

Handyperson: The commissioner perspective

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Where are we going?

- National and local ambitions
 - LAA and LSP
- SP 5 year strategy
- Housing
 - Safety – falls, cold homes, fire risk
 - Maintaining independence
- Links to Health
- Well being

Current position in Suffolk

Most of county served by HIA

Tender in progress to cover the whole county and expand the service

- joint commissioning with districts and ACS
- handy person
- ancillary services: decorating and gardening



Housing related support

Holistic floating support reached via
CARA:
Central Access and Referral Agency

Expansion of floating support to
accommodate other SP services

Older Persons pilot





- Partnership of Suffolk agencies and organisations making home visits
- Central co-ordinator
- Simple referral system
- **2008:**
1113 referrals — 3356 actions



1 referral

- Handyperson replaced light bulb over the stairs and fitted a smoke alarm and door chain
- Age Concern offered regular contact through their befriending service and a local lunchtime club
- Datalink bottle provided

Evaluating the benefits



- Customer response on quality
- Delivering on targets for SP and partners
- Relevance of services – have we got it right?
- Value for money

Future aspirations for Handy person

- Mapping needs accurately
- Full assessments on offer – time with caseworker
- Liaison with A&E, Ambulance re frequent fallers
- Hospital discharge
- Fast action on HHSRS





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