + Year 2 To Date
Total TWH Assessments Completed	34	653
Total Number of People Reached	82	1739
Total Referrals to Thurrock Council Services (homelessness, DV, social services)	23	562
Total Referrals to Thurrock Lifestyle Solutions Services (handy-person, gardening)	15	376
Total Referrals to Private Housing Service (Private Rented Property Inspection Requests)	2	158
Total Referrals to Private Housing Service (Well Homes offers: gas check, quick fix grants, etc)	10	116
Total Referrals to Home Improvement Agency	1	30
Total Referrals to Energy Services	9	251
Total Referrals to Income / Debt Services		42
Total Referrals to Health and Lifestyle Services	10	232
Total Referrals to Essex Fire and Rescue Services	7	187
Total Referrals to Education and Employment Services		20
Total Referrals to Local Area Co-ordinator		28
Total Number of Referrals	77	2224
Total Referrals from External Agencies	9	66

Private Housing Service - Well Homes Activity	Nov-15	PH Well Homes Total Year 1 + Year 2 To Date
Total Number of Category 1 Hazards removed from privately rented properties	11	86
Total Number of privately rented properties improved	14	73
Total Number of Category 1 Hazards removed from owner occupied properties	2	51
Total Number of owner occupied properties improved	39	65
Total Number of Well Homes Offers Completed	4	27
Electrical Safety Check	4	9
Gas Safety Check	4	9
Well Homes Loans	1	4
Electrical Safety Grant / Loan	0	5
Gas Safety Grant	1	6
Security Measures / Grants	37	39
Quick Fix Grants	0	4
Savings to NHS by Private Sector Housing Service activity (£)	£21,633	290,555
Savings to NHS and Society by Private Sector Housing Service activity (£)	£53,783	705,129
Total Number of long term vacant properties identified for future action	0	8
Landlords accredited through London Landlord Accreditation Scheme	0	10

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NOVEMBER 2015 PUBLICITY, PROMOTION AND OTHER WORK

On The Ground

- * Meet and greet event held at Beehive in Grays inviting partner agencies to learn about the service at an informal buffet lunch
- * Meeting with Healthwatch
- * Meeting with Neighbourhood watch
- * Referrals from Fire service and other outside agencies increasing
- * Winter warm packs being distributed to most vulnerable families
- * Linking well homes to Warm Zones work

Making A Difference

Quotes from 28 day survey

- * *CE felt that Karen was a lovely lady who went through all her health issues and concerns very thoroughly*
- * *PM said he was referred to the stop smoking clinic and has finally given up smoking, thought the service was brilliant*
- * *JC said she feels so much safer when opening her door as it is now well lit, very happy with the service*
- * *CK said "done a really good job and if it wasn't for Karen would still be in totally unsuitable property"*
- * *JS said "I have given the details to my sister as it is such a good service"*

Promotional Work

- * Attended team meeting with Staff at Hathaway school and promoted Well Homes
- * Attended Meeting with Sure start in Purfleet and promoted service, referrals sent out to all sure starts in Thurrock
- * FM crisis officer promoted well homes to FIP and referral forms and leaflets sent out to all staff to use service
- * Well homes promoted by Floating support officer at KCA and Open door

Case Study

THURROCK WELL HOMES CASE STUDY – MISS R – OLD HILL AVENUE, LANGDON HILLS

I visited Miss R this month and completed a Well Homes Assessment.

Miss R was referred to the well homes service by the fire service, following their previous visit to fit smoke alarms check fire safety at the property. Miss R (age 77) lives alone in her own very old "plot lands" bungalow at the end of an unmade road in the Thurrock council area of Langdon Hills, she is very independent but due to her health problems she is struggling to cope in her own home. The bungalow was also in a poor state of repair and there was no heating of any kind. There was also very bad damp problems, related to the lack of heating and foundations. During the assessment Miss R explained to me that she is now struggling with her mobility and is having particular problems with the steps down from her kitchen to her bathroom, as there is no handrail and also with accessing her bath, she is waiting for an operation to replace her knee joints. Following the assessment I referred Miss R to age concern for assistance to apply for attendance allowance and to TLS to supply and fit an outside PIR security light to improve her home security. I also referred Miss R to occupational therapy for an assessment for help with her mobility/bathing issues. I raised the case with private sector housing and

Janet Donnelly visited Miss R to assess the property. Due to the assessed risk/harm of extreme cold Miss R was offered central heating via the well homes scheme. Miss R is currently in contact with the other agencies that she has been referred to
