

Our award-winning Handyperson Service - a marked success!

The people best qualified to judge the benefit of our handy-person service are our clients. 98% say they would use the service again, and through the varied tasks they identify they say our work helps them to maintain their independence at home (78%), as well as feeling safer (75%) more secure (70%) and warmer (50%).

The service helped nearly 6000 people with handy-person jobs and 1700 with falls prevention.

2009-10 was the first

year of additional funds from central government, with funds from Private Sector Housing, Adults Directorate, Supporting People and the Joint Health Unit (all part of Manchester City Council), combining to bring this service to residents.

Older residents of Moston, Harpurhey, Burnage and Crumpsall make most use of Handyhelp. Residents in inner-city areas, Moss Side, Fallowfield, Rusholme, Longsight, Levenshulme and Gorton benefit from additional

services through the home maintenance projects which Private Sector Housing commission in areas of older housing to support all home owners.

Our clients' comments include:

'This is a wonderful service. It is a great comfort to know there is someone to call on for help with niggling jobs around the house. The young man who came to me today was most polite and took time to explain things to me. Long may this super service continue!'

57% increase

in the number of residents assisted year-on-year

Proven £1.70 benefit for each £1 spent on the service



We're on the web!

www.careandrepair-manchester.org.uk

The real benefit of our Handyperson Service - evidence

Evidence is the name of the game these days and MC&R have worked with the City Council to measure the financial benefit of handy-person services. Using only robust and conservative assumptions, there is evidence that for every £1 invested in MC&R handy-person services there is a demonstrable £1.70 benefit to health and care. This is on top of the benefits felt by individual older people and fit with the Ageing Strategy.

Supporting Health and Care

The benefits from our service increase because we reach those in most need, and carry out the works that will make the biggest difference. We are pro-active on Healthy Homes and Falls Prevention. We support health and care staff to recognise how housing repairs can help improve health. In each clients home we spend time doing a home safety audit and a basic

property condition survey, offering free second stair rails, grab rails, non slip bath mats, smoke alarms, carbon monoxide detectors and ensuring that our "first through the door" visit has linked the older person to the services they need to keep healthy at home. 500 delegates have had free Healthy Homes training sessions since 2006 and we did 1700 of these safety audits in 2009-10 (a 22% increase on previous year).

"That little bit of help" is just what older people want.

- Fitting curtain rails and blinds and replacing light bulbs.
- Limited brickwork and patch plastering.
- Repairing broken gates and replacing broken hinges.
- Small heating and plumbing issues (e.g. bleeding radiators, replacing taps and tightening washers, attending to leaking toilets).
- Internal doors (e.g. fitting door furniture, security measures and draught-proofing)
- Furniture repair and small flat pack assembly.

What our clients say:

“This is a wonderful service. It is a great comfort to know there is someone to call on.”

“Long may this super service continue!”

“I am very grateful for the help and advice I’ve received from Care & Repair over the past 2-3 years. To the elderly, small jobs become too big to tackle and getting them done is worrying.”

“With help such as you have provided I hope to live at number 5 for a few more years”

Trainee in the news

One of our home maintenance trainees had her own success recognised when the Manchester Evening News and TV news feted the “84 year old brickie” who, since the death of her husband, had been learning to maintain her terraced house doing jobs herself.

She was one of 30 trainees taking part in training and involved in make-overs of community properties such as Greenbank Bowling Club.



Some background information...



MC&R took time out to celebrate our award for excellence in Handyperson services with senior councillors and our MP

Generations Together

Our home maintenance team were chosen to demonstrate intergenerational practice. Old and young are coming together in additional home maintenance training sessions. Several of these trainees will go on to take part in more in depth, hands on DIY training which will also help to refurbish a room within Clayton Hall.



Manchester Care & Repair is an independent Home Improvement Agency. We are a not-for-profit organisation that is funded from a variety of sources to help older and vulnerable people to live in a warm, safe and secure environment.

Our clients are householders who are aged 60 years and above and are normally owner-occupiers or private tenants, although many of our services are available to older people of any tenure – including council and housing association tenants.

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Handyperson and Falls Prevention

