



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



D&G HANDYVAN (SCIO)

FIFTH ANNUAL REPORT – 2017-18

“The struggle of human beings against power” said the Czech writer Milan Kundera, “is the struggle of memory over forgetting.” That goes for history, in the short or long term, as a whole. If we are to adequately understand and manage some of the most significant challenges we face today, it can be argued that we must take the long view and heed Churchill’s advice, “The longer you can look back, the farther you can look forward.”

Since its inception in 2004, D&G HandyVan (SCIO) has been funded by Help the Aged and, subsequently, by Dumfries & Galloway Council. Looking back, D&G HandyVan (SCIO) successfully found its place in the “market environment”. The funding stream has provided a seamless, efficient operation whereby the elderly and disabled residents of Dumfries & Galloway, subject to satisfying certain criteria, have been able to have a free safety and security service in their home. Kundera’s prognosis now comes in to play as “out of the blue” the Scottish Government’s edict is that from 1 April 2018 D&G HandyVan (SCIO), like numerous other Third Sector Organisations, are to be treated in a similar manner to the professional sector. All future funding for its activities MUST be put out to competitive tender.

In a nutshell, the Scottish Government has not looked back to see the success of D&G HandyVan (SCIO), and has not really looked forward to see what shape their new format will produce. The D&G HandyVan (SCIO) Finance Officer’s workload has increased dramatically during the initial tendering process where the data from Dumfries & Galloway Council was sketchy and sadly lacking in detail. It is questionable whether or not the timescale set will be achieved by 1 April 2018.

Meanwhile we go back to the “day job” where we had to recruit a new D&G HandyVan (SCIO) Fitter as Stuart Maxwell, after years of sterling service, moved to pastures new at the recently opened Dumfries & Galloway Royal Infirmary. Our replacement, Billy Laurie, has settled in very quickly and is proving a valuable asset to the team. The two part-time contracted fitters are still employed which reflects the peaks and troughs of referrals encountered by D&G HandyVan (SCIO) on an annual basis. No trend can be identified for this workload swing. The bright green D&G HandyVan (SCIO) vehicle has been well received throughout the region.





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Talks, roadshows, stands at supermarkets and individual “one-to-ones” are ongoing in an effort to promote the organisation and also in an attempt to recruit additional volunteers. To date, the latter is without much success. The Board of Trustees are also looking for one or two more members to broaden the overall outlook of D&G HandyVan (SCIO).

Regarding D&G HandyVan (SCIO) performance over the past year the statistics are:-

Small Repair & Home Support Service (SRHSS)	1629 referrals equating to 2144 tasks
Dementia Friendly Design	159 referrals equating to 203 tasks
Gutter cleaning (now a chargeable item)	492 (this figure is included in the SRHSS figure above).

Thanks are due to Brian Patterson for his continued assistance (on a voluntary basis) with the upkeep of the D&G HandyVan (SCIO) website; and to Board Member, Kate Turk, for initiating and maintaining D&G HandyVan (SCIO) on Facebook.

D&G HandyVan (SCIO) receives many letters of thanks and congratulations from satisfied “customers” throughout the year. This is credit of the three office staff and the fitters who “go the extra mile” to ensure everyone feels they are receiving “special” attention and that someone **does** care about their wellbeing.

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