

In the last 12 months how many times (approximately) have you used the Handyperson Service?	Please could you give some examples of what you have used the Handyperson Service for?	What would the impact be for you (affect on you/consequence) if the Handyperson Service was no longer available?	What would the impact be for you (affect on you/consequence) if the Handyperson Service was no longer available?	What would the impact be for you (affect on you/consequence) if the Handyperson Service was no longer available?	What would the potential impact be for you (affect on you/consequence) if there was not a Town Centre Office for the Home Improvement Agency? Contact would be by other means, for example, home visits(where appropriate) telephone, fax or email.	What would the potential impact be for you (affect on you/consequence) if there was not a Town Centre Office for the Home Improvement Agency? Contact would be by other means, for example, home visits(where appropriate) telephone, fax or email.
		Positive	Negative	Comment Specified- neither/positive or negative	Positive	Negative
2	Fit right hand banister rail and bathroom rails. Fit left hand banister rail and carbon monoxide alarm		Would be detrimental to my health given my multiple disabilities. May not be able to afford any further repairs to my accommodation			Would be detrimental to my health given my multiple disabilities. Without a dedicated local office contact would become difficult, as I am not very mobile
1	Key Safe					
3	To make and fit a second handrail to stairs. To mend locks to front and rear doors. To fit hand rail to back door, Take down light shades. We were expecting the front to be pressure hosed.		We would have to employ a company. No one wants small jobs like we get done and they take advantage (i.e. charge the earth) Will miss the service			We would have to accept it, like everyone else - at our age
1	Hand rails		I got in touch with Social Services and was told I would have a while to wait, they told me to ring the Handyman, and got prompt attention			
2	To fit a new light fitting and to fix a double glazed front door lock		My Mother would feel at a loss as to who she could trust to provide a good service. Also, she would have to fund the repair fully, instead of parts only cost			
2	To clean patio and install carbon monoxide detector		Lack of accessibility to cheap and quality service			
Not recently	Hanging pictures and heavy mirrors		Very good to know it is there for small jobs			
1	Guttering, white fascia round bungalow, also wash white garage door		Would need to find alternative help as housebound, and too old to climb ladders etc.			
2	Fix broken floor tile, mend broken gate		I have found it very difficult finding a reliable tradesperson to do these types of jobs. They either don't turn up, or charge ridiculous prices. I trust the Handyperson Service implicitly, and they always do a good job. My jobs would go undone, causing me stress and possible further problems, and deterioration of my surroundings / living conditions			I ring up with my queries, so as long as there was plenty of staff to run the service I can't see a negative impact for me personally if there was no office in town (I don't have fax however)
1	Carbon Monoxide Alarm					
2	Handrails on stairs after fall, water pipe on sink, curtain rail - can't climb		I live on my own and trust the men that came, very friendly, and I feel safe			
1	Fix a gas monitor on wall		No person to change light bulbs - little jobs I can't manage			
2	Putting curtain rails up, moving a cupboard		I would have problems finding someone to do odd jobs that I can't do myself			
1 to 2	Putting shelves, curtain poles up, flat packs		Work would not be done, unreliable service. Can keep neat tidy house, safer for my daughter, saves money and time, reliable service			
1	To fit carbon monoxide monitor		Doing jobs I can't do as I get older. Probably have to use an expensive person			
1	Supply and fir CO2 detector		Would no longer be able to maintain home, so house would be de-valued			
1	After an accident I needed equipment to get me around, also a stair rail. Within a few days this was installed, which would not have been possible if I'd had to make my own arrangements		Finding my own tradesmen. After a period in a nursing home, until all arrangements and work completed. I was home. Without a stair rail installed quickly my stay would have been much longer	Quick service, well done		
6	Stabilise a book shelf, put tap in outside, fix broken garden hose, mend door handle, put filler in and around windows		I would not be able to afford trade people, call out charge etc. They do not want to do small jobs			
1	To fit a carbon monoxide meter		Workmen have been vetted, so I can trust them in my home. Would have to hire someone to come into my home who I didn't already know			
3	Power washing of slabs which were mossy and slippy, curtain rail		Would no longer have peace of mind knowing there is someone to call on for small household jobs/repairs at an affordable price			
0	Never used it as far as I can remember, but it is useful knowing it is there	None	Reassurance that 'little' jobs can be done at a reasonable cost, rather than just left			
2	Put up pictures for me and two curtain rails. Found him a very cheerful worker, also tidied drill dust up, and left areas tidied. Came second time recently to replace tap washer. My company no longer does this. Am 77 years old		Would not be able to get small jobs done? I am nearly 77 years			
1	Installation of carbon monoxide and smoke detector		Being very elderly my wife and myself would not find it easy to get someone reliable to carry out small jobs such as the one that was done			

4	Fitting banister rails, carbon monoxide alarms, twice fitting bed raiser, fitting hand rail in bathroom		I would be unable to do the jobs the Handyman has done. Due to my husbands disability we would have been unable to do these jobs ourselves. All jobs were of great help given my husbands chance to go upstairs with help, also to sleep in a bed.	Knowing that there is somebody to help if needed at anytime		
2	Secure electric lighting cable to external wall, seal bath, secure gutter clips		Finding contractor to do small jobs (in the past I have had to leave maintenance undone as contractor considered them unprofitable), small maintenance works that is essential if not done can cause a knock on effect for vulnerable, such as stress, medical, financial impact. Ease of contact through 3 Rivers, peace of mind knowing employees are registered CRB are H and S trained, small jobs undertaken when profit making companies would not consider, reliable service for elderly and disabled.		This would have no impact as I found service on internet, linked through DBC website. Although the service could be better advertised for more widespread take up	
4	Safety handrails at the top of the stairs - my stairs are very steep, I had a new carpet fitted and two doors had to have a piece of wood off, new gate fitted, pieces off new floor boards in my bedroom where the builders did the work and left gaps in the floor boards		Jobs that needed doing for my safety and to make my home nice for myself which is very important to me, just would not get done.		If there was not a Town Centre office I would not mind the telephone or a home visit to apply for a job done	
1	Carbon Monoxide alarm		Not a lot, but its very nice to know the service is available if needed			
No details given	They fitted a rail on the stairs to aid me walking, various other things, when the house was seen to when I came out of hospital. All was done with great care			Everything they did for me was very good and helped me	I would miss the fact of getting help when I wanted	
2	Putting up a carbon monoxide alarm, glass shelf in kitchen		I would find it very hard to do the jobs I can't do myself			
4	Fixing blinds and shelves		I would not be able to pay a tradesman's charges. The handyperson who have called on me have been kind and polite, advantage for me the service is free			
1	Care and repair replaced my wetroom floor	N/A	Unable to afford necessary and urgent repairs on my own		N/A	N/A
2	Helping me get curtain rail up, shelf in my bathroom		I was not getting sleep because I had no curtains up, by getting my curtains up it improved my life, I can sleep well		I suffer with depression as well as my disability - I cannot always leave my home	
2	New doors, ramp on front			Very thankful	The men have been very friendly and helpful	
1	I was offered a carbon monoxide detector and the Handy Person service came and fitted it	At the moment I have a husband that can do everything for me	If he became ill or died, I would have no one to do the type of jobs the Handy Person applies			
1	Renewing kitchen door, fitting fire alarm	Not a lot really as I have lived at this address 48 years, and did not know you existed until the last few years			As above	
Can't remember - but used several times	Taking curtains down, putting new toilet seat on, putting new plug on chain in sink		As I am living on my own am 86 years old, and have no family so depend on Care and Repair		Would worry about finding someone reliable to do whatever needs. Have found the men working at C & R very pleasant and good at their jobs	
1	Put a washer on a tap, repair desk		Not a problem		Not a problem	
4	Fire alarm, anything requiring climbing, bathroom (toilet seat), cleaning washing machine		I live alone and have no family. Son lives abroad, so Handyman is my only helper - also expense is another reason	None - impossible in any other way	Home visits essential, do not possess a computer, nearly on telephone	
3	Safety chain to front door, refix toilet seat, washer on tap		We would have to pay higher prices for private firms to do small, necessary things. We are over 70 years and need individual help for smaller jobs			
			When you live alone you know you can get help without getting ripped off. I am 80		Telephone would be helpful	
1	Mending fence	I could use alternative service			Alternative service could be used	
2	Fixed curtain rail and hung curtains		My mother is registered disabled and could not change electric bulbs or anything else that needed. Standing on ladders. The Handyperson is someone you can trust, especially being elderly and not a cowboy that one hears about			
No details given	No details given					
1	Repairing an outer door, putting up a curtain pole, sawing off excess wood in wash house to fit a tumble drier in, fitting insulation around outer doors		Struggle to find any trader willing to do small to medium jobs; paying a lot of money for even to smaller jobs: will open up vulnerability situations			

6 approx	Curtain pole fixing, washer on tap, hose pipe fixing, soap rack and glass holder fixing, hand rails on various doors, draft proofing, also a letter box fitted		Definitely an important service and has made our lives much easier knowing where to apply for help and good service		
4 or more	Help with a door in the kitchen sink, door bell, jammed patio door, repair garden fence, electric bulb replaced in kitchen		I would find it impossible to replace it		I would not be able to manage without them
1	Fitting a carbon monoxide alarm				
5	I broke my hip so needed threshers taken out and levelling out floor so it is easy for pushing commode chair to bathroom: needed electric wiring tidying up behind bed in sitting room as I can't get up the stairs: back door needed adjusting as it did not fit: dripping tap		it would be difficult to find reliable workman to carry out any jobs as well as the security aspect of letting workmen in the home		
3	Towel rail mended, bottom shaved off 3 doors, bath rail fitted		I don't know who I could have got to do my jobs	The service has been excellent	
None					
2	Carbon Monoxide alarm fitted, shower rails fitted to help get into shower		I am an elderly lady living on my own. I find the Handyman Services handy with living on my own. Nice to know you can get small jobs done with trustworthy people		
2	Refitted 3 doors after carpets fitted, put up small fittings in kitchen and carbon monoxide detector: put up brackets for hanging baskets		My husband is disabled so no longer able to do DIY. We would have to pay call out charges and try to obtain honest tradesmen		Don't know!
3	Curtains up, putting things together etc - I can't do without a good service		I couldn't manage at all		We need an office in the Town centre because people can't always use a telephone or mobile
5 to 7	Replace batteries - smoke alarm: box in pipes after new boiler fitted: replace bulb in security light, landing light: replace curtain rail: handrail for stairs: pressure wash paths for safety.	None	I find this service invaluable. I totally would have been unable to pay or find a contractor to do these small but very necessary services. The loss of this support service would be very bad and have a big impact		If this was well signposted plus advertised in popular places e.g. Town Crier, Northern Echo, library, Dolphin Centre, and Age UK, then it could be a change for improvement
9	To change light bulbs, batteries. To put up curtain tracks, curtains end stops when curtains fall off. Picture hooks and mirror, hooks and hooks on back of doors. Carbon Monoxide detector placed and explained. Draught excluder round door, to secure back gate to mend broom.		I do not know how I would continue in my home. I would have to use candles and torches and leave other jobs, needed undone. The Handyperson service are trusted as friends and I do not have anyone else to turn to for the help they provide for me.		
1	Renew light bulb - balance not good.		As an 89 year old with poor balance I need someone I can call		Please leave the office in town, do not fax or e-mail.
2	Removed Moss from path, changed and cleaned bathroom and toilet. Light fittings.		Aged 96 and do not have family who could do this.		
2	Lock on door and handle grips		Found it hard to find reliable trades people to do jobs. Friendly, helpful, at ease with people you can trust doing the jobs.		
1	Installation of carbon monoxide alarm			no warning of gas escape. (Carbon Monoxide tester fitted)	
3	Replaced broken curtain rail, fixed door chain, replaced battery in smoke alarm and fixed grab rails outside of the back door.		I have no one to help me with odd jobs which may crop up.		
	Raised height of chair, carbon monoxide detector fitted, smoke alarm fitted.				
5	Replacing light bulbs, fixing broken gate, put in door bell, repair to broken cupboard door handle.		Find it very difficult to organise and have problems fixed, e.g. need good lighting as have very poor eye sight. Things would remain broken.		
3	Fire alarm, carbon monoxide alarm, chain to front door, door stops to prevent door banging into mirror.		Very helpful staff and want to make things easier, explains things simply so I can understand. I would miss his help and advice e.g. I had no idea how important it was regarding carbon monoxide testers and to get out quickly. As one gets older it is more difficult to do little jobs, workmen don't want to do little jobs, also we need to know that the person entering has been vetted.		
1	Fitting of carbon monoxide tester and hand rail				
1	Fitting of carbon monoxide tester		This service gives me a reliable workperson to help in my house, to be overcharged by unscrupulous tradesmen.		Could call for personal advice.
2	Fitting of carbon monoxide tester, putting up a window blind.	I can think of no positive impact if the Handyperson service was no longer available	I am retired and both my 80+ parents live with me. We have found it almost impossible for firms to do small jobs. This causes great anxiety. Therefore, the Handyperson service is a gods send.		My contact has been by phone, as there as there is a contract point a town centre office for the agency is not necessary.

4 or 5	To erect wall shelves in lounge, kitchen and bathroom. To fix towel rail and toilet roll holder to tiled wall in bathroom. To fix 6 curtain rails, to hang curtains and blinds.		Not only would it have been beyond my physical or financial means to otherwise have had the jobs done, but to the expediency and friendly manner in which my requests were treated was exemplary. I simply would have had to live without the comforts and benefits of the work being done.			
9	To change light bulbs, put up washing line, put new batteries in smoke alarms, fix towel rail, back gate, put up mirrors shelves and curtain rails.					
No information	No information	No information		No information	No information	No information
2	Replacing seal around the bath, cleaning block paving, paid labour charge and sealant.					
1	refit vertical blind, new catch on loft hatch, new door bell, fit curtain rail, adjust door after carpet fitting.	no positive impact	Minor repairs could not be carried out because it is very difficult to find trades people willing to carry out minor repairs at a reasonable cost.		N/A always contact by phone	
2	I have used the service to take down my curtains and put up new ones, I have no-one else who can do this service for me.		I would be in trouble as I would have no one else to do this job for me.			
			They do all the jobs I am unable to do including changing light bulbs and batteries in the smoke alarm.		I get free local calls	My telephone bill would go up
1	to put a new mortise lock on the front door		I may be able to get it done somewhere else if I get a reliable person like the man at the handyperson service. I may need some help as I live on my own and I am getting older (89) and have arthritis.			
1	Carbon monoxide tester		Being able to have small jobs done by the handypersons service gives you peace of mind, if there were no handyperson service it would be difficult to have simple jobs done. It is good that there is a handypersons service available in the town so that small jobs can be done quickly, if there were no services available it might out people off enquiring about small but necessary jobs.			
4 to 5	Boxing in exposed gas pipes. Fit carbon monoxide alarm, put toilet roll holder up, grab rails, mirrors, fix curtain pole and blind		For someone with any disability it is a challenge to get things done in the house. If Handyperson service not available, the it would mean the excellent service, support, would be missed. Wouldn't know how to arrange a tradesperson if I needed it			I wouldn't get the same service and support elsewhere
3 to 4	Shelving in various areas (after moving here recently). Hat stand fitted. Toilet roll holders fitted		My depression I suffer from would be worse if work needed to make a house a home were not managed by this wonderful agency. As mentioned overleaf the opposite to positive is negative and agency to aid is with skilled tasks we cannot do would have a detrimental effect. A dramatic loss of practical help would be a huge negative issue, we older folk need skilled people and agencies we can trust. Thank you			
2	Repaired 2 locks on doors - neither were working. Put new hinge on garage door, fixed me up with a doorbell in the past - repaired tiles on 2 doorsteps, put up a curtain rail. Sealed tiles in bathroom, repaired window frames		I would very much miss a reliable, honest, friendly and excellent Handyperson only a phonecall away			
2	Age wise I am unable to reach tall fittings such as shelves, and windows. Handyman gave help to relieve curtains on and off hooks. Also radiator screw was damaged in the winter so I needed help.		Age wise I am unable to reach tall fittings such as shelves, and windows. Handyman gave help to relieve curtains on and off hooks. Also radiator screw was damaged in the winter so I needed help.			
1	To have a walk in shower fitted for my husband or as you call it a wet room					
2 to 3	Fixing window blinds, obtaining for me, telephone extension cable for my telephone (in my bedroom) for the hard of hearing.		I live on my own, I am a Pensioner, have no family, have osteoporosis, hearing difficulty and I do not have any contacts or know of any person to give me helpful assistance.			I am unable to carry on a telephone conversation due to hearing difficulties.
1	To fit carbon monoxide monitor		I would not know to contact I did not have this support.			
2	To install a hearing aid loop system in my living room for me. To install swivel taps in kitchen and bathroom to assist my husband who has arthritis. We moved to our present accommodation two years ago.		I would have to find a reliable source of help in practical matters relating to my home and problems of aging and disability. I expect it would take me longer to find a source of help and I would have to find a person to recommend somewhere to turn to.			
			There will be long term costings implications, if people are injured they will need more costly interventions as a result of a comparatively little service ending.			
			I would have to rely on someone else.			

			I am 82 live alone, have medical disabilities. I live in a bungalow. I have my jobs done on an Annual basis and have had this arrangement in place for a number of years. When the handyman has come he has identified a number of other items in the property which needed doing for my safety. If he hadn't come I wouldn't have known. Having the handyperson is my independence without it I would have to rely on my family. My family are happy with me using the Handyperson as they are CRB checked. The work of the handyperson helps me to feel safe and secure in my home. I appreciate it and value it very much. I am happy with it.			
			I used the Handyperson a lot when I moved house, fitting shelves, trimming the doors, putting up curtain rails. The costs were very reasonable. You get the know the men, they remember you also, they are very professional it gives you a sense of reassurance. If you do not know someone you are always concerned as to whether they are qualified.			
N/A	Clearing gutters, putting up curtain rails, hanging roller blinds, hanging mirrors, power wash, footpath/drive. These jobs were carried out over numerous years.		unable to access good/honest reliable tradesman.			Paying lots of money for an inferior job, because unable to have contact with a local office.
2	Fixing a blind in bedroom, fixing 2 door handles.		All workmen are approved and so it would be quiet safe to let them into your home. It would be difficult to find someone trustworthy and reputable.			Concern only contact by phone as have no internet access.
12	fixing wardrobe doors, putting up blinds and other household diy's.		Negative Impact -Because I have a disability and it restricts the things I cannot do myself.			Negative Impact -My disability restricts me from how far I can walk etc.
1	Relaying laminate floor when it was removed to fir a stair lift	No positive impact if the Handyperson Service was removed	The hazards of not having a flat floor would be detrimental to my father as he is prone to falls. It is very good to have a recommended handyperson as I know they have been checked by the council and are safe to have in the house		No positive impact	It is good to have a central point when I can go to talk with someone face to face without a prior appointment
5	To fix curtain rail, to repair a furniture door, to fix curtain hooks, to fix drawer, to fix windows and door	It will really effect me financially	Will not be able to pay, I'm a pensioner on very low income		I will be living with peace of mind knowing that I will be able to continue using the service when things break down in the home	I will find myself with a lot of things in the house that needing fixing, but not being able to pay for repairs.
No details given	Pressure washing the paths etc, putting up a shower and sealing round the bath and washbasin, putting up hooks and hanging pictures, installing an outside water tap	N/A	If the Handyman Service was no longer available, it would be a great loss to me, because as a pensioner the prices charged are reasonable and I feel we can trust the Handyperson employees in our homes. They do a good job, and are a life line, especially to older people		N/A	You cannot beat a local contact in the Town Centre. I don't have fax or email, so they would be no good for me!
2	Repairing a door hinge, putting up a towel rail, mending some chair legs	Being able to call one service for a variety of necessary jobs. Great and very helpful people	None		Town Centre office not essential but...	A single contact telephone number is invaluable for making contact with the service. Email, fax, online etc, are impossible
1	Fixing wheelchair		I wouldn't know who to contact for small jobs			
2	Towel rail, battery in the alarm	Difficult to get people to do small jobs				
1	Fitting of a gas detector		The town needs this service. Elderly residents need a service with sensible charges. Too many cowboys out there!!			
1	As a disabled person I have had help with a hand rail on staircase. I think they are going to put a grab rail near my front door					
2	Fitting handrails at external door and in shower		I would be unsure of the quality of the work			
3 to 4	Putting up curtain rail, erecting garden shed	If the Handyperson Service had not been available, several things could not have been done (my wife and I are disabled pensioners)			We use the telephone to contact the Handyperson Service and we always receive an efficient and courteous service	
Cant remember	Main job is to power wash yard as it gets covered in moss and I might fall over and slip on the damp moss		I would have no one to do small jobs for me			By telephone
1	Put the headboard on 1 single bed.					
4	Toilet roll holder, bolt on shed.		Miss him - easy access, would have to use the Yellow Pages and it would be more expensive.		Nothing Positive	Town Centre is Easier
1	Carbon Monoxide Alarm fitted					
3	Fixed wardrobe Doors, made a table and fastened it to the wall. Made a corner unit for the living room.		Can't get the help from anyone else. I am blind, I was happy with how they cleared items up after themselves.			

What would the potential impact be for you (affect on you/consequence) if there was not a Town Centre Office for the Home Improvement Agency? Contact would be by other means, for example, home visits(where appropriate) telephone, fax or email.	If you have identified any Negative Impacts, please detail anything which you feel could reduce this impact for you	Please use this section to detail any comments/further impact information
Comment specified neither positive or negative or statement made		
	A Disability Grant or locally contracted service	I do not believe that at a time of an increase of elderly people with disabilities it would be politically or morally acceptable for the council to withdraw this type of service
The service is very good for older people without any hassle		As an older person the Key Safe assists with my carers
	Que Sera Sera	We found the service very reliable for mending door locks and small jobs. Polite. Efficient. It is quite difficult to get qualified men for small jobs they cannot be bothered with
	By keeping the service as it is and where it is currently based	It is an excellent service. Old and vulnerable people like my mother can have work done, without the worry of ending up with a rouge trader doing the work, or being overcharged by tradesman. I am assuming that the volunteers or tradesmen who provide the handy person service are CRB checked, thus providing more confidence in the service
	May find it difficult to access a service which is reliable where workmen are checked by council	A useful service which is reliable and endorsed by the Council, which means the workmen can be trusted in the home
		It is very good to have this service, and I would not like to loose it. I have found it very good and a big help
		I haven't contacted Handyman Service directly Estate Manager did this on my behalf.
Its just a telephone call away		This is what older people, that live on their own need, and sure that the job was done right
Easy to get on the phone		It is nice to know there is an agency you can go to and not ripped off!
Not on Internet, so only other means of contact is telephone		
		It is a very useful service, particularly for any person who has a physical impairment
Never used town centre office, so monies could be saved on bureaucracy, service should <u>not</u> be impacted		Leave essential services alone. Cut unnecessary staffing on inflated salaries. People who use this service need it, otherwise there wouldn't be a need to have it, it's a no brainer
There would be no problems for me, as I have always phoned the office. As long as I would be able to phone the office, then that would be fine		
It would be inconvenient haven't got a computer	Not advertised well enough	The Handyperson Service is very good because it is either free or low cost for jobs we still cannot manage to do ourselves. Also, the workmen are what they say they are, and can be trusted in our home
Neither positive or negative as always contact them by telephone		
Doesn't worry me which way contact is made - as long as it is made		
Could phone in. To loose the Town Centre would be a NEGATIVE step, but provided a phone line was manned during normal office hours, this would suffice!		The Handyman Service is a very positive service for older people who are not as dexterous with their hands, as in former years. This service is very good for those small jobs, which do not warrant calling in a professional firm
Present service very valuable, extremely helpful staff, rather than anonymous Call Centre		Present service should be retained if at all possible

		I myself feel that this support is really needed as there is a lot of people unable to carry out small jobs that make a huge difference to our and others lives
	To take the service away will impact private property owners as these properties could fall into disrepair. Such neglect can cause community issues and de value homes. Disabled, elderly clients often need a reliable , trustworthy source of maintenance that are convenient to contact. Often maintenance is not at the forefront of our minds, but this service makes it easy and cost effective to prioritise house maintenance	
It would be terrible if you started strangers coming out on home visits or telephoning. I think Care and Repair staff need people like me to give them 100% support to keep this service		We have had quite a few jobs done by Care and Repair and may I say the people that have come have been friendly , polite , and I would have no fears leaving them alone in my home. If this service stopped I would find this a great hardship as I could never let strangers into my home to do work since my husband died ,
		Always helpful, would not like them to <u>leave</u>
If it was not in the Town Centre I would have difficulty visiting the offices		
	Keep a Care and Repair plan ongoing	
		I have jobs in my home that need doing, which I intend to phone the service for help to get these done. I have nobody in Darlington that would do these jobs and I could not afford to get people in to do these jobs. Who will help people like me if this service was gone?
	None	
Its nicer to deal with someone face to face rather than email		I didn't know this service was available until last year when I was told about it. For people living on their own it is perfect to know that there is somebody out there who can do the simplest jobs for them that they can't do
		I might not need the Handyman Services again, but I am sure there are many that do, so please think carefully before you decide your decision one way or another
		I feel safe with C & R, I would worry about having to find someone who I don't know, I feel C & R is perfect for me and my situation
Not a problem		
Home service is reliable, afraid of falls without service	Not sure	I find the Handyman Service necessary, and of great help, financially and also safer for my health
No need for Town centre office, could be organised by telephone, or home visits, we have no computer. Could be in a private house in one room, central communication area for calls	See previous	Elderly people require this service, as most have no family etc to call upon to do these important services. We all need help with little expense being elderly. We are unable to do most jobs now
		The man that came was helpful and you felt safe knowing he had come from a well known place
The disadvantage of my mother is that she can't hear well on phone or cannot use Internet as so many elderly, they are better face to face with people	We just think it's a shame to lose such a good service as for many people it is there only way to afford someone reliable	Perhaps just a small charge for jobs might outweigh some of the costs
		Thank you for this form to fill, I am sending this from two friends and myself - our views are as follows: As we get older you realise (with sadness) your friends are getting older too, so you cannot ask them for help: The Handyman Service is such a good thing to have, The men who you employ are kind, caring and also do a very good job. You feel you can trust them: Where do older people find a service as good as this? You must be aware that families in many cases live a long way away: My friends and I would rather PAY MORE for this trusted service than loose it
	Removing the Care and Repair service could lead to us contacting a trader who is a cowboy: We are likely to have to 'pay through the nose' for any job, most traders want big jobs that bring lots of money through the year	I am my wife's only carer and have to look after the house and garden also. I've been very grateful for support provided by Care and Repair, it has meant that I have been able to get some jobs done that have given me worry, especially as I'm not brilliant at DIY

We would have no one to rely on for help and it is so easy to contact them and they are most helpful and obliging. Grateful thanks to them		This service has been a tremendous help to my husband and myself. We are in our eighties and have no family living nearby. We rely on the Handyman Service, they are helpful and pleasant and good workmanship. We could not manage without them, and are very grateful
		I live alone with no family to help me, they are invaluable to me, I am 86 years old, I couldn't find the same support elsewhere for my well being. I found the form hard to fill in.
		I would be very sorry if this service is stopped because it is very helpful for older and single people in the town
	None	I do hope this service is not stopped
		Currently looked after by family
We make contact by phone		We have found the Handyman Service excellent and ideal for pensioners to use for jobs that require a small amount of time. The people who run this service are always polite and do an excellent job
We need an office in the Town centre because people can't always use a telephone or mobile	Not sure	The Handyman Service is a vital service to those who can't do jobs for themselves, and you also you can trust into your home also very nice gentleman. If ever I had to pay it wouldn't be a problem because they are worth it to me. Thank You
This would not allow for hard of hearing or poor sight, the face to face interview is very helpful. The offices are central and easy to access	Information: relating to contractors that could be recommended and trusted to enter homes people.	
I visit the office to make my appointments with them. I have no landline or computer.	No, Without this service, I guess I would need sheltered housing, but I know I not accept that and would continue without lights or anything else that was needed. However, That's life.	Thank you for the Handyperson Service it was been wonderful for me.
Telephone - I am housebound.		
I am 80 years old and I have been able to get help because there is local centre to contact. I am not very good with pressing various buttons on my telephone to eventually speak to the department I require. I can better explain my needs face to face	.	The majority of people using this service are elderly and are also better at explaining their needs face to face or to a local person on the phone.
Have not used the office as house bound. Very rarely leave the house.	Need to that you can trust the workers and that they can book jobs in. Need a maintenance service that is run by the council also can check that trades people are good workers and reliable.	The service has been invaluable to me as the small jobs that need to be done, can have a big impact on my quality of life and safety.
There are many older people who cannot/do not own a computer and it is increasingly difficult to take on board new things.		It is such a relief to know that good help is available as one gets older, especially for people on their own. It would be a HUGE MISS for so many people if this service was stopped. Please keep this extremely valuable lifeline going. Imagine yourself in years to come- on your own and no-one to ask, and becoming increasingly frail.
		We as a member of a Women's group we were able to find out about this helpful service, from a speaker, there are 30 women in the group many were able to use the service. Our age group 60+
Too old to travel		I find this service trustworthy and friendly.

		I am sure that there must be many individuals such as myself and probably families too, who truly value and appreciate the service provided. The efficiency and friendliness of all personnel involved has been wonderful - and in today's economic climate a great relief as well as a breath of fresh air.
		I have been using care and repair for a long time, they have done lots of jobs for me. I can not remember them all. The chaps and the office lady do a great job, always have done, thanks very much for the excellent service.
	No information	No information
		Helpful and convenient
N/A always contact by phone		Helpful if the council could produce a list of recommended tradesmen who would carry out repairs at a reasonable cost a cost greater than the handyperson service would be acceptable to me.
		Everything about care and repair has been positive, they are always extremely helpful and treat us with respect and are honest and trustworthy if they say they are coming on a certain time or date then that is when they arrive, if they are stuck at a job or in traffic they ring to let you know.
	I rely on the Handyperson Service. If anything needs doing I can trust the Handyperson Service. If it is no longer available, then it would cause me to worry what, would I do if I needed something doing	I've been using the Handyperson Service for a number of years. I think it is brilliant, such a help for people like me. They've been very helpful and much appreciated. If it's no longer available then it would be devastating
	Not having skilled DIY people round me in a new area, means the team Handyperson skills have only been positive	It can be depressing and frustrating for we older folk if we cannot get tasks done, we cannot manage, thus the practical input - impact is essential for our well being. It aids a more rewarding home, which helps our esteem
It is handy to have a local person nearby but providing the service would not be impaired and response reasonably prompt, it would be better than nothing		I would be really sorry if this service was discontinued. When you live alone particularly if you are elderly (like me). It is consoling to have a trustworthy person to help. I have never had to complain about bad workmanship or anything else - and the costs are reasonable
		The impact would be that we would have find another good service.
		Also pleased to receive carbon monoxide alarm free by Care and Repair Darlington.
		I don't use anything else , don't touch it, target something else.
The phone worked really well - I don't get out much.		I would be absolutely gutted, it would be massive for me. I couldn't afford to for a professional, it may seem like a little service, but it is massive to me and people who are vulnerable and on benefits.

		It is imperative that this service continues for the public to gain access to tradesmen who are honest/trustworthy and reliable. Keeping open a place to contact and tradesmen you can rely on and trust.
	Keep the handyman available as at present	
		Care and Repair provided an excellent service for me during the past few years. I totally rely on the service. PLEASE DON'T STOP IT is very good service to the community that need it, I am one of them
	Please keep the Handyperson Service, it is a necessary service for everyone, especially the old and infirm	
	The availability of regularly updated lists of people able to do those tasks, and who are approved by the council for reliability and honesty and would make a reasonable charge	To know that there is such a service is tremendously reassuring. We know we can trust the people who help us. If we lose the service we would have great difficulty finding other people to do the small jobs we cannot manage, let alone whether we could trust them in our homes
	No negative impacts.Did not find this form clear	
		I am an 86 year old lady, and find it very helpful that these services are available
	I would not have known who to contact to do this work, and therefore my mother would have been unable to shower, or leave the house safely	We have received good advice and quality workmanship that I would be prepared to pay for
	None - there are many things we could not manage in the house if there was no Handyperson	Over the years we have had many minor jobs done for us and we believe this is an extremely courteous, reliable service. We would have to do without several things if there had been no Handyperson Service, and this is an excellent service, especially for the less well off pensioners in the community
	I would miss the work they do for me I don't have any negative comments	I am partly disabled I might need them again one day.
	Like it how it is.	
		I have had no other occasion to use this service, but I am sure that there are many people for whom it is a gods-send.
not impact.		

	It would be a great shame to lose this service as elderly and infirm people feel very vulnerable, this service means that they can use someone trustworthy for jobs which sometimes are too small for tradesmen to tackle and often do not know who to get and may be exploited.	In light of a recent serious incident involving an Older Person, the impact of not having this trustworthy service needs to be carefully considered for elderly and vulnerable people. If necessary more could be charged for the service.
It is easier for the agency to come to my hone.		I am happy with the Handyman Service.
		Very pleased with work donw
	Do not take this service away	The handyman service is excellent would not manage without this service.
	At 82 years of age I am very careful who I contact to do any work for me and I prefer to use people on recommendation.	I feel the Handyperson in Darlington has not been publicised enough for Older People - even if they can afford to pay for this service. I was unaware, until a neighbour informed me of it's existence and having the handrail now - has been a great benefit to me. If this service is to be retained, perhaps it would be possible for some explicit literature be supplied i.e. types of services and charges as appropriate.

<i>What would the potential impact (positive or negative) be if there was a waiting list system, with priority given to urgent cases (e.g. to support a hospital discharge) for Disabled Facility Grant? (This may mean that some people experience a delay.)</i>	<i>What would the potential impact (positive or negative) be if there was a waiting list system, with priority given to urgent cases (e.g. to support a hospital discharge) for Disabled Facility Grant? (This may mean that some people experience a delay.)</i>	<i>What would the potential impact (positive or negative) be if there was a waiting list system, with priority given to urgent cases (e.g. to support a hospital discharge) for Disabled Facility Grant? (This may mean that some people experience a delay.)</i>	<i>What would the potential impact be for you (affect on you/consequence) if there was not a Town Centre Office for the Home Improvement Agency? (Contact would be by other means, for example, home visits (where appropriate) telephone, fax or email.</i>	<i>What would the potential impact be for you (affect on you/consequence) if there was not a Town Centre Office for the Home Improvement Agency? (Contact would be by other means, for example, home visits (where appropriate) telephone, fax or email.</i>	<i>What would the potential impact be for you (affect on you/consequence) if there was not a Town Centre Office for the Home Improvement Agency? Contact would be by other means, for example, home visits (where appropriate) telephone, fax or email.</i>	<i>If you have identified any Negative Impacts, please detail anything which you feel could reduce this impact for you</i>
Positive	Negative	Comment specified neither positive or negative or statement made	Positive	Negative	Comment specified neither positive or negative or statement made	
It would be difficult for some people, but you would have to give priority to those that need it as you have stated.					We found it would inconvenience some people again, but I had to some where I suppose there is always an alternative.	
	If I had to wait, this would be a negative impact				It is better to talk to someone by phone or a home visit	I think this service is important to a lot of people. I feel that if it closes it will have an impact on a lot of people
It had a positive affect as my wife has MS, and it is getting worse and the grant to put a ramp so her wheel chair can with the door extended can get to move easily					My wife cannot walk	
I think this is a fair impact					I would contact the necessary people in another way	
I do think people waiting for hospital discharge should have priority					Not a great deal	
Urgent cases would be a fair process	If a person was not an urgent case, you could be housebound if you could not leave the house, or you may need help to use the bathroom facilities because alterations to the home have not been done. Also you may never become an urgent case as new cases would be put to the top of the list			People from another office out of town would not know you as a person, and I feel that they would not care about the service I need. It is reassuring to know someone is close by to advise on matters of importance to me. The DFG Grant meant that I could be independent in my own home, it has given me my self respect. If I was not deemed urgent, I would have to wait for the improvements. I think I would have been more and more depressed with the situation		
	With regard to hospital discharge - I live alone and my neighbours are aged, so I would need immediate help		Visits or phone call or emails are more acceptable to going to an office in town, as I am slightly disabled			Home help provided free of charge
More urgent cases may be dealt with more quickly	Longer waits for people who still really need the service to improve quality of life		Housebound so home visits better			Regular updates to potential delays /timescales. Info on alternative provision elsewhere
	We agree with priority given to urgent cases. My wife was very stressed going up and down the stairs and the stair lift has made a big difference. Any lengthy waiting lists would have meant further discomfort for my wife			We would have to rely on contact being made by telephone or by writing to a given address		
I have had a shower fitted with wet room it only took about 6 weeks from being assessed to having a shower fitted			Home visit			
		Would not bother me, I believe worst affected disability should be treated first for their needs		I would rather office stay in Darlington. An excellent staff, I think would miss them		When I had to seek advice for these forms or in fact anything they are near and pleasant to answer questions about any problems. Easy to talk to
To give them a reason to live so they can have some sort of life at home and not in hospital or care home			The home visit is best, then you can see what we need in the home			
		I did not wait too long for my walk in shower, and am very pleased with the result			Would use a telephone to get in touch	
		Everything ok				
	People who need a DFG generally need to access it straight away. If they didn't need it now, they wouldn't apply. Should make no difference and urgent cases are only urgent for the people concerned. Everyone who applies should be classed as urgent		Never visited a town centre office, so contact by other means, home visits and email has been the only methods used. Money could be saved by getting rid of the overheads, but not at the expense of the service			Stop trying to make cuts on essential services. Think about streamlining existing and getting rid of non essential services
Made living easier and safer but could have managed for a while longer				Not having used the town centre office - home visits from the officers was more than adequate		
	People need support for DFG as their illness could change at anytime. A waiting list would have an effect on a lot of people. People need help and support to help them get by			If there is an office people can pop in to speak to people. Email, telephone and fax are no good at times, as people do not phone or email you back. It seems that disabled people are going to suffer again		
I think this would be a very fair system			A local office is a must for contact for my disabled wife and for face to face contact			
I believe urgent cases should be given priority. Handyperson service is a brilliant facility				Without town office service would not be so easy to access. Service should be local		

	A severe impact as any delay would prevent both members of the household accessing the toilet facilities		This is not an issue, as there are alternative methods of contact, however disability prevents either member of the household from journeying into town			
	A delay would affect my day to day life and physical health and safety		Home visits would be helpful			Not to have a delay in processing
	Once in your eighties everything is urgent		No problem need home visits			
Those needing it will get it first	May delay other work and push back people on the waiting list. Have to cope with longer and insufficient equipment. Restrain on care/carers and possible injury whilst waiting			Home visits are more beneficial due to my disability. More time may be required delaying lists.		To have an efficient process to ensure the list is updated to reduce delays.
	If I personally had to wait it would have made life harder.			Having a local office the grants are achieved quicker, it would probably take longer if offices were further away to get a response.		
	Had a stair lift, handles back and front and a bath lift. Absolutely brilliant outcome for me, stair lift, lift for the bath. It has made my life so much easier.					
	Had Bathroom works undertaken, did not have to wait. All happened quickly					
Beneficial to those regarded with urgent cases	It its not seen as urgent then waiting could be a long time, therefore experiencing difficulties			Would be more complicated accessing information. Probably wouldn't get the same support I was receiving. I have been happy with the service that I have been receiving from Care and Repair. Therefore any changes would make me anxious.. Would make me worry in would I get the same support and service elsewhere?		
	People at home may be really struggling, there will always be people waiting to come out of hospital. People at home in a desperate position may keep being pushed back in the queue. There needs may increase in the time which they are waiting.			There would at the least need to be drop in facility or home visits. Some people are too unwell to come out of their properties.		
	I was desperate to get the work done I had been struggling myself of about 7 years. I couldn't have waited any longer.					
	I appreciate that hospital people may need priority. However, I was in a lot of pain and would have been unable to manage for much longer.					
	It may affect my independence					
	I waited some time anyway particularly for my ramp a longer wait would be a concern.					
	I don't have a problem with people needing it having priority, but when I was waiting I couldn't get in and out of the bath. The adaptations were very good to help me keep my independence. Without it I may have needed to go into a home.					
	If a waiting list giving priority is implemented to hospital discharges. Means many people whose disability is progressive may not get help when needed. E.g. access to stair lifts etc.				I rely on DAD for availability of scooters to travel.	
	My adaptations have made sure that I can shower without being scared of falling, plus my independence is much improved.			No access to a computer or the internet, not able to travel alone.		

<i>Please use this section to detail any comments/further impact information</i>
Experience highlighted with the supply of a ramp.
I don't know any other way to have the support received by this organisation
I have always received help when I have asked for it, and I wish to say thank you for really prompt attention
This service significantly improved my quality of life and is essential
I would prefer no changes
Its nice to have the nice services, but if there is no money, get rid of them and keep what is essential. The people who would complain at this would soon change their tune when fate deals them a raw deal with their health
All dealings with officers and work people who carried out the work are to be commended most strongly. Many thanks to all
The council needs to help more to make disabled people fit better into the community
This service has been a good to my wife and myself

Could you please provide summary of findings prior to report going to Cabinet

This service was greatly appreciated. I would hate to see it go

I live alone and have rheumatoid arthritis - when this condition flares up I am very restricted as to what I can do about the house and garden. Although I live independently I often have to rely on family and friends. I think the Handy Person service would be invaluable to people in my position who are not able to do repairs and gardening for themselves, and do not have the income to support jobs that need to be done, but who want to live independently and safely

The Handyman Service is essential for people who cannot access certain services by other means and is a very valuable service

Overall I have been happy with the service that I have been receiving from Care and Repair. I wish it continues

Highlighted the cumulative impact for Disabled People being affected by proposals. Highlighted FACS/ Council Tax. Concerned around the opportunity for very vulnerable people to participate in consultation. I did not know that the Handyperson service existed and I would have liked to have used them.

Stair lift and shower. Helps me to be Independent, getting in and out of the bath. I did not know that the Handyperson was there until I saw it on your letter, I would like to use it.

I have not heard of the Handyperson Service

Very grateful for the support and prompt response, visits from care and repair. Thank you very much.