

**A PERSON'S STORY – THE HANDYPERSON SERVICE**

To: Health and Wellbeing Board

Date: 26<sup>th</sup> May 2016

From: Liz Knox, Environmental Services Manager, East Cambridgeshire District Council

**1.0 PURPOSE**

1.1 To introduce the story being presented to the Health and Wellbeing Board.

**2.0 BACKGROUND**

2.1 The Cambridgeshire Health and Wellbeing Board have requested that a person's story be presented at the start of each meeting. The story being presented at this meeting will set out an individual's experience of accessing help through the Cambridgeshire Handyman Service to carry out minor works to their home. The service is available to people aged over 65 years, or those with disability living in Cambridge City, South Cambridgeshire, East Cambridgeshire, Huntingdonshire and Fenland, and is the result of a countywide procurement process, which also included Cambridgeshire County Council.

2.2 The story is an illustration of how the Cambridgeshire Handyman Service can help residents live safely at home. It aims to prevent falls and accidents by offering a free Personal Assessment, Home Safety Check and arranging for small jobs to be carried out. The Age UK Cambridgeshire and Peterborough Trusted Assessor provides relevant information about support services available, and where appropriate can recommend and arrange for improvements to be made to residents' homes by Age UK approved contractors.

**3.0 SUPPORTING PARAGRAPHS**

3.1 The Cambridgeshire Handyman Service run by Age UK Cambridgeshire and Peterborough, started operating on 1<sup>st</sup> April and is the result of a joint procurement between Cambridgeshire County Council, the district and city Councils,

3.2 The aim of the service is to enable people to live in their own home more safely and securely. The handyman service is an important resource to enable independent living creates a safe environment through early intervention by an accessible and appropriate service. This can range from prevention of falls, reducing admission to hospital or care homes, to maintenance of a decent housing stock

3.3 The following are the expected outcomes from the service:

- Enable people to maintain their independence in their home and improve their quality of life, health and wellbeing.
- Promote peace of mind and prevent dependence on health and social care services.
- Reduce the risk of falls, accidents, fire, emergencies and injuries in the home.
- Prevent delayed hospital discharge and repeat readmissions.
- Identify underlying social, relationship, environmental etc issues that may not have been recognised previously and signpost individuals to relevant support.
- Enable people to access other appropriate services.

#### **4.0 LESSONS LEARNT**

4.1 A report was brought to the Health and Wellbeing Board in April 2015, which outlined the learning from Handyperson task and finish group. This was 2 years after the group was originally set up. The key learning points were summarised as

- Do not underestimate the impact of other drivers on partners, but don't let that stop progress.
- Consider the process that will be required to secure funding and reflect this in a realistic timetable
- Consider what level of project management support is required and review this during the work
- When a process operated in one organisation is going to be used ensure that all partners understand all the stages of that process
- Make good use of materials from other local authority areas.
- Involve all partners in the design of all aspects of the work e.g. survey, specification, "method statements", partnership agreement, scoring bids.
- Involve people using who are or may use the service to inform what the service will deliver and how it will operate in the future.

4.2 Having worked through the issues that were encountered during the commissioning of the Handyperson Service, hopefully the outcomes will demonstrate that by working together there will be a more joined up service ensuring that the customer needs will be identified through the Home Safety Check assessment and they will be provided with the help and access to other services they need to enable them to remain in their own homes living independently.

## 5.0 OUTCOMES

- 5.1 The countywide Handyperson services were successfully commissioned and the service commenced on 1<sup>st</sup> April 2016, the core service is already making an impact, which can be demonstrated from the examples provided from the person's stories.
- 5.2 From 1<sup>st</sup> April to 2<sup>nd</sup> May a total of 59 Wellbeing and Home Check assessments have taken place, 51 of the assessments resulted in Handyperson works being completed, one third of the work completed was for grab rails.
- 5.3 In addition to the core service, a 7 day a week emergency service between the hours of 9am and 5pm to facilitate discharge from hospital has been introduced to date 7 emergency discharges have been completed. Four of these cases have also now had or will have the wellbeing and Home Check assessment.

## 6.0 ALIGNMENT WITH THE CAMBRIDGESHIRE HEALTH AND WELLBEING STRATEGY

- 6.1 This story relates to Priority Six of the Health and Wellbeing Board; Work together effectively

## 7.0 IMPLICATIONS

- 7.1 There are no direct implications arising from this report.

## 8.0 RECOMMENDATION/DECISION REQUIRED

- 8.1 The Person's Story is being told as context for the remainder of the meeting.

Source Documents	Location
Health and Wellbeing Strategy	<a href="http://www.cambridgeshire.gov.uk/info/20004/health_and_keeping_well/548/cambridgeshire_health_and_wellbeing_board">http://www.cambridgeshire.gov.uk/info/20004/health_and_keeping_well/548/cambridgeshire_health_and_wellbeing_board</a>