

# Dates for Your Diary



Another service offered by Age Concern is Home Help+ - a new service offering help with tasks such as regular and spring cleaning, shopping and pension collection.

The aim of these schemes is to enable older people to maintain their independence.

A commercial manager has also been appointed with responsibility for promoting Age Concern's trading activities. These include Home, Car and Travel Insurance; prepaid funeral plans and long term care plans. Profits from the sale of products are used to fund the valuable work which Age Concern carries out in the East Riding. Details of all of Age Concern's trading activities are available by contacting Age Concern on Telephone 01482 869181.

## Preventing slips, trips and broken hips!

People are living longer and have a right to expect the highest possible quality of life. It is a sad fact that falls among older people are very common and so many of these falls can easily be prevented.



The Staying Put Agency, working with Occupational Therapists, Social Services and the Housing Standard Team are to offer an additional service to clients throughout the East Riding to look at preventing accidental falls in and around the home.

Agency staff can visit and identify potential trip hazards and discuss appropriate preventative measures which can be organised by the Agency at no cost to elderly or disabled people on a means tested benefit. For more information about this service please contact the Staying Put Agency.

The Staying Put Agency and Age Concern are holding Information Days around the East Riding. The first are as follows:-

**Tuesday 14th August - 1.30 - 4.30**

**The Courtyard, Boothferry Road, Goole**

**Monday 20th August 1.30 - 4.00**

**Market Weighton Village Hall**

**Tuesday 11th Sept 2.00 - 4.00**

**Burnby Hall, Pocklington**

**Monday 24th Sept at 1.00**

**Wilberfoss Village Hall**

Come and enjoy free refreshments and find out how Age Concern and the Staying Put Home Improvement Agency can help you. Information on crime prevention, aids and adaptations, energy saving measures and housing grants also available. Further information on these days and others being arranged throughout the East Riding contact Julie Sykes 01482 396361 or Angela Atkinson at Age Concern 01405 837109.

## WHAT DO YOU THINK?

**As part of the East Riding Staying Put Agency's continuing commitment to our customers, we would like to know what you think about our first newsletter. Please send any comments or suggestions about this or any of our services to the Project Manager Julie Sykes at the address on the front page or telephone 01482 396361. YOUR VIEWS ARE IMPORTANT.**

**This newsletter is available in large print, braille and on tape if required.**

# East Riding Staying Put Agency Newsletter

Issue 1 July 2001



Welcome to the first issue of the Staying Put Home Improvement Agency Newsletter. Those of you who have used the services of the Agency will know just what we do, but for you who have never heard of 'Staying Put' please read on.

## Who are we?

We are a Home Improvement Agency, jointly funded by the East Riding of Yorkshire Council and the Government. We assist older and disabled home owners and private tenants living anywhere in the East Riding to improve, repair and adapt their property, thus enabling them to stay put at home in greater comfort and security.

## What do we do?

From small repairs to major improvements and adaptations, the Staying Put Agency is here to help you. For example, we can help you with:

- Repairs to doors, windows, roofs and gutters
- Renewing electrical wiring and plumbing
- Damp proofing and general improvements
- Adapting your home for someone with disabilities
- Advice on energy conservation and security

## We will also:

- Provide a property survey and schedule of repairs and obtain competitive quotes from reliable contractors
- Supervise the work from start to finish and help you deal with any disruption or unexpected snags.

## Who will pay for the work?

We can assist you to access information on the different ways of paying for the work. If you are on a low income or receive a means tested benefit such as Council Tax Benefit or Income Support, you

will probably qualify for grant aid from the Council. We can assist you to apply for grant aid as well as consulting with the grants officer, occupational therapist and any other professionals involved. If you decide to use our services, we are obliged to charge a small fee (currently 10%) of the net cost of the work and this is included as part of any grant you are entitled to.

## How to contact us

The Staying Put Agency offers a personal and confidential service dedicated to your requirements and wishes, provided in the comfort of your own home. You can contact us in the following ways:



Telephone: 01482 396365



E-mail: [julie.sykes@eastriding.gov.uk](mailto:julie.sykes@eastriding.gov.uk)



Write to:

The Staying Put Agency,  
Room HG18, County Hall,  
Beverley HU17 9BA

Why not visit our website at:

[www.eastriding.gov.uk](http://www.eastriding.gov.uk)

## How we performed last year April 2000 - March 2001

We assisted 198 home-owners or private tenants in the East Riding to carry out repairs or adaptations to their homes to the value of £431,630.

**This year we are hoping to help at least 25% more elderly and disabled people stay put in comfort and safety in their own homes.**



# East Riding Lifeline

**24 Hour Communication System for Protection, Peace of mind and care for the elderly and disabled in the community**



## Lifeline

### What is Lifeline?

Lifeline is a special telephone handset with a personal alarm button which is taken with you wherever you are within your home or garden. The alarm button need only be pressed to summon help and a call is automatically received at the Control Centre which is staffed day and night by trained operators dedicated to providing help and advice to older and disabled people in the community.

### Who needs Lifeline?

The service is available to people living in the community whether owner-occupiers or tenants. Disabled or older people can feel secure with the knowledge that at the press of a button help can be summoned within seconds.

The cost is currently less than £4.00 per week and if you would like a free demonstration anywhere in the East Riding then [Telephone 01262 605467](tel:01262 605467) or write to:

**East Riding of Yorkshire Council  
Community Alarm Service  
3 Chantry Court  
Bridlington YO16 5NB**

**Do you have difficulty managing to get around your home or coping with the activities of daily living because of a disability?**

**If the answer is yes, you may benefit from an assessment by an Occupational Therapist.**

The Occupational Therapists employed by the East Riding of Yorkshire Council will visit clients at home and assess how they manage to get into and around

their home and how they perform normal everyday tasks. If these activities have become difficult because of a permanent disability, the Occupational Therapist may offer advice on alternative ways of doing things. Clients may be offered equipment to make the task easier or minor adaptations, such as grab rails may be fitted.

If the layout or structure of the client's home is itself preventing him or her from coping with normal everyday tasks, such as getting to the toilet or bath, a major adaptation may be needed. The Occupational Therapist can recommend structural adaptations and refer the client to the Grants Officer to apply for a Disabled Facilities Grant. The Staying Put Agency can assist a client in obtaining this grant.

All referrals to the Occupational Therapists must be made through any Customer Service Centre or by telephoning the Call Centre on [Telephone no. 01482 393939](tel:01482 393939).

Referrals can be made by any health professional, a relative, a carer or friend with the permission of the person involved. People may also refer themselves to the service. There are Occupational Therapy teams based in Beverley, Bridlington and Goole and they service the whole of the East Riding.

**Do you feel safe in your home or when out and about?**

Fear of crime is very real for most people and the elderly and housebound often feel that they are most at risk. Do you know that the East Riding area is statistically a much safer place to live than many areas of the country? It may surprise you to know that you are actually more at risk of becoming a victim if you are in your 20's.

Reassuring words probably won't make you feel any better about the situation, but you can prevent the risk of becoming a victim of crime by following some simple straightforward guidelines. Do something positive today! For a free crime prevention pack or more information on the positive steps you can take, please contact East Riding Community Safety on [Telephone no. 01482 396419](tel:01482 396419).

## Service Standards - we will:

- Respond to enquiries within five working days
- Keep clients updated on a monthly basis
- Ensure that at least 90% of our clients are satisfied with our services
- Respond to a complaint within five working days

## Our Targets 2001/02

### This year we will:

- Market the agency throughout the East Riding and reduce waiting time for our services
- Introduce Healthy Home Checks and Preventing Accident initiatives within the East Riding
- Complete work to the value of £600,000 for our clients
- Apply for a Chartermark and undergo a Best Value review of our services

Please let us know what you think about our service standards.

## Wheelchair users

If you are a wheelchair user, you may benefit from a new leaflet produced by the British Healthcare Trades Association. Called - Get Wheelchair Wise: a wheelchair user's guide to public transport - this leaflet provides safety advice on travelling by public transport. It is available from British Healthcare Trades Association, 1 Webbs Court, Sevenoaks, Kent TN13 1LZ or Telephone: 01732 458868.

## GET TWO FREE LOW-ENERGY LIGHT BULBS

Do you want to save energy and money? If you are a Yorkshire Electricity customer and are elderly, disabled or on a low income, you can claim 2 free low energy light bulbs worth around £8.99 each. Contact the Staying Put Agency on telephone 01482 396365 for an application form or call Yorkshire Electricity free 0800 9150003 Monday - Friday 9.00am - 5.00pm.

## A BUS SERVICE FROM YOUR FRONT DOOR TO HOSPITAL



The East Riding of Yorkshire Council Medibus bus service is a friendly, easy to use bus service from your front door to most hospitals in the region. Ideal for patients and hospital visitors alike and wheel chair users are welcome. Phone when you get your hospital appointment to reserve your seat. It is convenient and good value and costs only a little more than your average local bus fare. Concessionary passes can be used. Telephone 01482 395533 for a leaflet or to book a seat or e-mail [richard.willis@eastriding.gov.uk](mailto:richard.willis@eastriding.gov.uk).

## Major step forward for Age Concern in the East Riding

Age Concern East Riding of Yorkshire have been providing services for older people in the East Riding for over ten years. On 1st April this year they took a major step forward with the development of four Area Offices in Beverley, Bridlington, Goole and Hedon and the appointment of four Area Officers.

Sylvia Scott, Director of Age Concern East Riding of Yorkshire said "We also offer a range of services aimed at informing and assisting older people to remain at home and retain their independence. One service which is proving very popular is the recently renamed FIX IT Team who carry out small repairs around the home including putting up shelves, fixing taps, repairing fences and gates and security work. All this is done in partnership with the local authority. We hope to be able to offer painting and decorating in the winter months"