

# Manchester *care & repair*

## *Our Service To You*



*Manchester Care & Repair is a Registered Charity N° 1147174  
and a Company Ltd by Guarantee N° 8008229  
VAT reg. 900147668*

## ***Who are we?***

Manchester Care & Repair is an independent home improvement agency. We are a registered charity and receive our funding from Manchester City Council, charitable grants and donations.

## ***What do we do?***

We help our clients to continue to live independently in their own homes by making them warm, safe and secure.

## ***What services do we provide?***

We help with home repairs and other aspects of living safely in your home. For major home repairs we assist with work planning, finding a reliable contractor and access to interest-free loans and grants. We also provide: a free handyperson service; advice on how to access services to help live independently; advice on home maintenance; advice on welfare benefits; advocacy and translation services.

## ***Our Service to You***

Our service to you is tailored according to your needs.

One of our staff will discuss with you what you need and what our service can offer. This is flexible so if you do not agree with anything we suggest or if your needs change, our service to you can change.

You have the right to change your mind about using our service, and this will not affect your right to use the service in the future.

We also want you to be able to control the pace that we work at if you are feeling rushed, please let us know and we can change things to suit you.

### ***Does our service cost anything?***

All the technical advice and any other advice and information we give is **free**.

For repairs to your home, Manchester Care & Repair help you to get the repairs carried out, by assisting you through the building process and/or accessing funding for the work. All work is paid for by you – that may mean you paying for the work yourself if you can afford it, or it might mean we help you apply for a grant or loan to pay for some or all of the work.

### ***Keeping you informed***

We will keep in touch with you by phone or letter when there is progress to report.

### ***Quality and Feedback***

We always encourage feedback from our clients. We want to know what we need to improve, as well as what is good. At the end of providing a service we will ask you to complete a feedback form. Please help us by completing this and responding if we contact you to check the quality of our services.

### ***Confidentiality***

We will not pass on personal details to others without your consent. All information is kept with the sole

purpose of providing a service to clients and is kept securely in our offices.

We will not discuss any details about your circumstances with any other person or organisation without your consent. A copy of our Confidentiality Policy is available on request. If you wish to receive one please contact us using the details found on the back cover of this document.

### ***Health & Safety***

If you are having repairs carried out to your home, our Technical Officer will ensure that there are no safety hazards in connection with our works and will pass on any concerns or observations to the contractor. However if there are any concerns we may have overlooked or there is something you want to tell us about, please let the caseworker or Technical Officer know as soon as possible.

### ***Equality and Diversity***

Care & Repair wholeheartedly supports the principle of equal opportunities and welcomes diversity. This means we do not discriminate on the grounds of age, gender, religion, sexual orientation and ethnic origin and we aim to address the effects of discrimination. If you would like to receive a copy of our policy, please contact us. Please help us by completing our monitoring forms which help to check that our policy is guiding our practice.

## ***Listening to your views***

Your views and comments about our service are very important to us. We are always learning, and need to know what works and what doesn't. Any comments will be used to review and improve our service. You may phone or write in with your comments or include them on the feedback form at the end of the service. We also invite clients to give us their views in other ways. Look at page 8 for further details.

## ***Complaints***

Should you feel that you need to make a complaint about our service we guarantee that this will be dealt with fairly. Listening to your concerns helps us to improve our service. A copy of our complaints policy is available on request.

Please first raise your concern with the person providing your service. If this is inadequate or inappropriate please request a copy of the complaints policy and write to the Services Director at the address shown on the back cover of the booklet. The policy includes a list of organisations who may help you.

## ***Data Protection -***

### ***What we do with the information you give us***

All the information that we ask you for helps us to assess what services we can offer to you. This remains confidential and will only be used for the purposes that we agree with you.

We are asked by our funders to provide statistical Information about our services and you can be assured that this will not include any details of your personal data.

At times, to help us promote our services to others and support our funding applications we use case studies and again we can assure you that no identifying details will be used without your permission.

Under the Data Protection Act 1998, you have the right to ask for any personal data we hold on you.

Please contact us for a subject access form, which should be returned together with a fee of £10.

### ***Donations***

As a charity, we rely on donations to support our work. Every donation helps us give practical support to more people.

You may donate by post, online at [www.careandrepair-manchester.org.uk](http://www.careandrepair-manchester.org.uk) or give your donation to a member of staff.

If you are a UK taxpayer you can increase your gift by 25% by 'Gift Aiding' your donation. Please let us know and we will send you the form to complete and return.

## ***Our commitment to you – Our 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

## ***Your opportunity to become involved***

By 'hearing what you say' we are able to further improve our services and ensure that quality services are delivered and maintained. We ask for your views on the feedback form and welcome you contacting us. If you wish to further your involvement, there are three options available to you:

### ***- Manchester Care & Repair Board membership***

We have a Board who directs the organisation. The members are volunteers and meetings are held every two months. Members receive both out of pocket expenses and refreshments for attending and also training to further develop and promote the 'ethos' of Care & Repair. Please ask for an application form and further explanation using the details at the back.

### ***- Supporting People - Core User Group***

(For Supporting People Funded Services – we can advise if this applies to you) Supporting People are both our funders and regulators and they have a 'Core User Group', which is there for you to join in with. The group, made up of those who receive a Supporting People funded service, has contributed to the development of consultative forums, policies and strategies. For further information contact TPAS (Tenant Participation Advisory Service) on 0800 169 1814.

***Care & Repair Customer Panels*** – these are held occasionally and are enjoyable discussions on aspects of Care & Repair's services with

refreshments and transport provided. Leave your name with us – details at the back page of this leaflet.

### ***Service Standards***

We want to provide good service and have established service standards. Key points from these are:

#### ***- First contact***

Within 3 working days of your enquiry we acknowledge it and let you know what happens next and when.

#### ***- Appointment***

We make appointments to suit you (Monday– Friday 8.30am — 4.30pm.) To avoid wasted journeys we ask that you let us know in advance if you cannot make or keep an appointment, and we will also do the same should we need to cancel/ rearrange a visit.

#### ***- Visit***

We aim to arrive on time and will present evidence of our identity which you should check before admitting us. We will be polite and listen to your views and we expect the same from you. We will not intrude and will respect your home.

### ***Smoking***

We will not smoke in or around your home.

It is our duty to protect the health and safety of our employees. We respectfully ask you to provide a smoke-free atmosphere at least one hour before our employee visits you at your home.

### ***Abuse and Neglect***

We work to ensure that our staff are trustworthy and caring. However it could be the case that you have concerns regarding the way staff treat you. If this is the case you may report to the Police (0161 872 5050) or Social Services (0161 255 8250) or let us know immediately by asking to speak to the Chief Exec or a Senior Manager (0161 872 5500). Our staff are trained to support you if you have concerns regarding abuse or neglect by other people. Just let them know.

### ***Alternative Service Providers***

Most of Care & Repair's services are unique. In some instances there may be another organisation providing a similar service. If you choose to use an alternative provider that is your right and we will follow your instructions regarding this. Please discuss this with our representative as early as possible.

**Our contact details are over the page. You may wish to use this page to list other useful Telephone Numbers**

Gas Emergency .....

Electricity Emergency .....

Water Emergency .....

Council .....

Doctor .....

Dentist .....

Other .....

Other .....

Other .....

## ***Access to us***

You can call us, 9am - 4pm Monday to Friday. We aim to answer personally but if everyone is busy or it is outside those hours you will have the opportunity to leave a message with your 'phone number or try again. If a message is left, we aim to phone you back by the end of the next working day. We also accept emails, faxes and letters and full details can be found below. Names and contact numbers for our individual workers helping you are provided by each of our services.

## ***How to contact us***

You can contact us in a variety of ways:

Direct contacts can be found on the Client Work/Support Sheet that you will be given when we do work for you.

By telephone : 0161 872 5500

Fax: 0161 872 5544

E-mail: [mail@careandrepair-manchester.org.uk](mailto:mail@careandrepair-manchester.org.uk)

Web: [www.careandrepair-manchester.org.uk](http://www.careandrepair-manchester.org.uk)

Our address is:

Unit 14, Empress Business Centre,  
380 Chester Road,  
Manchester  
M16 9EA