

Who are we?

Care & Repair Daventry is a not-for-profit organisation dedicated to helping older people, people with disabilities, children and vulnerable people to live in safety and with dignity in the comfort of their own homes.

Our service is focused on ensuring that existing homes are fit for purpose and that vulnerable people are able to continue living independently and safely in their own homes for as long as possible. Our caseworkers offer practical advice, guidance and potential solutions to people who need repairs or adaptations.

Why does Care & Repair Daventry have a code of practice?

Our code of practice is a set of written guidelines Care & Repair Daventry abide by. This code helps our service to comply with ethical and health standards and explains how people working in our service should behave.

What can Care & Repair do for you?

You will receive a visit from a friendly caseworker.

An appointment will be made with you for a caseworker to visit you at home and complete a **Health and Wellbeing Assessment** form which you will receive a copy for your records. Our caseworker will assist you in identifying any support that could be available to you and any adaptations or building work that may be required. The caseworker will be able to assist in obtaining detailed drawings, plans and specifications where appropriate.

The caseworker will discuss the options available including support and grants that may be available and will confirm with you any welfare benefits you currently receive including advising you on other ways you may be able to fund the proposed work or adaptation/s if you are not eligible for grant funding.

Once you have instructed your caseworker he/she will act as your agent and will take the stress and hard work out of overseeing the various stages of the adaptation or building work. Your caseworker will liaise with Occupational Therapists, Architects, contractors and other external agencies on your behalf right through to completion of work or adaptation.

Advice and assistance

The caseworker will keep you fully informed and involved throughout the process right through to completion of works.

The Care & Repair Team will:-

Provide you with regular information and updates:

- ✓ Your dedicated caseworker will provide their name and contact number so you or your representative can make contact during the working day to request an update for more information.
- ✓ Provide you with advice and signposting regarding your financial options.
- ✓ Explain how the various grant system works.
- ✓ Provide a Care & Repair Daventry information pack detailing all of Care & Repair Daventry services available
- ✓ Ensure you have been provided with clear guidance on the entire application and adaption/building process.
- ✓ Request and retain copies of all correspondence, reports, drawings and specifications appertaining to your adaptation or building work.
- ✓ Ensure you are aware and understand any forms and applications we may complete on your behalf.
- ✓ Advise you of any Welfare Benefits to which you may be entitled.
- ✓ Signpost you to other services which may be able to assist/support you to live independently and in the comfort of your own home.
- ✓ Obtain competitive quotations for the proposed building works/adaptations.
- ✓ Inform you of the name of the contractor and contact details and consult with you if you have any preference for a particular contractor.
- ✓ Make sure you and your representative are made aware of the date work will commence at your property.
- ✓ Ensure that you are aware of the cost of the building/adaptation work and that you understand how it will be paid for.
- ✓ Ensure you are satisfied with the standard of work completed by the contractor.

Confidentiality

Care & Repair Daventry is committed to maintaining the highest degree of integrity in all its dealings with potential, current and past clients and we extend the same standards to all our customers, external contractors, agencies and associates.

Care & Repair caseworkers will require confidential/financial and personal information from you to progress your application. This information may need sharing with other organisations or departments but only with your consent in accordance with Data Protection. All information provided by you will be treated in the strictest confidence. Care & Repair Daventry will act as your agent with honesty, integrity and respect throughout the entire process and completion of works.

Duty of Care

Care & Repair Daventry's actions and advice will always conform to relevant law, and as a service we will always avoid causing any adverse effect on the human rights of people or organisations we work with. The Care Act 2014 provides statutory guidance to the role of housing and home-based support agencies in preventing poor health and wellbeing. Care & Repair Daventry adheres to these guidelines and has a duty of care to minimise any risks that the client may face.

The Process

Recommendation of need:

The caseworkers may identify your need and refer this to the Medical Liaison Officer for assessment or you will be referred to Occupational Health for an Assessment.

Drawings and specifications

Where applicable the caseworker will liaise with architects to obtain detailed drawings, plans and specifications on your behalf.

Obtaining quotations

A competitive tendering process will take place to ascertain the correct price for the necessary works or adaptation. Contractors will be selected from a pre-approved 'Register of Contractors' and you may include a contractor of your choice.

Completing forms

Caseworkers will assist you to complete any grant application forms and will liaise with any external contractors, organisations and agencies on your behalf.

Contractor liaison

When work commences you will be informed of the start date and likely time of completion. The caseworker will liaise with the appointed contractor to ensure the work is carried out satisfactorily whilst the work is in progress by visiting your property as required.

Contracting works

A Small Works Contract is a contract for residential building works. **You and the contractor will enter into an agreement.** This contract provides reassurance to you and the contractor that the works will be completed as agreed to the level appropriate to the Chartered Institute of Building Small Works Contract (revised October 2011) and other relevant legislation.

Completion of Works

If you are satisfied with the works you can either agree for the grant to be paid directly to the contractor on your behalf or you can receive your grant payment directly and pay the contractor.

Fees for using Care and Repair Daventry

Our service is **FREE**, but if private adaptation/building work is arranged by Care & Repair Daventry we will charge a nominal fee of 12.5% of the total cost of works.

When work is grant-aided the Care & Repair fee for our service will already be included within the grant awarded.

Care & Repair Daventry will always ensure you are aware of our fee policy and how it may affect you before any contract is signed or works started.

Care & Repair will arrange for the necessary invoice of fees to be issued once any building work or adaptation has been completed.

For non-grant funded private work - what services would I be paying for?

- ✓ Arrangement of drawings and specifications
- ✓ On-going liaison with relevant professionals e.g. occupational therapists, architects, planning etc.
- ✓ Ensuring competitive pricing throughout the tender process using pre-approved contractors
- ✓ Ongoing advice and support until the work is complete
- ✓ Assistance and monitoring of each stage of adaptation or build until work is satisfactorily completed.

Financial Contributions

If you are personally funding private works or if it is necessary for you to make a financial contribution to the cost of any building work/adaptations we will advise you on how, when and the amount you are required to pay, before any contract or work commences.

Care & Repair Daventry will:-

- ✓ Ensure any contributions by you are clearly explained
- ✓ Advise you in writing of how the payments are to be made
- ✓ Obtain agreement from you to make any payments on your behalf
- ✓ Care & Repair can help you apply for charitable funding

Quality Assurance

Care & Repair Daventry maintain its quality of service through continuous review of its working practices, performance and cost effectiveness through ongoing feedback and evaluation from clients and contractors. Care & Repair Daventry encourages regular reviews of its service and provides an Annual Report. Care & Repair adopts Daventry District Council's complaints procedure.

Termination

If you decide you do not wish Care & Repair Daventry to act as your agent please provide written confirmation as soon as possible.

Professional Conduct

Care & Repair Daventry conducts all activities professionally and with integrity. We take the utmost care to be completely objective in our judgement and recommendations and we aim to give our clients the best and most appropriate service possible.

Equality and Diversity

Care & Repair Daventry strive to be fair and objective in our advice and service and we are never influenced in our decisions, actions or recommendations by issues of gender, race, colour, age, personal disability or belief.