

The staff will be able to supply small items such as bulbs, batteries and screws for little or no charge. However, it will be the responsibility of the householder to supply items such as curtain rails.

The Handyperson Service will leave you with a record of the work which has been undertaken and will also supply a copy of the home safety assessment if you request one to be undertaken. If this assessment identifies any matters which may require attention, Handyperson Service staff will be able to offer advice about the appropriate support that can be obtained.

Where to go for other help

The Handyperson Service is part of the Meals and Shopping Service. If you would like someone to undertake your shopping on a weekly basis or you would like to receive a hot nutritional meal for lunch or tea, a request should be made for this service. The request can be made by yourself, a relative or friend, or from someone in Health, Social Work or any other agency who is already involved in providing care and support to you. The contact details are the same as the Handyperson Service.

Your views

The Handyperson Service is always interested in your view on ways in which the service can be improved. A complaints procedure exists and you are encouraged to contact the Handyperson Service with any concerns you may have. The concerns will be fully investigated.

If you have difficulty understanding English,
please contact the address below:

যদি আপনি ইংরেজি বুঝতে অসুবিধা বোধ করেন
তাহলে অনুগ্রহ করে নিচের ঠিকানাতে যোগাযোগ করুনঃ
如閣下不十分明白英語，請與以下的通訊處聯系。
ਜੇ ਤੁਹਾਨੂੰ ਈੰਗਲਿਸ਼ ਸਮਝਣ ਵਿਚ ਕੋਈ ਮੁਸ਼ਕਲ ਹੁੰਦੀ ਹੈ
ਤਾਂ ਫ਼ਿਰਮਾ ਕਰੋ ਕਿਸ ਪਤੇ ਤੇ ਸੰਪਰਕ ਕਰੋ:
اگر آپ کو انگریزی سمجھنے میں مشکل پیش آتی ہے تو براہ کرم نیچے دیئے گئے پتے پر رابطہ کریں۔

Dundee Translation Unit, Dundee City Council,
Central Library, Wellgate Centre, Dundee DD1 1DB.
Tel: 01382 431563 or 431542 Fax: 01382 431542

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The Handyperson Service



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INVESTOR IN PEOPLE

Who are we?

The Handyperson Service, as part of Dundee City Council's Home Care Service, is committed to sustaining and supporting people in their own homes by undertaking certain maintenance tasks and a home safety assessment. All staff have been police checked (Disclosure Scotland) and carry identity cards.

What does the Handyperson Service offer?

The available services include:

- a. changing light bulbs
- b. installing smoke alarms and replacing batteries
- c. taking down and putting up curtains
- d. undertaking safety checks of household electrical items, e.g., electric blankets, lights, kettles, irons, microwaves, etc.
- e. moving furniture within a room
- f. ensuring floor coverings are safe
- g. undertaking a home safety assessment

Who are the Handyperson Service staff?

All the Handyperson Service staff are appropriately trained in respect of health and safety requirements. The staff are not employed as a tradesperson but can offer advice about the "Trusted Trader" scheme organised by the Environmental Health and Trading Standards Agency. They also have links with other agencies who can offer support in relation to fire safety and building security. Where it is necessary for work to be carried out by tradesmen, a referral can also be made to Dundee Care & Repair for further advice and possibly financial assistance in the form of a Small Repairs Award or Grant

assistance. They can contact your landlord about repairs which may be required to your property. However, an approach to another agency will only be made with your knowledge and agreement.

How do I receive the service?

A request for the service is made to the Handyperson Team at the following address:

Handyperson Service,
Units 5/6/7 Slessor Court
Claverhouse Industrial Estate,
Dundee DD4 9UA
Tel No (01382) 432437
Fax No (01382) 432434

The request can be made by yourself, a relative or friend, or from someone in Health, Social Work or any other agency who is already involved in providing care and support to you.

If you are in hospital, there are social workers whom the ward staff can approach on your behalf.

The service cannot provide an immediate/emergency response and there may be a need to prioritise the availability of the service. Priority will be given to those people who are:

- a. of pensionable age
- b. chronically sick or disabled
- c. on a low income

What is the cost of the service?

There will be a small charge for this service, which is payable regardless of any assessment that may have been carried out

to determine your ability to pay. There may also be a charge for the materials used. Where a home safety assessment is undertaken, there will be no charge for the time taken to do this.

You will be offered a financial assessment when you receive the Handyperson Service. This will include a welfare benefits check to ensure that you are receiving all the benefits that you are entitled to.

How do I pay for the service?

You will receive an invoice from Dundee City Council Finance Section. Invoices are sent out every four weeks with the period that the invoice covers noted on it. Invoices are sent out four weeks after the service has been provided.

Confidentiality

Staff will respect your confidentiality at all times. Sometimes it is helpful, with your consent, to discuss your needs with other care professionals or members of your family.

When is the service available?

The service is available between 9:00am and 5:00pm each weekday. It is not an emergency service and all visits to your home will be confirmed in advance by letter or telephone. There will be no specific appointment time, but a commitment will be made to visit you during a particular morning or afternoon period.

All staff will supply their own equipment to use in your home, in order to meet health and safety requirements. This also includes using their own stepladders.