

Tom



**Ridgeway
Care & Repair**

**HANDIHELP
SERVICE**

making independence real

 **Ridgeway
Care & Repair**

Part of Ridgeway Community Housing Association, a member of the 

 business to support people

The Ridgeway Handihelp Distinctive Approach

PRESENTED BY:

MARK AMOR
Social Enterprise Manager
Ridgeway Care & Repair

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Definitions of a good Handihelp Service

***Providing essential small repairs, maintenance and assistance to the elderly, disabled and vulnerable members within the community to allow people to remain living comfortably and independently in their own homes.**

A sustainable service that will be there year in and year out

The Social Enterprise model needs to be efficient, cost effective, affordable and accessible to the client.

At no time during the continued running or development of Handihelp must we forget why Handihelp exists and who it's for.

Protecting vulnerable people from rogue traders, preventing accidents and enhancing people's sense of well being and safety at home



Handihelp Qualities

- ✦ **Easy to access**
- ✦ **Clear service options**
- ✦ **Equitable and diverse**
- ✦ **Reliable and trustworthy**
- ✦ **Identifiable**
- ✦ **Quality and functionality**
- ✦ **Flexible**
- ✦ **Cost effective**
- ✦ **Reactive and proactive**
- ✦ **Information, advice and signposting**
- ✦ **Charitable and subsidised financial support**



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- ▶▶ **Happy and positive team**
- ▶▶ **Client awareness**
- ▶▶ **Communication**
- ▶▶ **Empathy**
- ▶▶ **Patience**
- ▶▶ **Safety conscious**
- ▶▶ **Third dimension awareness**
- ▶▶ **Responsible**
- ▶▶ **Back-up service**
- ▶▶ **CRB-checked employees**
- ▶▶ **Clear ID**
- ▶▶ **Uniforms**
- ▶▶ **Professionalism**



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Brief History

- **Over 10 years experience in the development and delivery of Handyperson services.**
- **Commenced in the Kennet District in 1997 as 'one person and a van' which has now spread throughout other districts**

West Wiltshire

North Wiltshire

Swindon

West Berkshire

Reading

Wokingham



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Launch of Centralised Handihelp Service

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Sue Adams
Care & Repair England



Apprentice students from local college



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History Continued:

RC&R Handihelp has become a successful because of:

- commitment to maintaining and developing new services
- providing and demonstrating good working practice within its working model

Nationally, we have both influenced and participated in the development of new initiatives.



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Income Structures

Commissioning Body Funding

Local Authority Supporting People

DACS

District Councils



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Private Income and Contract Work

General Public

Contracts with other service providers

(Mediquip)

Charities and Trusts

Royal British Legion

SAFFA

Elizabeth Finn

Housing Associations

Sheltered Housing Schemes

**Ridgeway Handihelp
Hardship Fund
donated by Ridgeway
Community Housing
Association**



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Social Enterprise Business Model

Providing the essential small repairs, maintenance and assistance to the elderly, disabled and vulnerable within the community to allow people to remain living comfortably and independently in their own homes.

The Social Enterprise model needs to be efficient, cost effective, affordable and accessible to the client (at no time during the continued running or development of Handihelp must we forget why Handihelp exists and who it's for.

A Social Enterprise is based on a 'not for profit' trading culture. Our aim is to persue social goals and move into private sector and commercial income opportunities.

Any profitable income is identified as surplus monies and re-invested within the Social Enterprise model.



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Social Enterprise

Business Model continued:

Local Authority Work :

Approved to carry out grant work for Local Authorities in Berkshire and Wiltshire. Handihelp additionally provides assistance with the completion of other minor repairs and adaptations.

Private Work :

Handihelp has successfully quoted for, administered and delivered various private minor adaptation and repair contracts for local community members.

Commercial Work :

Handihelp caters for most needs and delivers work for local Housing Associations and other commercially based companies catering for general public use, e.g. Mediquip



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Why We Changed

We recognised a need and filled the gap.

- ⇒ No existing specialised service
- ⇒ Niche market
- ⇒ Widespread demand
- ⇒ Expanding market
- ⇒ Government backed
- ⇒ Localised client bases
- ⇒ Interacting with other support organisations
- ⇒ Easy to utilise and expand existing admin support

We are not building contractors or medical advisors, we are a team of minor adaptation technicians that carry out minor repairs and odd jobs



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What We Did

- ◆ **Social Enterprise Manager**
- ◆ **Changed business model**
- ◆ **Business Plan and income analysis to prove business viability**
- ◆ **Risk assessment on business set up**
- ◆ **Evaluated existing resources**
- ◆ **Set up policies & procedures and terms & conditions of trade**
- ◆ **Identified income streams**
- ◆ **Monitored and studied the market**
- ◆ **Changed administration processes to improve data collection**
- ◆ **Marketing**
- ◆ **Identified equipment and stock required**
- ◆ **Identified suppliers**
- ◆ **Staff training (H&S, client awareness and safety, lone working etc.)**
- ◆ **Capital investment for vehicles, plant and equipment (depreciation subject to contract terms)**



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How We Did It

***Expand only as fast
as you are growing***

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Retained control of all business aspects of the service

Investment in People - motivational and supportive leadership

Sourced contracts and partnering work for stability

Negotiated with contractors and other service providers

Responded to market demand

Marketing

Suppliers - set up supplier links and trade terms

Built up stock levels - improved buying power

Centralised - created centralised management and coordinating hub

Local telephone number

Coordination of workload

Dedicated Handihelp database

Employment requirements



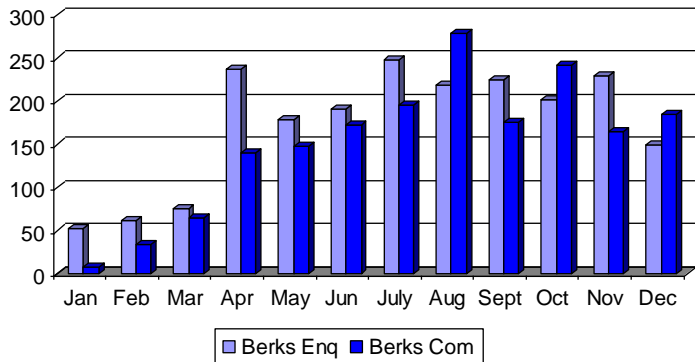
Risk of expansion – limited contracts of employment in initial growth periods to test the longevity and stability of contract



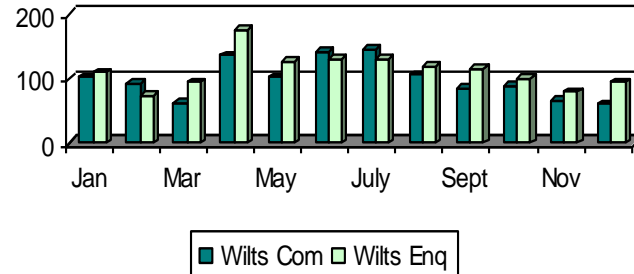
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Where We Are

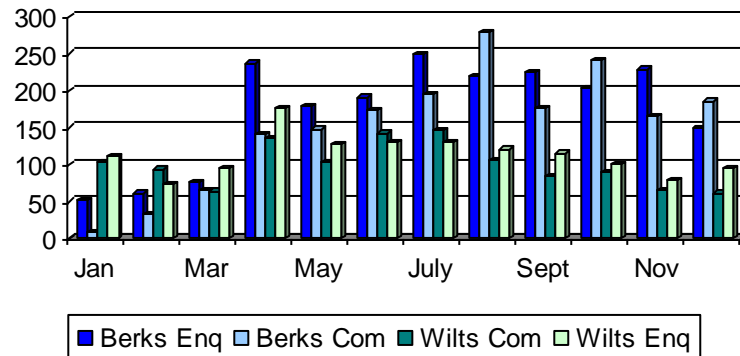
BERKSHIRE WEST CONTRACT
(West Berks, Reading, Wokingham)
Handihelp Enquiries and Completions 2008



HANDIHELP
Wiltshire
Enquiries and Completions 2008



HANDIHELP
Wiltshire and Berkshire
Enquiries and Completions 2008



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01380 73 55 55



KY52 ESG

01380 73 55 55

Handihelp Care & Repair



Handihelp
01380 73 55 55
Providing a quality service throughout Wiltshire

U3 RSK

BX02 FCO

Where We Are Going

✗ Sustainability

Maintain quality and delivery of existing business

✗ Consolidation and financial stability

Having achieved the above – time to move on.....

Developments and other Opportunities

Diversifying - we are constantly improving our existing services and seeking new opportunities within this niche market i.e. assistive technology, hospital discharge packages, retail sales, provision of service to other commercial users i.e. private respite homes, adaptations to public buildings and general public facilities.



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Expansion

Taking the business model to other areas or organisations and expanding within a sustainable ratio to the demand



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Surplus Investments

Profit and loss

- **Handihelp is run on a basic profit and loss principle.**
- **Within a 2-year period the Social Enterprise model is sustainable, showing surplus funds for investment.**
- **Providing stable foundations for future growth.**
- **Social Enterprise expectations of surplus monies is a welcome reward for all involved and gives the business the opportunity to invest and grow.**
- **Financial risk assessment applied to our business plan has meant our Handihelp Service is no longer reliant on Local Government funding for a continued service, however funding for Local Authority subsidised initiatives funding is essential.**



Contact Details:

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Copies and consultations can be obtained by contacting Sue Dewberry on 01380 735437 or sue.dewberry@ridgewaycommunity.org.uk



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