



**Foundation Independent Living
Trust**
Annual Report
July 2015- June 2016

1. Introduction

Foundations Independent Living Trust (FILT) helps older and vulnerable people live with dignity in their own homes. We do this by operating funds which enables local home improvement agencies (HIAs) to carry out repairs and improvements to people's homes.

Following the continued successful partnership with GSC in July 2014 FILT engaged a total of 25 organisations and provided gas safety measures for 825 vulnerable households between July 2014 and June 2015 In the UK. During 2015/16 FILT were tasked with supporting 755 vulnerable households and increasing the number of delivery partners, which increased to 27 during the 2015/16 period working with over 1000 vulnerable people across the UK.

2. Performance Overview for the 12-month period

| KPI for period July 2015-June 2016 | Actual performance July 2015-June 2016 |
|---|--|
| Number of HIAs/Local Authorities covered (50/107 for England) | Total 27 HIAs covering 109 Local Authorities |
| Number of beneficiaries 755 | Total 1005 |
| Promotion | 9 promotional activities during the year |

Areas Covered by GSC Scheme



3. Outputs and outcomes

The key outputs were:

- 1005 vulnerable people reached against the target of 755
- Average cost per intervention £163.97 against the target of £225
- 98 % of funding spent on completed works as of the 30th June 2016, with the remaining funding committed to be drawn down
- Other funding levered in: £278,277.41
- FILT central pot £7500 - 22 cases at an average cost of £ 340.91

In addition to the beneficiaries having improved gas safety in their homes, there were positive impacts on individual's health and well-being. Alleviating additional stress and pressure of unexpected financial costs and a direct impact on other health related conditions

3.1 Outcomes of the scheme 2015-16

The main aim of the scheme has been to tackle safety, health and well-being of vulnerable people living independently in their own homes. The most predominant positive outcome has been to improve vulnerable people's safety in their homes. The interventions have prevented hazards from gas appliances and also other associated risks – such as the risk of trips and falls, scalds, or of deteriorating health in cold weather when gas appliances are faulty or not working. The positive effects on individual's well-being have seen improved mental health reducing stress and anxiety, improvement on health conditions during the cold weather periods and reassurance that there is accessible support available within the local area.

There were several cases where alongside gas safety issues tackled additional sign posting assistance to other services was provided, including debt advice services and health and well-being support services.

The outcomes below arose across HIA's during their day-to-day service delivery in the community.

- Home from hospital (either the gas safety work enabled someone to return home, or having been discharged found that there was a problem with appliance/s)
- Home assessments by HIA staff which flagged up the need for servicing, or repair, or safety checks
- Referrals and 'self-referrals' as a result of local beneficiary promotion of HIA services

The outcomes continue to evidence the positive impact that the scheme has on the wider community and in addition the social return on investment. HIAs are continuing to work with local CCGs and GPs to help tackle health and wellbeing. There is increased pressure on adult social care services and with this schemes support we have been able to help older adults and disabled people maintain their independence in their own home. During the period we have collated some beneficiary feedback on the impact of the support from the Gas Safety Scheme which further evidences the positive impact the scheme has on health and well-being for our beneficiaries

| Beneficiaries outcome feedback | Total number of beneficiaries |
|--|--------------------------------------|
| Cook safely | 8 |
| Enable hospital discharge | 5 |
| Improved safety and well being | 81 |
| Reassured /feel safer | 22 |
| Reduced fuel cost | 8 |
| Reduce risk from cold | 74 |
| Reduce social isolation | 4 |
| As a result of the gas safety intervention customers reported they had warmer home | 410 |

3.2 Types of works

During the July15-June16 period the most frequently requested works were gas servicing and gas boiler repairs which remains consistent with the previous annual figures (266 Gas Boiler Repair/315 Gas Servicing). All works that were completed relate directly to improving or maintaining gas safety in the form of inspections, services, repairs to pipework, fires, boilers and cookers. HIA's remain a crucial service helping vulnerable people facing an emergency in their own home.

Types of works and volumes

| Type of work | Volume |
|--------------------------------|---------------|
| Gas safety check | 69 |
| Gas boiler repairs | 357 |
| Gas servicing | 414 |
| Gas boiler combustion analysis | 23 |
| Gas pipework | 80 |
| Gas cooker | 21 |
| Gas metre | 1 |
| Water heater | 5 |
| Gas fire | 70 |

3.3 Customers/beneficiaries

The table below shows a further breakdown of the number of eligible beneficiaries who had work completed under the scheme:

| Eligibility criteria | Total number of beneficiaries |
|---|--------------------------------------|
| Homeowner over the age of 60 in receipt of means tested benefits | 431 |
| Homeowner over the age of 60 and in receipt of state pension only | 130 |
| Homeowner over the age of 60 and is disabled | 327 |
| Homeowner over the age of 21 and is disabled | 117 |

4. FILT key successes

FILT continue to deliver a successful programme with our local delivery agencies working with more HIA partnerships across the UK and increasing the number of vulnerable households supported year on year. We value FILT's partnership with Gas Safe Charity and are very pleased to be continuing the positive work for the next funding period (Year 4 July 2016 to June 2017).



National engagement and local delivery

The scheme has attracted additional delivery partners across the HIAs which has enabled the scheme to reach more vulnerable people living in the community

Consistent approach with eligibility criteria

The consistent monitoring and support offered to our delivery partners has ensured that vulnerable people eligible for the service are able to access support locally and promptly

Gas Safe Charity is able to deliver direct personal benefit in the community in line with its charitable objectives

Next steps

FILT has selected a further 16 local delivery partners in England Scotland, bringing the total for Year 4 to 4. During Year 4 we will support our delivery partner to consistently record beneficiaries' outcomes to further evidence SROI and the additional positive impacts on individual's health and well-being.

During Year 4 FILT will focus promotion with HIA delivery partners on year round Gas Safety Awareness to highlight the issue with both beneficiaries and HIA's. We will also promote personal testimonies/ stories with our beneficiaries encouraging them to share their lived experiences with others highlighting the positive impacts of the scheme.

Longer term development of the scope and reach of the FILT and Gas Safe Charity partnership will be investigated.

Gas Safety Scheme personal stories

Rochdale HIA

Mrs G is in her 60's and has used Rochdale HIA a number of times over the past few years and has confidence in the Service. Mrs G saw the Gas Safe Scheme advertised in the Carers Magazine and as she had been worried for a while about a gas wall heater that she had in one of her rooms she contacted the HIA to ask for help. Mrs G told us that at times she could smell a "funny" smell which she thought was connected to the gas wall heater.



The Gas Safe engineer visited her property and advised her that the seals around the heater were defective and that the parts were obsolete. The engineer immediately made the heater safe by capping it off. Mrs G has now had the heater removed as advised by the engineer. Due to the age of the gas fire and central heating boiler and the lack of regular servicing, the engineer serviced them both to eradicate further possible danger at a cost of £160.

Mrs G said she was very happy with the scheme and that the engineer completely put her mind at ease and in the absence of the scheme she would have remained unknowingly living in a potentially life threatening environment.

She thanked us very much for our help and was very grateful that she was able to access this type of local support.

Aberdeenshire Care & Repair

Mr & Mrs W live in a small coastal village in North Aberdeenshire. Mr W has significant health problems and was referred to Care & Repair initially for grant funding for a curved stair-lift. When visiting about this, they were asked about the type of heating they have and then if the boiler had been serviced recently. The gas mains central heating had been installed several years previously through the Scottish Government Central Heating programme, and they were rather embarrassed to admit that they had not been in a position financially to have the boiler serviced since the year one service. As a result, we arranged for a local Gas Safe company to service the boiler. Unfortunately not long after this the boiler broke down – it required a new PCB and ignition board. The repairs would not have been able to be completed without the assistance of the Gas Safety funding, and Mr & Mrs W were extremely grateful that they were not left without heating in the middle of winter.



Home Life Carlisle

Mrs M was referred by Age UK as service user she is disabled and had no heating or hot water. Mrs M did not qualify under government's scheme because she lived in a mobile home. Mrs M had inadequate heating and it was costing a lot of money. Prior to the gas safety scheme we managed to get her a grant to get her connected to the gas network.

Mrs M had very little savings and a low income and so it was taking a long time to find the funding from various charities for a central heating system. The gas safe grant meant that finally there was enough funding for the gas central heating system. The cost of extra funding leveraged was £3,774 plus the cost of the grant for connection to the gas network. The outcome for Mrs M was improved health as the warmth has improved her mobility, she is also said she was feeling less depressed and that she could not have done it without the help of Home life Carlisle and the scheme.

Revival HIA

Mrs B is a divorced 67 year old lady living on her own in a three bedroom semi-detached property. Mrs B suffers from nerves and anxiety mainly down to problems she suffered earlier in her life. Due to these issues Mrs B hasn't known who to trust or turn to address the issues in her life that she is unable to manage. She has a small family who do not live locally and as such leads a very isolated lifestyle.

A particularly messy divorce has also left Mrs B with debts to manage and no money to pay for property repairs and maintenance which includes her heating system. By chance we met the client whilst operating a stand at a community event which Mrs B had reluctantly agreed to attend. Having managed to engage in conversation with Mrs B we found out that her property was in a particularly poor state and the boiler hadn't worked for over eighteen months.

With no other means of heating this was a major concern for us, Mrs B met the qualifying criteria for the Gas Safe Charity funding. We discussed the scheme with her and the eligibility criteria, we then discussed how Revival would deliver it through our Trust Mark approved contractors, this was particularly important for her as she is reluctant to let any visitors into her home. Mrs B agreed to let us to help and a contractor was instructed to attend and resolve the fault on the boiler.

The fault on the boiler turned out to be a minor issue which was resolved in one visit, the rest of the heating system worked well. For the first time in a year and a half Mrs B had a fully working central heating system. Our involvement helped develop trust and confidence with Mrs B and whilst the heating was a major issue she also had hoarding issues she needed to address. Our input acted as a springboard for her and helped her to address other issues in the property which we have stayed involved with. Without the Gas Safe Charity scheme we could have missed the initial input with Mrs B and she could have been approaching another winter without heating.