



Our Service to You – Client Information Guide

Who we are

Care & Repair Leeds is an independent home improvement agency. We are a Registered Society with Charitable Status, and a not-for-profit organisation. We are proven, trusted, service providers funded by Leeds City Council and the Leeds Clinical Commissioning Group, and also receive funding from charitable grants and donations. We have over 33 years' experience in supporting home independence.

What we do

We help our clients to continue to live independently in their own homes by making them warm, safe and secure, and work with our partner organisations to ensure that our clients can access all the support they need.



**Supporting
home
independence
for over
33 YEARS**

How we can help you

We can offer a dedicated member of staff to visit you at home to talk about what you need and what services we can offer.

We can assist with:

- 🧑 Minor adaptations to prevent falls such as grab rails and stair bannister rails
- 🧑 Larger adaptations such as accessible showers, ramps, extensions to provide downstairs bedroom and bathing facilities
- 🧑 Small repairs to remove hazards in the home and to make sure your heating is working safely and efficiently
- 🧑 Larger repairs and improvements such as re-roofing, rewiring, new heating systems
- 🧑 Equipment and aids to make day-to-day living easier for you
- 🧑 Advice, assistance and equipment to make your home dementia friendly
- 🧑 Advice and information on a range of issues such as welfare benefits and reducing social isolation and loneliness

“ You have been a godsend to me. Thank you to everyone concerned ”

“ Very happy indeed. Excellent service, the person responsible was very helpful and polite ”

Paying for the work

All our advice and information is provided to you **free of charge**.

Services provided through our Home Plus Leeds service are **free of charge**, (subject to certain eligibility criteria), including falls prevention interventions, small repairs and heating repairs.

For larger repairs, adaptations and home improvements, we will help to ensure you have access to any funding available to help you pay for the work; you may have to pay for some or all of the work yourself and work will not be able to proceed if you cannot afford it.

Our Contractors

Any work that we arrange to be carried out in your home will be done by a contractor from our Approved Contractors list. All contractors on our list have been checked and vetted, checking that they have all necessary qualifications and are registered with the regulatory bodies for their trade, relevant insurances and disclosures. All our contractors have signed up to our Code of Good Practice.

Our service to you

We offer you choice and control and our service is tailored according to your needs. Our staff will discuss with you what you need and what we can offer, and what other organisations may be able to offer.

We will only arrange services that you agree to and you have the right to change your mind about using our service. If you wish to review or change your mind, please contact the member of staff who is supporting you. This will not affect your right to use our service in the future.



FREE
Advice &
Information

Service Standards

We want to provide a good service and have established the following service standards:

-  **First Contact** – within 3 working days of your enquiry we acknowledge it and let you know what happens next and when. If you are contacting us by phone, we aim to answer your call within 3 rings.
-  **Appointment** – we make appointments to suit you (and your family member/carer if you wish them to be present) (Monday to Friday 9am to 4.30pm). If you need a Support Worker to visit, we aim to arrange this appointment with you when you first contact us by phone. To avoid wasted journeys, we ask that you let us know in advance if you cannot keep the appointment, and we will do the same should we need to cancel/rearrange the visit.
-  **Visit** – we aim to arrive on time and if we are running late we will ring you to let you know. We will present evidence of our identity which you should check before admitting us to your home. We will wear Personal Protective Equipment as appropriate. We will be polite and listen to your views and we respectfully expect the same from you. We will not intrude and will respect your home. If you have a dog or other pet, we may ask you to move it to another room prior to the visit.
-  **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.

**Our service
is tailored
according to
your needs**

Keeping you informed

We will ask you how you would like to be communicated with and will keep in touch by your chosen method(s) such as phone, letter, text, email, when there is progress to report.

Quality and Feedback

We always encourage feedback from our clients. We want to ensure that we are delivering the best possible services and it is important to us to listen to what you have to say. At the end of the service, we will send you a Client Feedback Form in the post and ask you to complete it and return in the Freepost envelope provided. We may also contact you by phone or by arranged visit to check on the quality of the services and to see if there is anything else we can help you with. We will contact you by phone if you have raised anything on the Feedback Form that needs to be followed up. Your feedback is very important to us and helps us to improve and shape the services we offer.

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 a copy please contact us using the details found on the back cover of this document.



**Your
feedback helps
us improve our
services**

Data Protection – What we do with your information

Any information that we collect is stored and processed under our Data Protection Policy, in line with the Data Protection Act 2018 and the General Data Protection Regulation. All the information 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. This is all explained in our Client Privacy Policy.

You may request a copy of the data we hold about you by making a subject access request. You can ask us to amend, update, delete any information we hold about you, or withdraw consent. Where you ask us to delete information or you withdraw your consent, this may mean that we can no longer provide any service that we are currently providing to you. This is all explained in the Client Privacy Policy. If you wish to receive a copy, please contact us using the details on the back of this document, or visit our website where you can download a copy.

Health & Safety

If you are having repairs, minor or large adaptations or improvements carried out to your home, the Support Worker or Technical Officer providing your service 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 Support Worker or Technical Officer know as soon as possible.

**Your
personal
information
is safe
with us**

Listening to your views and getting involved

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. You may phone, write or complete the contact form on our website, email, or include your comments on the Client Feedback Form which is sent to you at the end of the service. If you wish to further your involvement, we have two options to you:

📌 Care & Repair Leeds Board membership – We have a Board who oversees and directs the organisation. The members are volunteers and meetings are held every 3 months in the afternoon. Members receive both out of pocket expenses such as travel, and refreshments at the meeting. Training is also provided to develop the Board and help members understand their role. If you are interested in becoming a member, contact our Customer Services team using the details on the back of this document.

📌 Distance Focus Groups/Customer Panels – these are held occasionally to discuss and gain feedback on aspects of Care & Repair's services. If you would like to be involved, contact the Customer Services team using the details on the back of this document and leave your name.

Complaints

Care & Repair is committed to providing quality services that are responsive to our clients. 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 & Procedure is available on request and can be downloaded from our website, details on the back of this document. We ask you to first contact the member of staff who has been providing your service and explain your concerns. It is hoped that most areas of concern will be resolved and put right with immediate effect through this route. If that person is unable to resolve your concern, or if your concern is about that member of staff, then please request a copy of the Complaints Policy & Procedure which explains that the next stage is to write to the manager of the relevant service. The Policy includes a list of organisations who may be able to help you.

Equality and Diversity

Care & Repair recognises that Britain is a diverse society and believes that no person or group should suffer discrimination on the basis of age, disability, race, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion or belief, sexual orientation or sex, and we aim to address the effects of discrimination. We will take all opportunities to advance equality of opportunity in the recruitment of our staff, delivery of our services, ensuring fair access, and Board representation.

The following organisations can offer help and advice on any kind of discrimination and equality issues:

Leeds City Council Equality Team: 0113 378 5998
equalityteam@leeds.gov.uk

Advonet – Advocacy Support Service: 0113 244 0606

Equality Advisory & Support Service: 0808 800 0082

**Working
to keep you
warm, safe &
secure in your
home**

Protection from Abuse

We believe that every individual should be treated with dignity and respect; every person has a right to be protected from abuse and to be able to make choices as to how they wish to be supported if abuse has taken place. Our staff are trained to support you if you have concerns regarding abuse or neglect by other people. We encourage you to speak to them about it.

We are committed to ensuring that our staff are trustworthy and caring. If you have any concerns about the way our staff treat you, let us know immediately by calling us and asking to speak to the Chief Executive or a Senior Manager (0113 240 6009).

You may choose to report your concern about abuse directly to:

Police (999 if you feel you are in danger or 101)

Or contact Adult Social Care on 0113 222 4401
(out of hours 0113 240 9536).

Alternative Service Providers

Most of Care & Repair's services are unique in Leeds. 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 member of staff as early as possible.



**Our staff are
trained to
support you**

Care & Repair – Our Promises to You

- 🧑 We will always arrange appointments when visiting you and we aim to notify you if we are unable to keep to the agreed time.
- 🧑 All staff will have visible identification and will be polite, respectful, helpful, and professional.
- 🧑 We will use clear, plain language and will provide information in the best format for you.
- 🧑 We will treat all your personal information in a discreet and confidential manner, and it will be securely stored.
- 🧑 We will give you time to change your mind before any work starts.
- 🧑 We will ensure you are listened to at every stage.
- 🧑 We will agree timescales with you; if delays should occur, we will keep you informed.
- 🧑 We operate a Code of Conduct for all our contractors to ensure quality workmanship, courteous and respectful behaviour, punctuality, and cultural sensitivity.
- 🧑 We will use your feedback to keep on improving our service.

We ask our Clients to:

- 🧑 Keep us informed of your needs and any changes
- 🧑 Treat our staff and contractors with courtesy and respect
- 🧑 Let us know your views on our service

99%
Client
Satisfaction



Our friendly customer service team will be pleased to help and can arrange a home visit.

 **0113 240 6009**

 **enquiries@care-repair-leeds.org.uk**

 Learn more about us at: **www.care-repair-leeds.org.uk**

 **323 Roundhay Road, Leeds LS8 4HT**

If you have any information or communication needs to help you understand this publication, please let us know by calling

 **0113 240 6009**

Opening times:

Monday 09:00 – 16:30

Tuesday 10:30 – 16:30

Wednesday – Friday 09:00 – 16:30

“I have found Care & Repair to be an extremely valuable service. They always respond quickly to referrals and communication from them regarding any issues is excellent”



We are:



Funded by:

