

## Southside Partnership DLR Care & Repair Service

### Who we are & What we do:

The Southside Partnership DLR Care & Repair Service was established in 2012 and runs in collaboration with Age Action catering for clients over 65 years old.

The jobs carried out range from gardening, minor plumbing & electrical repairs, moving furniture and light bulb replacement, to name a few. It includes any job an elderly person may have difficulty with or finds stressful to carry out.

For any major repair jobs, we provide clients with an insured trade referrals list compiled by Age Action, on which all the tradesmen are Garda vetted and assessed by Age Action prior to listing.

The Care & Repair Service is supervised by Tús Team Leader, Dave Moloney, and the team consists of 2 administrative support staff and 6 operatives.

Each Care & Repair operative is Garda vetted and interviewed personally by the Team Leader to assess suitability. This is not a case of, if you have a trade you are hired, as we deal with the elderly and, in some cases, people in the early stages of dementia. It is important that we have understanding, professional and trustworthy staff.

We have 2 vehicles which are used to cover a vast area of Dun Laoghaire Rathdown, stretching from Booterstown to Rathfarnham to Shankill. The important factor with the 2 vehicles is that we can cover both east and west of the DLRCC area, maximising the number of jobs we can complete per day. Having the 2 vans enables us to stay on top of the workload and minimises the waiting time from initial call to completion to approx. 1 week in the busy season.

The Team Leader coordinates all the daily jobs and monitors the weather to assign tasks. So, if it is wet indoor jobs are completed, the Tús team leader organises the jobs as follows: Gardens East, Gardens West, Indoor jobs and Project work. The Care & Repair Service also carry out regeneration projects in community organisations and schools in DLR.

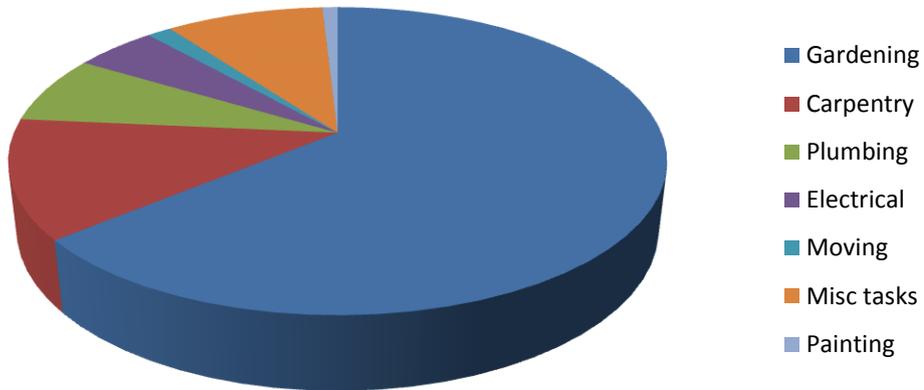
Costs are reduced by carefully planning the routes and if it is frosty or damp in the morning, the vehicles work from west to east, allowing drying to take place and thus preventing clogging of the equipment and using excessive fuel.

The total jobs completed in 2018 were **522**.

Overall, the figures for the use of the service in 2018 were up on 2017. However, the July figures were disappointing due to the heatwave and the lack of gardening work carried out. The Health & Safety of the operations staff had to be taken into consideration due to the risk of heat exhaustion & sun burn.

The vehicles carry anti-bacterial hand wash, First Aid kits and also carry sun protection cream.

## Jobs completed by Task 2018



### Variety of Jobs carried out in 2018, by month:

Month	Electrical	Gardening	Carpentry	Plumbing	Moving	Other / painting
January			10	1	2	5
February	5	4	6	2		10
March	3	15	8	6		8
April	2	37	3	2		1
May		71	7	5	1	3
June		53	8	7		
July	1	20	2	1		
August		50	7	5	1	3
September	4	29	6	2	1	1
October	2	41	4	4	1	8
November	5	4	6	1		11
December	4	2				11
	<b>26</b>	<b>326</b>	<b>67</b>	<b>36</b>	<b>6</b>	<b>61</b>



## **Regeneration Projects:**

As part of our community regeneration initiative and at the request of some of our Tús placement providers in DLR, we undertook some projects at various centres and schools:

### **The Holy Family School, Dunedin Park.**



Shelving manufactured and installed throughout the school for classroom storage. Painting of the parent's room & entrance hallway carried out, including plaster patching.

The special needs class shelving proved to be a time constrained task as the work had to be completed while the children were on lunch, due to noise intolerance.

### **Blackrock Education Centre, Kill Ave.**



Manufacture and assembly of storage units to match existing structure.

## Scoil Cholmcille, Ballybrack



The Principal of the school asked for our assistance to cut back the overgrowth of bushes and shrubs within the garden pods of the school, as their resident caretaker (former Tús participant) was unable to keep up with the growth. Each classroom within the school had its own garden.

### **Community Engagement:**

The Care & Repair Service is very often contacted by Carers, Public Health Nurses, Gardaí & active retirement groups in relation to older people being taken advantage of.

An initiative developed with trainee Gardaí was rolled out in the summer of 2018. The trainees, as part of their probationary training, have to undertake community policing modules. The trainees accompany the teams on their work schedule and while the repairs are

being carried out, the Gardaí talk to the clients about personal and home safety. The Garda trainees undertake this initiative in the area that they are based in.



Photo: Team Leader, Dave Moloney, with Probationary Garda, Harry Poole

### **Garda and C & R interaction**

The Garda mobile community support unit promote the services at resident and active retirement meetings. The community policing Sergeants from Dundrum, Shankill and Blackrock have recently called for our assistance to rectify some works undertaken by bogus builders and landscapers.

In one instance, the Team Leader met a community Garda from Dundrum and spent time reviewing a “botch job” where an indoor toilet was installed but the sewage was seeping through the floor. The trades referral list was used to rectify this situation. Also, the weeds in the garden were waist high. The Care & Repair team will clear this over a period of time.

A gas cooker had been installed where no gas was located. The 80+ year old lady hadn’t had a hot meal in her home in 3 years. She is reclusive, with no family. A combi grill and hotplate was donated and she was shown how to operate it. The service and time afforded to this vulnerable lady will have a huge impact on her quality of life.

## **Conclusion**

Overall, the Care & Repair service is of great benefit to the over 65 year olds in the Dun Laoghaire Rathdown area. The service benefits both the community and the Tús participants, by offering a free home repair service and encouraging long term unemployed people to get back into the routine of employment. The job satisfaction and comradery is evident when one of our participant's one year contract is finished and they have to leave the programme. Having a longer period on the programme would benefit all, especially the communities we service. Our clients get to know the staff personally and often request them by name.

## Case Study:

**The Sue Ryder Foundation** is a not-for-profit organisation dedicated to helping older people live safely, securely and independently, with a choice of services to suit all needs. Not so many years have passed since the work of the Sue Ryder Care was extended to Ireland when a small number of people were enthused to 'Share the Care' in our society. Founded in 1982, the Foundation now provides housing and support to the elderly in six locations throughout the State, Ballyroan, Dalkey, Holy Cross, Kilminchy, Nenagh & Carlow. The challenges that age and disability bring are more manageable in the independent, but supported, environment that the Sue Ryder Foundation provides.

A large part of the Foundation's funds are raised from the 30 shops which sell a wide range of donated goods - bric-a-brac, books, nearly new clothing, etc. Care is taken over the pricing of goods and expert opinion is sought for the pricing of valuable items. Sue Ryder shops also sell furniture.

The Southside Partnership Tús programme is heavily involved in supporting most of the retail charity shops in Dun Laoghaire Rathdown. The following is an email received in regard to this work in a Sue Ryder shop and is an example of the impact Tús has, and the contribution the participants make, along with the great experience the participants receive.

*"The Tus Initiative has been, and continues to be, a huge asset to the Sue Ryder Retail Charity. I would sincerely like to thank you personally, and the Southside Partnership for the fantastic help and support you provide. We benefit greatly from the wonderful mix of participants you have matched us with, each person bringing their different life and work experience to our store, and contributing greatly to our team. The mix of regular Tus workers and volunteers adds a wonderful dynamic of skill sets.*

*Our experience is to date, of people who have been unemployed coming to us sometimes at a low ebb, and, even at times more resigned to the scheme, rather than actively enthusiastic...to change entirely for the better, in a relatively short period of participation. We have watched people becoming increasingly confident, forming bonds with fellow workers and customers, and rediscovering skills or developing new ones they never realized they had to offer. This positivity and personal growth all adds richly to our charity work and creates a positive experience for all concerned.*

*Our environment as a place of work, is enhanced by the abundance of talent and ability the Tus participants have brought with them. Their hard working ethic has enabled us to function in a more professional manner. The reality of the extra and regular manpower enables us, to establish a great degree of continuity, and do a much better job. We get to focus on our customer service and sales, merchandising and window displays with their contribution, without which we would struggle.*

*The Tus participants support our volunteers in a very big and fundamental way, often in addition assisting special needs staff. It's just such a good scheme all around, everyone benefits, and the contribution to society in general is immeasurable. We would be very much poorer without you.*

*Thanks again. Best regards, Paula"*