



Services to the Elderly & Vulnerable

Rob Bailey, APSE principal advisor

www.apse.org.uk

Background



- 2008 – Personal budgets
- Decline social service offer
- Director backed idea with small funding
- Went live – 1 client within 6 weeks

- Advertising – home produced leaflets
 - Social services buildings, sheltered accommodation, wardens, coffee mornings
 - AgeUK signposts whilst offering shopping



Services offered:

- General cleaning, dusting, sweeping, vacuuming, fridge/freezer cleaning or defrosting, toilet and bathroom cleaning and internal window cleaning
- Accompanied shopping
- Basic food preparation
- Bed making / changing
- Washing and ironing
- Visiting service
- Dog walking





- Machinery – house owners
- Costs – uniform / mileage/ rubber gloves
- NO Personal Care
- Deep Cleans – Only on contract (risk)
- Ability to reject clients:
 - Heavy smokers
 - Dangerous / exposure



- 200 clients
- Minimum 2 hour slot - £25.86
- Monthly contract, invoiced in arrears
- 25 staff - between 10 / 20 hours week
- £7.95 hour inclusive + 43p mileage or bus pass
- Cluster where possible
- Flexibility to offer around school contracts
- T/O £120k, £38k surplus



The team are trained in:

- Customer care
- Health & safety
- First aid
- Basic food hygiene
- Manual Handling
- Emergency procedures
- Using client personal equipment
- Safe Handling of Chemicals (COSHE)



- Each house risk assessed
- CoSHE
 - (own materials manufacturers guidelines) + bleach
- Signed agreement covers any waiver
- Yearly customer satisfaction survey
- Insurance: Public liability – 1 ornament to date



Quote:

Mrs Hilton said: “I needed a bit of help doing the things which were getting difficult to do like stripping the bed and hoovering up. “It gives me peace of mind knowing everything will be done I was very house proud and like my home to stay nice and tidy. I also look forward to having a chat and the company. I would definitely recommend it to others.”

Mrs Hilton’s daughter, added: “It’s been a real help knowing someone else is checking on mum and doing some of the jobs as it frees me up to spend more quality time her, I’ve had no problems and the staff have been helpful and friendly.”

- E: cateringandcleaning@oldham.gov.uk
- T: 0161 770 4270.

Recruitment



- Living wage
 - £7.20 from April 2016
 - £9.00 by 2020
 - Over 25s
- Minimum wage £6.70 1st October
 - Minimum wage over 21 still
- Tax credit reductions
- Pensions

LOCAL SERVICES

LOCAL SOLUTIONS



Contact details

Rob Bailey, Principal Advisor

Email: rbailey@apse.org.uk

Association for Public Service Excellence

2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road,
Old Trafford, Manchester M32 0FP.

telephone: 0161 772 1810

fax: 0161 772 1811

web: www.apse.org.uk



INVESTOR IN PEOPLE



GB 11409



GB 11132



GB 14074