



www.peoplesinonet.org.uk

See our PIN website for a directory of services which can help support you in your home

This is your guide to the Handyperson and Adaptation Service

This guide tells you

- Who can use the Handyperson and Adaptation Service
- What type of work the team will carry out
- What it costs to use the service
- About minor adaptations
- About the team
- How to contact the team

The information in this guide applies whether you are a tenant or an owner occupier.



Who can use the Handyperson Service?

If you live in Redcar and Cleveland and you are over 60, disabled or at risk of falling, you can get small jobs done by a member of the Handyperson and Adaptation Team.

The service is available to both tenants and owner occupiers but tenants will need to check first whether jobs are the responsibility of landlords.

What type of jobs will the Handyperson do?

The team can undertake small jobs in and around your home that can improve your safety, security and comfort.



this is Redcar & Cleveland

www.redcar-cleveland.gov.uk/adultcare

They can carry out a home safety check to identify jobs that can help you feel safe and prevent you from tripping or falling.

Examples of jobs the Handyperson can undertake:

- Replace light bulbs and cords
- Trim and fix loose carpets
- Move furniture
- Put up shelves, curtain rails and curtains
- Fit doorbells and telephone extension leads
- Make garden paths safe
- Cut down shrubs and small trees that are a security issue
- Mend leaking taps, cisterns and ball valves *
- Fit or renew replacement locks *

* These jobs may be the landlord's responsibility and therefore undertaken for owner occupiers but not tenants.

Are there any jobs the Handyperson will not do?

Jobs that the Handyperson is unable to do include electrical works (other than replacing plugs and fuses), any work connected to a gas supply, works to appliances such as cookers or boilers, routine gardening, any jobs above step ladder height or jobs that are a landlord's responsibility.

If you think your job is too large for the Handyperson to undertake please call the team who will try to help to find other ways to get the work carried out.

For information on larger adaptation work to your home if you are disabled please see our Guide to Home Adaptions for Disabled Adults and Children.

Will I have to pay for the work?

The service is funded by the Council and you only have to pay the cost price of materials used for the work.



Minor adaptations to your home

The service also carries out minor adaptations, working in conjunction with Occupational Therapists and other health professionals. It is aimed at keeping you safe and helping you live independently in your home for as long as possible. You will need an assessment and referral from an Occupational Therapist or other social care professional in order to receive this service. This work is carried out free of charge.

Examples of minor adaptations include:

- Fitting a second banister rail
- Fitting grab rails and handrails internally or externally to your property
- Splitting steps to allow easier access to your property

If you feel you may benefit from a minor adaptation please contact R&C Adult Social Care on 04642 771500 to request an assessment.

About the team

Members of the Handyperson and Adaptation Team are fully trained to deliver a high quality service and will:

- Wear corporate uniform
- Drive a van with the Redcar & Cleveland logo
- Always telephone you to arrange an appointment before they call at your home
- Always show you photograph ID

How do I contact the Handyperson and Adaptation Team?

Telephone 01642 774774

Email handyperson@redcar-cleveland.gov.uk

Web www.redcar-cleveland.gov.uk/adultcare



If you need help to read or understand this guide, please speak to your health or social care worker, or contact Adult Social Care on 01642 771500

Adult Social Care contact details:

<p>Our normal office hours are:</p> <p>Monday to Thursday: 8.30 am - 5.00 pm</p> <p>Friday: 8.30 am - 4.30 pm</p>	<p>Telephone: 01642 771500</p> <p>Typetalk: 18001 01642 771500</p> <p>Email: contactus@redcar-cleveland.gov.uk</p> <p>Web: www.redcar-cleveland.gov.uk/adultcare</p>
<p>Address: Redcar & Cleveland Borough Council People Services, Seafield House, Kirkleatham Street, Redcar, Yorkshire TS10 1SP</p>	<p>If you need help in emergency when our offices are closed, you can contact the Emergency Duty Team:</p> <p>Telephone: 08702 402994</p> <p>Minicom: 01642 602346</p>

290616

