



ABOUT OUR SERVICE TO YOU

Trafford Care & Repair
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About Trafford Care & Repair

Trafford Care & Repair is a home improvement agency. We are here to help older and vulnerable people to organise repairs, alterations, adaptations and energy-saving measures to their home in a way that relieves them of much of the associated stress.

Care & Repair was established in Trafford in 2001, as part of Manchester Care & Repair, which has been operating successfully in the City of Manchester for over 18 years.

To use Trafford Care & Repair's Home Repairs Support service you must live in Trafford, be over 60 years of age or disabled, and either own your home or are living in privately rented property where you are responsible for repairs and alterations. The same general criteria apply to HandyHelp but this small repairs service is available to people living in any tenure.

We are a not-for-profit organisation with charitable status. Although we charge for some work we rely heavily on funding from Trafford Council, charitable trusts, donations and legacies.

To maintain and improve a high quality service we rely on clients providing feedback. The vast majority of clients are very satisfied and complimentary of our services. If we receive a concern or complaint it is dealt with speedily. We are externally validated by Trafford Council Supporting People, Foundations (the government-appointment body for home improvement agencies) and by Investors In People.

Trafford Care & Repair's staff:

Admin Officer (Small Works)	Audrey Foley
Admin Officer (Home Repairs Support)	Yvonne Lengden
Admin Assistant	Bud Marston
Admin Assistant	Sonia Parr
Caseworker	Caroline Brown
Caseworker	Sophia Mohammed
Technical Officer	Ray Flynn
Technical Officer	Fred Kelly
Senior Handyperson	Ian Angus
Handyperson	Vinny Fahey
Handyperson	Aaron Turner
Handyperson	Dave Adams
Service Director	Herbie Yon
Chief Exec – Manchester Care & Repair	Maggie Walker

Our service to you

We will tailor our support service to meet your particular needs. In order to do this a staff member will normally visit you at home to discuss your requirements and explain the type of support available. This will help you to assess whether or not to use our services and if so the most appropriate actions that would need to be taken.

If we are doing a large piece of work for you then the plan of action and the level and type of support required could change. We would ask that you to keep us informed of any significant changes to your circumstances so that we can re-assess what needs to be done. Similarly we would keep you informed of progress. You will be involved in all decisions and as far as possible we will work at your pace. You have the right at any time to change your mind about using our services, knowing that you can still request support at a later date.

The level and type of support provided will depend on your particular circumstances and you will decide how much support you want. Our services include:

- Support, information and advice either through a home visit or by telephone
- Carrying out a risk assessment with you of hazards and disrepair in your home
- Independent advice and information about any repairs that are needed to your home and the options for carrying it out
- Information about ways to pay for the work, including grants, discount schemes, and charitable funding and help with applications.
- Helping to access benefits you may be entitled to, for example if you are disabled or on a low income
- Information about local services that you may be interested in
- Providing details of reputable contractors working in the area
- Helping you to find contractors to carry out work funded by a grant
- Agreeing a schedule of the work that is needed with you, so that contractors are clear about what is required
- Obtaining quotes from contractors and checking them, helping you to decide which contractor to use
- Liaising with appropriate authorities such as Building Control Department, Planning Department, or grants officers at the Council
- Overseeing the work to make sure that it is carried out properly, and inspecting it before the contractor is paid
- Carrying out small repairs around your home using our 'HandyHelp' service.

If you are interested in any of the above we will be happy to discuss it with you.

Health & Safety

If you are having repairs carried out to your home, our staff will make every effort to ensure that there are no risks to you while the work is in progress. We will have regular contact with the contractors before and during the work to make sure they comply with Health and Safety requirements. If at anytime you have concerns about health and safety please let the caseworker or technical officer know as soon as possible.

How much does it cost?

Advice and information is free.

Obviously the cost of the repair work has to be paid by you. However as part of our service we could assist you by trying to access other funding such as Trafford Council's Home Owner Grants. If you want, we can check your entitlement to the grant and fill in the application for you. If you are successful the grant could pay for some or all of the repairs. Our caseworker will explain how the grant works.

Depending on how much work you want us to do we might need to charge you for some technical support, such as writing a schedule for the work, obtaining quotes and overseeing the work. But we would always tell you of any fees in advance so that you can choose whether or not to go ahead. If you do receive a Home Owner Grant then we would claim these fees from the Council.

We would emphasise that we do not want anyone to be deterred from using our services because they feel that cannot afford to pay. If this is a concern to you then speak to us about it – your details and circumstances will be treated as confidential.

'HandyHelp' is a low-cost, subsidised service, designed to help deal with the small repairs around the house. We try to make this service as affordable as possible: currently we only charge £15 (Inc VAT) plus the cost of materials. If you use this service you can either purchase the materials yourself or we can purchase them on your behalf – some items such as locks, grab rails and handrails we would use from stock.

Donations

As a not-for-profit organisation, we welcome donations towards our work. All donations and any surplus are invested back into our Organisation to enable us to continue helping older and vulnerable people improve their homes.

Confidentiality

At Trafford Care & Repair we will respect your confidentiality. Some of the work we do for you is likely to require working with other people (e.g. grant officers and contractors) but we will not discuss any of your personal details with any other person or organisation without your consent.

The need for confidentiality forms a part of our staff induction and training, and is a clear responsibility in our job descriptions and contracts of employment. A copy of our confidentiality policy is available on request.

Data Protection: what we do with the information you give us

- The information that we ask you for enables us to assess what services we can offer you. For example, if we are trying to access a repair grant for you we will need information about your financial circumstances. This remains confidential and will only be used for the purpose that we have agreed with you.
- We are asked by our funders to provide statistical information about the services we offer and about the people using the service. All statistical information is obtained from our computer database but all reports for external use are compiled in a way that clients cannot be identified.
- In publicity materials, annual reports and funding bids, it is often advantageous to use 'case studies' to demonstrate the importance of the service and the difference that our work is making in the lives of individuals. We make sure that individuals cannot be identified in case studies. If you do not want the details of our work with you used in this way, please tell us.

If you wish to see the information we hold about you, please contact our office for a 'Subject Access Form' and return it to us together with the appropriate fee (currently £10). If you need any further information about your rights under the Data Protection Act 1998, please contact the Chief Executive of Care & Repair on (0161) 872 5500. A copy of our Data Protection Policy is available on request.

Equal Opportunities

Care & Repair wholeheartedly supports the principle of equal opportunities both in employment and in the way we offer our services. We aim to ensure that nobody is treated less favourably than others because of their gender, age, class, race, ethnic or national origin, religion, colour, creed, caring responsibilities, marital status, sexuality, physical ability or mental health.

We have an Equal Opportunities Policy at Care & Repair, and we have a programme of action to make this policy fully effective. If you have any questions or concerns about our Equal Opportunities Policy or the way that we deliver our service, please do not hesitate to contact the Chief Executive of Care & Repair on (0161) 872 5500. A copy of our Equal Opportunities policy is available on request.

Listening to your views

Your views and comments about our service are very important to us. We are committed to continuous improvement so any comments or suggestions you make will be used to review and improve our service.

Following any work that we have carried out for you, or at the completion of work that we have assisted you with, we will ask you to complete a satisfaction questionnaire. These questionnaires will be about our service and, where applicable, about the contractors who worked at your home.

If you have any problems with the building work, either while the work is being carried out or afterwards, please contact the Technical Officer who will assist you.

If you have any other concerns or complaints, please raise them first with the member of staff involved. If this is not appropriate please contact us at the office 0161 873 8666. If you want, we can send you a copy of our leaflet about making a complaint. A copy of our complaints policy is also available on request.

Client Charter

We aim to provide you with a caring, reliable and efficient service, which will include.....

- treating you with dignity and respect
- valuing cultural and social preferences
- a flexible personal approach, listening and responding to your needs
- explaining clearly your options
- keeping you informed of progress
- fair and open access to services
- treating all your personal information in a confidential manner

To help us to achieve the aims of the charter and provide the best service possible, we ask you to....

- keep us informed of your needs
- be courteous to our staff and contractors
- let us know your views on our service

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