



## ***More about Care & Repair***

**Tel: 01530 510031**

Your Housing Adviser:

This booklet is available in larger print and other formats on request

## **About this booklet**

This booklet has been given to you during our first visit. Care and Repair staff will provide information and discuss with you how you wish to proceed. If you or your friends/relatives have more general questions about the service, this leaflet may answer them. Should you have any more specific questions do not hesitate to get in touch with us.

### **Contents Page**

- 3 Care & Repair
- 4 Care & Repair's staff
- 5 Advice and practical help
- 6 Costs and payments
- 7 Confidentiality
- 8 Safety and security in the home
- 9 Other services
- 10 Your views
- 10 If things go wrong
- 11 A service for everyone

## Care & Repair

Care & Repair's principal role is to help older and other vulnerable people, who are homeowners and private tenants, to live in safe, warm, secure, well maintained and adapted homes.

In Hinckley and Bosworth Care & Repair provides a service for disabled people of all ages who have been assessed for a Disabled Facilities Grant and we offer more limited help to younger homeowners in receipt of qualifying benefits.

We listen to your housing concerns, for example the need for repairs or improvements to make life easier, or adaptations to enable you to stay put. We then provide advice on the work that needs doing and how to pay for it. We give practical help in choosing builders and keep a close eye on the work.

However before we can proceed you need to sign a Client Agreement to appoint Care & Repair as your agent for the services we offer. This means you are entering a contract between yourself and Care & Repair (West Leicestershire) Ltd. As your agent Care & Repair will act on your behalf, and with your agreement will instruct named contractor(s) to carry out work, thereby forming another contract between you and the contractor(s).

Where you have other problems we may be able to provide more general advice, for example about claiming Benefits, or, refer you to another organisation for more specialist advice. We will always discuss your concerns with you and help you to make good decisions with proper advice.

More details about our service are provided in our introductory information leaflet.

While we are known locally as Care & Repair, we are one of many such Home Improvement Agencies. Our full name is Care & Repair (West Leicestershire) Ltd as we cover North West Leicestershire and Hinckley and Bosworth Districts. It is a non-profit making organisation, set up in 1985 as an Industrial and Provident Society and is run by a local management committee.

## **Care & Repair's Staff**

Our staff are appointed for their experience and ability to provide advice, assistance and support to older people and other vulnerable people. They receive training and support. All those working directly with clients have undergone Criminal Record Bureau checks and Care & Repair carries appropriate indemnity insurance.

The person named on the front of this booklet is your Housing Adviser, with whom you will stay in touch and will be your main contact at the office. You can talk to her/him if you are concerned or worried through the office by

telephone, fax, email or letter. If your Housing Adviser is not available then a member of the staff team in the office will take a message and pass it on as soon as possible.

However we are committed to keeping you well informed and consulting with you. The Housing Adviser will therefore stay in touch with you and ensure that you have the final say in any decisions. They will not make promises which they cannot keep, and will give you a realistic idea of what to expect from us and the time the whole process of getting work done will take.

We work to high standards and hold a Quality Mark at General Level from the Community Legal Service and have also achieved national accreditation under the “Home Improvement Agency national quality marked scheme”.

## **Advice and practical help**

We can provide a wide range of advice, including the different ways the work could be paid for. We expect to: -

- Discuss your needs and help you to decide on the best course of action.
- Explain the local authority financial assistance/grant systems and ensure that you know if you are entitled to apply for assistance to repair, improve or adapt your home.
- Ensure that you understand all that is agreed, and put the information in writing for you.

- Help you complete any forms, including applications.
- Give clear advice on your rights.
- Keep copies of any letters and forms on file and / or give copies to you.
- Ensure that you understand any forms completed by us on your behalf.
- Advise you and help claim any additional benefits to which you are entitled.
- Help you identify the building work needed and select an appropriate builder.
- Obtain building quotations and building regulations approval.
- Liaise with the Adult Social Care Service, Pension Service, Building Societies, Private Sector Housing Sections, Voluntary and Welfare Agencies and Charitable Trusts on your behalf when necessary.
- Monitor building work in progress and ensure good standards are maintained.

## **Costs and payments**

Our *advice* is free. However we do charge a fee for our services. This fee is not charged when the work is funded from charitable sources. Financial Assistance from the Council almost always includes the cost of any fees, where these are charged. We will ensure that if you do pay a fee, this will be clearly explained and agreed in writing before it is incurred.

We will let you know when payments for work are due. We normally expect payment to be made at the office or by cheque through the post. A receipt is provided for all cash payments, and for cheques on request. We hold a client account, ensuring client monies are kept separately from Care & Repair's own money.

If there is a change in your circumstances or you no longer wish to use our services, then please let us know straight away. Do remember that if you have already ordered work or have signed to agree to a fee for work that you cancel, there may be a charge.

## **Confidentiality**

Care & Repair staff are often given confidential and sensitive information, especially about their clients' property and income. Please rest assured that any information will be treated in the strictest confidence and only divulged with your permission.

Our service is covered by the Data Protection Act. This means that the information we collect from you will only be used to access the advice, grants or services you have agreed to. We will only disclose the information to other organisations and people where necessary to achieve this. We may also need to show your case file to the Community Legal Service when they check our Quality Mark. If you want any further information about your rights under the Data Protection Act please contact the Director.

Our staff work for their clients and will see things from their point of view. On rare occasions we find that we have been given false information. When this occurs Care & Repair must withdraw its assistance.

We will only discuss your situation in the presence of other people, such as your friends and relatives, where you wish us to do so. We also undertake that we will only discuss confidential information with someone whom you have chosen to represent you and then only at your request.

Most of our staff live locally. This means that there is the potential for your Housing Adviser to be related or personally known to you. In this case you may not wish to discuss your financial or personal affairs with her/him. If this is the case, we can arrange for a different adviser to visit.

## **Safety and security in the home**

On our first visit we will discuss with you and note anything in your home or surroundings that may cause a risk, such as unsafe wiring or uneven floors. This is for your safety. We also need to ensure that anyone visiting you or working in your home at our request, such as builders, does not have an accident.

All staff and contractors should make an appointment in advance to visit. If you have any doubts about a visitor on your doorstep who says they are from Care & Repair,

keep your door shut and telephone the office. All our staff and contractors carry identity cards and should show them.

Occasionally we visit people who have been neglected or even abused. We support Leicestershire County Council's policy on the protection of vulnerable adults. If a member of staff has any serious concerns about a client's well-being or the way they are being treated, they will discuss this with those involved and their manager, who will decide whether to advise the Adult Social Care Service. The client will be told of the concern and referral.

## **Other Services**

We can discuss and advise you on other housing options. If you decide that you would prefer to move, we can refer you to housing providers. It may be that you wish to stay in your home but would welcome further support, in which case we could refer you to others with your agreement.

Examples could be: -

- Adult Social Care Service for bath and mobility aids or community care needs,
- Safe at Home/Help the Aged's HandyVan service for security measures, Warm Front for central heating, loft insulation etc.,
- Age Concern for support and completion of forms.
- The Pensions Service for advice on pension credit and other benefits.

## **Your views**

Care & Repair is always trying to improve the service and welcomes your opinions and views. In order that our clients can influence the planning for the future, we actively encourage client feed back by: -

- Client satisfaction questionnaires. Everyone who has work completed is sent a questionnaire, and this helps us form a picture of how people feel about the service and what could be better.
- Discussion groups so that we can listen, and discuss your views and ideas with you.
- Letters and comments from our clients.
- Open days and promotional events, which we arrange and encourage clients to attend.
- Meetings with other organisations give us helpful feedback.
- We encourage former clients to consider joining our management committee.

## **If things go wrong**

If you are dissatisfied with either the standard of building work or our services then please let us know. We work to high standards and are eager to put things right or improve our service. We aim to resolve most of the problems raised by you, or your appointed representative, in an informal manner. Normally a talk with our Housing Adviser or Director leads to a happy solution. Where this fails, we have a formal complaints procedure to help

resolve problems. A leaflet called *Clients' Complaints Procedure* is available on request from the office.

## **A Service for Everyone**

Care & Repair was set up to address the needs of older people and other vulnerable people. They often live in housing which requires repair and adaptation, and welcome specialist impartial advice. We aim to provide everyone who comes to this agency with an efficient, caring and professional service. We are an Equal Opportunities Association. This means that we seek to ensure that everyone has equal access to the service and treatment. No person or group of people will be treated less favourably than any other because of their sex, marital status, race, colour, nationality, creed, physical or mental disability, age, sexual orientation or economic status. Our building contractors have also agreed to this policy. If you believe that you have been treated unfairly then please contact the Director .

Care & Repair is funded and supported by:

- North West Leicestershire District Council
- Hinckley and Bosworth Borough Council
- Leicestershire Adult Social Care Service
- Leicestershire Supporting People

**Care & Repair (West Leicestershire) Ltd**  
**2 Mantle Lane,**  
**Coalville,**  
**Leicestershire**  
**LE67 3DW**

**Telephone: 01530 510031,**

**Fax: 01530 833031**

**Email: [info@carerepair.org.uk](mailto:info@carerepair.org.uk)**  
**[www.carerepair.org.uk](http://www.carerepair.org.uk)**

© May 2007 Care & Repair (West Leicestershire) Ltd - an  
Industrial and Provident Society with charitable status 24755R



