



D&G HANDYVAN (SCIO)

Fourth Annual Report 2016-17

*“Season of mists and mellow fruitfulness and close-bosum friend
of the maturing sun conspiring with him to load and bless ... ”*

The first 3 lines of John Keats 1819 sixth ode which was to Autumn. This was recognised as the most perfect short poem in the English language and penned a year before he died in Rome at the young age of twenty-five.

What you may ask has this got to do with today? Simply that yester years could be enjoyed whereas today the mundane tasks of compiling Annual Reports is the norm come Autumn.

Over a period of several years, D&G Housing Sub-Committee has provided the funds for the D&G HandyVan (SCIO) activities. This has been managed through Loreburn Housing Association. This year sees a new funding stream for the Small Repair & Home Support Service and Dementia Friendly Design. D&G Health & Social Care Integration via contracts with Dumfries & Galloway Council are the funders. These services cover the whole Dumfries & Galloway region.

The funding stream value is similar to that of previous years. However, the reporting regime has moved from quarterly to half-year and is somewhat more onerous and time consuming. Nothing “stays the same” but so long as those requiring our support still receive a first class service, it makes everything worthwhile.

Because of the financial constraints placed on Local Government by Central Government, it has been intimated that current free activities not yet identified will not be free but payable in future years.

Board of Trustees' members remains at seven but I am pleased to report that Jayne Johnstone joined our team in May 2016 as the new Finance Officer. She brings a wealth of experience in all matters financial and will be an asset to D&G HandyVan (SCIO). I should add that she has a "classic touch" at doing window displays.

Staff and volunteer training is an ongoing activity and this year training took place on:-

- Dementia Friendly Communities Session; and
- First Aid Training.

Continued thanks to Brian Patterson for the design and continual upkeep of our website in a volunteer capacity.

Our seven volunteers placed across Dumfries & Galloway region do sterling work throughout the year and help us to function in a prompt and efficient manner. In fact, from time to time, during periods of hectic activity they have carried out D&G HandyVan (SCIO) jobs on their own to our, and the client's, satisfaction.

Back to D&G HandyVan (SCIO) and its activities! The number of Small Repair & Home Support referrals for 2016/17 was 1728 generating 2296 tasks. By the way, the Service Level Agreement stipulated we had to achieve 700 tasks – so we are doing very well!

The number of Dementia Friend Design jobs in 2016/17 was 170 generating 220 tasks, grossly underfunded. A matter we are currently attempting to redress.

A brief set of feedback examples are shown below so you can see what I have said is valid.

"Just so delighted with the 2 shelves Stuart put up for me. Can't praise the service highly enough. It took me three months to pluck up the courage to ask for help and so appreciate it."

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D&G HandyVan (SCIO) is a Scottish Charitable Incorporated Organisation
No. SC043979



“This is the first time we have had any help from any agency. Able to do ourselves except heights. The service from your workmen was excellent.”

“Very grateful for your help – a fabulous service and top rate staff. Thank you for the smoke alarms and carbon monoxide alarm.”

“You have provided me and my dementia husband with several services and all of them carried out by neat, friendly, well-presented workers who did excellent jobs. We are fortunate to have you. God bless and may you survive the cuts.”

“Many thanks for this service and for the girls who work in the office who were helpful and friendly.”

“It is wonderful we can pick up the phone and there is help at the other end. Many thanks for caring. If necessary I do not feel bad about asking for your help again. Thank you – I feel safer.”

“Perfect.”

“Excellent.”

Whatever the challenge put to us the D&G HandyVan (SCIO) team and trustees will tackle it in our usual time honoured approach:-

- do it with a smile;
- do it promptly;
- do it efficiently;
- leave the client happy with our service.

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