

National Handyperson Service Quality Mark V2 – July 2010

Service objectives Self-assessment validation form

Contents

- Scoring method..... 4
- Supporting Documentation..... 5
- 1: Minimum services from a Handyperson Service..... 6**
 - 1.1 Depth and breadth of services 6
 - 1.2 Technical & logistical services 8
- 2: Assessing needs and working safely 10**
 - 2.1 Needs and risk assessment 10
 - 2.2 Involving others. 11
- 3: Duty of care to clients and staff 12**
 - 3.1 Health & Safety policy 12
 - 3.2 Risk management. 13
 - 3.3 Policies and procedures for safeguarding people. 14
 - 3.4 Action to safeguard against abuse and neglect. 15
 - 3.5 Safeguarding staff..... 16
- 4: Fair access, diversity and inclusion 18**
 - 4.1 There is fair access to the service. 18
 - 4.2 The service is equitable. 19
- 5: Privacy and confidentiality 21**
 - 5.1 Confidentiality, privacy and freedom of information policy. 21
- 6: Developing client-based services 22**
 - 6.1 Providing choices 22
 - 6.2 Rights and responsibilities. 24
 - 6.3 Complaints procedure 25
 - 6.4 Feedback from clients 26
- 7: Planning for the future 27**
 - 7.1 Business planning and advice. 28
 - 7.2 Continuous improvement. 29
- 8: Staffing issues 31**
 - 8.1 Employment practices..... 32
 - 8.2 Competent staff..... 33
- 9: Commissioner satisfaction 35**
 - 5.1 Commissioners are satisfied with the quality of work 35
- Agency Self Assessment Form..... 36
- Performance indicators 37
- Additional performance measures 38
- Appendix 1: General handyperson services 39
- Appendix 2: Specific services 40

We have included examples of services provided at levels A B and C to give an indication of what is expected of services delivered to such standards.

These examples are not intended to act as a checklist or to prescribe the services that handyperson services would be providing if they were judged by validation officers to have an ‘excellent (A)’ a ‘good (B)’ or an ‘adequate (C)’ service. Therefore, when assessing compliance with level A, B and C standards, it is acceptable to cite alternatives to the listed examples if these demonstrate that the standards are being met by other means.

Introduction

This module is a specially amalgamated version of the Core & Handyperson service modules of the National HIA Quality Mark 2009. It is designed to be applied in a stand-alone format to those organisations providing handyperson services outside the confines of a Home Improvement Agency service.

The process of externally validating a service provides an organisation with the opportunity to critically assess the depth and breadth of its services, and provide a platform for continuous business development.

Scoring method

The assessment framework contains 9 objectives, each containing a number of clauses (total number of clauses = 21).

During self-assessment the organisation needs to evidence its performance in each clause as being grade A, B or C (A being the highest grade).

A = 3 points, B = 2 points and C = 1 point. Not being able to evidence at least Grade C will result in a fail.

There is no overall score for the module – you will receive either a pass or fail, and your scores for the module will not be published, but you may share these with 3rd parties if you wish.

The following table shows the number of points needed to obtain grade 'A', 'B' and 'C' for each objective.

Objective 1: Minimum services from a handyperson service

Clause	Number of points		
1:1 Depth and breadth of services	2-3 = C	4-5 = B	6 = A
1:2 Technical and logistical services			

Objective 2: Assessing needs and working safely

Clause	Number of points		
2:1 Needs and risk assessment	2-3 = C	4-5 = B	6 = A
2:2 Involving others			

Objective 3: Duty of care to clients and staff

Clause	Number of points		
3:1 Health and safety policy	5-8 = C	9-12 = B	13-15 = A
3:2 Risk management			
3:3 Policies and procedures for safeguarding people			
3:4 Action to safeguard against abuse and neglect			
3:5 Safeguarding staff			

Objective 4: Fair access, diversity and inclusion

Clause	Number of points		
4:1 There is fair access to the service	2-3 = C	4-5 = B	6 = A
4:2 The service is equitable			

Objective 5: Privacy and confidentiality

Clause	Number of points		
5:1 Confidentiality, privacy and freedom of information policy	1 = C	2 = B	3 = A

Objective 6: Developing a client-based service

Clause	Number of points		
6:1 Providing Choices	4-6 = C	7-10 = B	11-12 = A
6:2 Rights and responsibilities			
6:3 Complaints procedure			
6:4 Feedback from clients			

Objective 7: Planning for the future

Clause	Number of points		
7:1 Business planning and advice	2-3 = C	4-5 = B	6 = A
7:2 Continuous improvement			

Objective 8: Staffing issues

Clause	Number of points		
8:1 Employment practices	2-3 = C	4-5 = B	6 = A
8:2 Competent staff			

Objective 9: Commissioner satisfaction

Clause	Number of points		
9:1 Commissioners are satisfied with the quality of work	1 = C	2 = B	3 = A

The ‘Performance’ section is used when you seek to benchmark your performance. It is optional and will not be formally scored but will give an agency an idea of how they compare to similar agencies on the specified performance measures.

Supporting Documentation

It is important for Foundations to receive copies of the various supporting documents (preferably via e-mail, or on CD) in advance of the actual visit. Documents such as:

- needs and risk assessment policy and procedure
- contractors code of conduct (or equivalent)
- protection from abuse policies/procedures
- eligibility criteria
- service description
- complaints procedure
- if there is an advisory group, a list of members
- client satisfaction questionnaire.

These should be sent to Glossop at the same time as your self assessment results, or shortly thereafter. We need these and any other documents at least 2 weeks prior to a visit.

We would like to interview a number of your service commissioners during the validation visit. Please provide details of commissioners who could be available during the time of your visit.

Commissioner’s Name	Position	Organisation

1: Minimum services from a Handyperson Service
The service must be client centred and meets as far as possible, the needs of the client. The eligibility criteria and the range of services offered must be clear.

1.1 Depth and breadth of services

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>The service is accessible by telephone 9am and 5pm, Monday to Friday.</p> <p>The eligibility criteria and charging policy for using the service is clear. If any of the following factors determine whether a client can be helped, this is documented.</p> <ul style="list-style-type: none"> • Age • Disability • Tenure • Health • Financial situation • Living in a certain area or street (within the area served by the agency) • Ex-member of the armed forces • Number of times the person has already used the service (for example, x times a year) • Whether the person is subscribed to the service • Being discharged from hospital • Victim of violence • Other <p>If the enquiry is assessed as requiring further support to discuss items such as building work, funding and income maximisation, then arrangements are in place to refer the client onto suitable 3rd parties.</p> <p>An indicative list of eligible works is available to prospective clients which makes it clear what works are, and are not available.</p> <p>Service Standards</p> <ul style="list-style-type: none"> • Requests for work booked within 2 weeks of first enquiry 	

Handyperson Quality Mark Service Objectives Assessment Framework

<ul style="list-style-type: none"> • Work complete within 3 months of first enquiry* • Indication to client of appointment time = The day • All debris cleared using own equipment • Any furniture moved during work returned to its place <p>*If the work cannot be completed within 3 months, the organisation is able to prioritise urgent cases and has taken steps to identify the causes of delay, and has in place a plan to reduce waiting times.</p>	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level B</i></p> <p>The service looks to work with local community and statutory services which may be relevant to its client group.</p> <p>The service can evidence exploration of different methods of delivery and types of service.</p> <p>Service Standards</p> <ul style="list-style-type: none"> • Requests for work booked within 1-2 weeks of first enquiry • Work complete within 2 months of first enquiry • Indication to client of appointment time = AM or PM • Staff wear work clothing with livery of employing organisation 	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level A</i></p> <p>Arrangements are in place to refer eligible clients to other handyperson services which will be able to assist.</p> <p>Arrangements are in place to refer clients requiring works not available within the subject service, onto other services for assistance.</p> <p>Data is kept on numbers of ineligible clients, and details of the services which they are referred onto.</p>	<p style="text-align: center;"><i>Evidence</i></p>

Handyperson Quality Mark Service Objectives Assessment Framework

<p>A hardship fund exists for those clients who are unable to meet any required services charges.</p> <p>Agency investigates social enterprise models of activity for sustainability of service.</p> <p>The service is fully integrated with the local voluntary and statutory sectors and receives high levels of both inbound and outbound referrals.</p> <p>The service is able to provide:</p> <ul style="list-style-type: none"> • Home safety checks • Energy efficiency and advice • Home security • Minor adaptations (e.g. handrails etc) • Gardening and decorating services (via 3rd parties) • Signposting to benefits advice services (via 3rd parties) <p>Service Standards</p> <ul style="list-style-type: none"> • Requests for work booked within 1 week of first enquiry • Work complete within 1 months of first enquiry • Indication to client of appointment time = within 1 hour of time given. 	
	<i>Pass / Fail / Unsure</i>

1.2 Technical & logistical services

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>The service is able to advise or signpost the client on issues regarding repairs, adaptations and improvements.</p> <p>The service is able to provide or facilitate handyperson services for small works and adaptations for home safety & security.</p> <p>Appropriate storage facilities are used for materials, equipment and/or tools.</p> <p>There are efficient ordering mechanisms in place for handyperson materials.</p>	

Handyperson Quality Mark Service Objectives Assessment Framework

<p>The agency operates to documented procedures regarding:</p> <ul style="list-style-type: none"> • producing job sheets • invoicing and collecting money from clients, and procedures for writing-off bad debt • reconciling payments and providing an audit trail, and onwards referrals <p>The agency has in place externally audited health and safety standards.</p>	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level B</i></p> <p>The agency operates a stock-taking and reordering system for materials constantly used by the handyperson service and can ascertain the following:</p> <ul style="list-style-type: none"> • How much of each product has been used. • How much of each product should be in stock. • The cost of the materials acquired. • The actual amount of materials in stock (performed, for example, annually). <p>The agency operates a basic route scheduling system to minimise driving time and mileage or maximise productivity (for example, by priority of job or type of job).</p>	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level A</i></p> <p>The agency has a bulk buying system in place for commonly used materials.</p> <p>Agency has investigated fleet management options for best value and use of vehicles.</p> <p>The agency when operating an outsourced service records and monitors speed of service and value for money relative to other contractors.</p> <p>The service is flexible enough to adapt to any type of handyperson service (see appendices 1 and 2 for examples of tasks).</p>	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>

2: Assessing needs and working safely
Clients' needs (and any associated risks) are assessed to an appropriate degree. Assessments are performed by skilled staff and involve other professionals and/or cares as appropriate

2.1 Needs and risk assessment

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>There is a needs and risk assessment procedure in place</p> <p>Staff are aware of their responsibilities with regards to health & safety legislation.</p> <p>The needs and risk assessment policy and procedure is written down and reviewed in response to changing legislative or contractual requirements.</p> <p>Clients will be referred to more appropriate services where appropriate.</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
<p>Needs assessments take into account the possibility of using views of other services as appropriate.</p> <p>Risk assessment addresses:</p> <ul style="list-style-type: none"> • risk to client • risk to others (including staff and the wider community) • risks from others (including staff and the wider community). 	
	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
<p>Specialist expertise is sought if necessary when assessing needs. E.g. occupational therapy services, financial expertise or structural engineers.</p> <p>When clients give permission, assessments are explained to referral agencies when necessary.</p> <p>The agency follows up on clients who have been referred to 3rd parties to ensure any problems are resolved</p> <p>At least one employed handyperson is trained as a 'Trusted Assessor'</p>	

3: Duty of care to clients and staff
The security, health and safety of all individual clients, staff and the wider community are protected.

3.1 Health & Safety policy

Note: some of the legislative requirements may be the responsibility of the managing agent rather than the handyperson service.)

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
The health and safety policy and procedures have been reviewed in the past three years. The health and safety policy and procedures are covered in staff induction. Staff are consulted on the health and safety policy and procedures.	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
Staff are able to comment on key points of the health and safety policy	
	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
Stakeholders are consulted on the development of the health and safety policy. The Health & Safety policy is amended using feedback from staff and partner agencies	
	<i>Pass / Fail / Unsure</i>

Handyperson Quality Mark Service Objectives Assessment Framework

	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
The lone working procedure covers 'last call of the day' where no return to the handyperson service premises is envisaged or planned. Technical service staff are trained in CDM and Trusted Assessor.	
	<i>Pass / Fail / Unsure</i>

3.3 Policies and procedures for safeguarding people.

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
There are recruitment checks, including professional references CRB and Vetting & Barring checks, for staff and volunteers. There is a whistle-blowing procedure in accordance with the Public Interest Disclosure Act 1998. Vetting and Barring checks are updated in accordance with contractual requirements. Vetting of contractors ensures that they understand and comply with policies. There is a code of conduct for contractors, and any sub-contractors used. There is a planned approach to dealing with perpetrators of abuse, informing the police and taking legal action if appropriate, and suspension / terminating employment of staff. The service records what action that has, or has not, been taken, and why.	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
Clients are informed how to report concerns outside the organisation, including with service commissioners. Clients are informed what constitutes abuse and to whom they should report any concerns. There is a periodic review of the effectiveness of policies and procedures on safeguarding and protection.	

Handyperson Quality Mark Service Objectives Assessment Framework

<p>The policy and procedure review seeks to identify and address disincentives to reporting concerns.</p> <p>CRB / Vetting & Barring checks are updated every two years.</p>	<p><i>Pass / Fail / Unsure</i></p>
<p><i>Level A</i></p> <p>Clients are able to influence how they receive information about safeguarding and protection from abuse and the reporting mechanisms for raising concerns.</p> <p>The service can demonstrate that changes have been made in response to client feedback, and the service can demonstrate that clients have confidence that concerns will be dealt with appropriately.</p> <p>The handyperson service can demonstrate that key safeguarding partners are involved in reviewing policy and procedures.</p> <p>The agency can demonstrate that changes have been made to improve service delivery as a result of a review or following an incident.</p>	<p><i>Evidence</i></p> <p><i>Pass / Fail / Unsure</i></p>

3.4 Action to safeguard against abuse and neglect.

<p><i>Level C (The basic minimum requirements for an adequate service)</i></p> <p>Prompt action is taken in response to individual concerns from staff, clients or others and appropriate support is provided to them.</p> <p>The handyperson service is able to seek further assistance in the area of working with alleged perpetrators.</p> <p>Staff are able to describe how their practice promotes safeguarding.</p> <p>Details of investigations and outcomes are recorded in a log and this shows that appropriate action is taken, including reporting to appropriate authorities.</p> <p>Safeguarding and protection from abuse policies and procedures are covered in staff induction and training programmes.</p> <p>Staff are able to describe the policies and procedures, the reasons behind them and</p>	<p><i>Evidence</i></p>
--	------------------------

Handyperson Quality Mark Service Objectives Assessment Framework

<p>the implications for their work.</p> <p>Staff and volunteers can describe how they would report any actual or suspected abuse or neglect, and who incidents should be reported to.</p>	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level B</i></p> <p>Staff are supported through supervision in dealing with abuse cases.</p> <p>Staff receive specialist training appropriate to the needs of the client group.</p> <p>Support is provided to victims of abuse by the handyperson service or others.</p>	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level A</i></p> <p>The service is proactive in promoting and sharing good practice on safeguarding vulnerable clients beyond the service.</p> <p>The service can demonstrate that changes have been made to improve service delivery as a result of policy and procedure review.</p>	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>

3.5 Safeguarding staff.

<p style="text-align: center;"><i>Level C (The basic minimum requirements for an adequate service)</i></p> <p>Staff receive appropriate training.</p> <p>There are procedures to prevent staff from personal benefit when working with vulnerable people.</p> <p>The nature and limits of relationships between staff and clients are covered in staff induction and training programmes.</p> <p>Staff and volunteers are able to describe the policies.</p> <p>A code of conduct (or similar document) makes clear appropriate boundaries for staff and volunteers.</p>	<p style="text-align: center;"><i>Evidence</i></p>
--	--

Handyperson Quality Mark Service Objectives Assessment Framework

<p>There is a code of conduct that clearly states the practice that must be followed in the event of any gift or inducement being offered by either a client or a contractor. Information to clients makes clear the appropriate boundaries for staff and volunteers.</p>	<p><i>Pass / Fail / Unsure</i></p>
<p><i>Level B</i></p> <p>There is a periodic review of the effectiveness of these policies and their implementation. This review should take place at least every three-years.</p>	<p><i>Evidence</i></p> <p><i>Pass / Fail / Unsure</i></p>
<p><i>Level A</i></p> <p>The service can demonstrate that changes have been made to improve service delivery as a result of policy and procedure review. The service links with other support services to ensure that incidents of abuse and neglect are dealt with in the most appropriate way and such cases inform future training of staff.</p>	<p><i>Evidence</i></p> <p><i>Pass / Fail / Unsure</i></p>

4: Fair access, diversity and inclusion
There is a demonstrable commitment to fair access, diversity and inclusion, and clients are well-informed about their rights and responsibilities.

4.1 There is fair access to the service.

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>There is a documented and objective procedure that specifies how enquiries and applications are processed, assessed and prioritised, and how decisions are communicated to applicants.</p> <p>An up-to-date and accurate description of the service is actively promoted, detailing who it is for and how it can be accessed.</p> <p>The eligibility criteria, means of prioritising applications and the application process is written in plain English and other formats appropriate to the client group.</p> <p>The communication needs of clients are catered for in helping them to understand the information.</p> <p>If the handyperson service is unable to help, clients are informed of the reasons and signposted to more appropriate services or back to the referral agency.</p> <p>Any cultural issues where relevant are acknowledged and built into the service.</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
<p>The agency has an equality action plan in place in order to focus attention to under-represented groups</p> <p>Particular attention is paid to ensuring fair access to under-represented groups identified in the agency's equalities action plan.</p> <p>The eligibility criteria and application process are actively promoted to relevant agencies and the wider community.</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>

Handyperson Quality Mark Service Objectives Assessment Framework

<p>The handyperson service can demonstrate that changes have been made to improve service delivery as a result of policy and procedure review.</p> <p>Policy and procedure reviews show the impact of client or stakeholder involvement.</p> <p>Fair access is assured by independent audit.</p> <p>There is a proactive approach to working with under-represented parts of the community, and working with service commissioners in identifying local need and adapting services accordingly.</p>	
	<i>Pass / Fail / Unsure</i>

4.2 The service is equitable.

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>Policies and procedures are in place covering staff in respect of:</p> <ul style="list-style-type: none"> • equal opportunity, diversity, anti-discriminatory practice and harassment • discrimination on any grounds that causes a person to be treated with injustice (see guidance) • access to services and employment. <p>The policies and procedures have been reviewed in the last two years and are in accordance with current legislation and the Commission for Racial Equality Code of Practice on Racial Equality in Housing.</p> <p>There is a recruitment and selection policy that aims to eliminate discrimination in recruitment processes.</p> <p>There is a planned approach to managing and responding to concerns or incidents.</p> <p>Equality and diversity policies and procedures are covered in staff induction and training programmes, and integrated into staff management practices.</p> <p>Staff understand and are sensitive to the diverse needs of clients.</p> <p>Policies and procedures are communicated to clients in ways appropriate to their needs, and clients can confirm that this happens.</p>	
	<i>Pass / Fail / Unsure</i>

5: Privacy and confidentiality	
Dealings with clients are kept private and confidential, as far as this is practical.	
5.1 Confidentiality, privacy and freedom of information policy.	
<p style="text-align: center;"><i>Level C (The basic minimum requirements for an adequate service)</i></p> <p>Assessments are securely stored and accessible to relevant staff and clients.</p> <p>Clients have access to their file and are provided with a copy of assessments if they wish.</p> <p>The confidentiality policy complies with the Data Protection Act 1998, the Human Rights Act 1998 and the Public Interest Disclosure Act 1998.</p> <p>Induction and training programmes address the policies.</p> <p>Access to clients' personal records is restricted to those who need access.</p> <p>Paper records are kept in locked cabinets or locked rooms to which only authorised personnel have access.</p> <p>Computerised records are protected by security protocols (for example, passwords), including memory sticks / CD-ROMs etc.</p>	<p style="text-align: center;"><i>Evidence</i></p>
	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level B</i></p> <p>The handyperson service informs contractors about the need for confidentiality when dealing with clients.</p> <p>The handyperson service's policies make clear when confidentiality may be set aside and why.</p>	<p style="text-align: center;"><i>Evidence</i></p>
	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level A</i></p> <p>The handyperson service is in receipt of agreements from contractors to keep client information confidential.</p> <p>At least one person in the handyperson service can explain the data protection act, so far as it affects the agency's work.</p>	<p style="text-align: center;"><i>Evidence</i></p>
	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>

6: Developing client-based services

Clients are well informed so that they can communicate their needs and views and make informed choices. Feedback from clients is vital to any agency in order to gauge the success and usefulness of the work they carry out.

6.1 Providing choices

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>There is a public document which describes the service, who it is for and how it can be accessed (for example, letter, phone, fax, email, drop in centres etc).</p> <p>This information is provided to potential clients, at the first visit or sent on first enquiry if requested, and the handbook or equivalent document given to current clients, contains a copy of the description.</p> <p>The service description is up to date.</p> <p>Leaflets are available at the handyperson service premises.</p> <p>The handyperson service can arrange for support for clients who are blind, poorly sighted, deaf or hard of hearing.</p> <p>Service description documents contain advice in some of the foreign languages prevalent in the locality and also have access to a language translation system or service.</p> <p>The service description explains:</p> <ul style="list-style-type: none"> • how the service is delivered (where, when, how, and who by) • the type of support available • how the needs of clients are assessed • what limitations are placed on clients' choices (plus information about "extra works") and likely waiting times. • what clients can expect and what is expected of them • what the various services cost • How to complain 	

Handyperson Quality Mark Service Objectives Assessment Framework

<ul style="list-style-type: none"> Who funds the service <p>All handyperson staff carry identification which includes a photograph.</p>	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level B</i></p> <p>The handyperson service has a website which provides contact details.</p> <p>The handyperson service offers support for clients who are blind or poorly sighted, deaf or hard of hearing, or who need language (or translation) support.</p> <p>The handyperson service’s premises are accessible to potential clients (physically or geographically).</p> <p>Leaflets are available at several strategic locations, e.g. GP services, housing and social services.</p> <p>Clients are informed on referral of the expected waiting time for the job. The agency operates a prioritising procedure which is available on demand.</p>	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level A</i></p> <p>The service description explains:</p> <ul style="list-style-type: none"> how standards of service delivery are assured (what quality measures are in place) any quality-type certifications from external bodies, and how the handyperson service is funded. <p>The criteria for applying for all the various services offered are written in clear English, including age, tenure, geographical location, disability, and financial considerations.</p> <p>The handyperson service has a website which is easy to find, easy to understand, and comprehensive and allows for online referral and feedback.</p> <p>The service sets performance targets that are publically available and reports regularly on whether they are met.</p>	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>

Handyperson Quality Mark Service Objectives Assessment Framework

	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
<p>There is a periodic review (at least once a year) of complaints received.</p> <p>The handyperson service can demonstrate that reviews of policy, procedures and complaints received have been used to improve service delivery.</p> <p>Complaints are progressed until resolved.</p> <p>Independent advocacy is sought to help clients, carers and family members to use the complaints system.</p> <p>There is an arbitration route available if internal complaint procedure is exhausted.</p>	
	<i>Pass / Fail / Unsure</i>

6.4 Feedback from clients

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>The service provides a feedback form to clients.</p> <p>Assistance in completing this form is offered if required</p> <p>Of the returned feedback forms, at least 85% must indicate they are happy with the service they have received</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
<p>If clients pay for the service, client satisfaction questionnaires ask if the service offers value for money.</p> <p>Clients are provided with an SAE with each feedback form.</p> <p>Client satisfaction questionnaires seek to measure outcomes, for example - has the job has made a difference to their quality of life?</p> <p>Of the returned feedback forms, at least 90% must indicate they are happy with the service they have received</p>	

Handyperson Quality Mark Service Objectives Assessment Framework

	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
<p>The service utilises a feedback form / reporting system which is benchmarked with other nearby handyperson services operated by the parent organisation.</p> <p>Clients are invited to take part in annual forums to discuss service improvement.</p> <p>Clients have opportunities to play an active role in shaping current and future service delivery.</p> <p>Clients attending forums are trained to assist with client research and client service activities.</p> <p>A representative sample of clients are contacted after six months to review any works and follow-up on any problems.</p> <p>The service can evidence changes to the service brought about by client feedback.</p> <p>The agency uses other methods to gauge client satisfaction, such as quality checks and phone calls.</p>	
	<i>Pass / Fail / Unsure</i>

7: Planning for the future
Handyperson services must have robust management procedures in place.

Handyperson Quality Mark Service Objectives Assessment Framework

<p>and/or quantitative information regarding service quality. E.g.:</p> <ul style="list-style-type: none"> • staff turnover and reasons for leaving • staff vacancies • use of temporary staff • client complaints, and • client satisfaction (at least annual). <p>The policies & procedures manual, or substantial parts of it, has been reviewed in the last three years.</p> <p>The agency has access to external support to facilitate business planning (development planning).</p> <p>The agency has made use of the local Joint Strategic Needs Assessment (JSNA).</p>	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level A</i></p> <p>A three year business plan (strategic plan) is in place for the Handyperson service.</p> <p>Future demand for the agency is assessed periodically from a wide range of sources (e.g. demographic data, local strategies and plans, and feedback from funders).</p> <p>Business planning (strategic planning) includes consideration of the potential benefits and pitfalls of using other models to provide the handyperson service (for example, outsourcing, in house, or linking with other providers to achieve economies of scale).</p> <p>Risk assessments for the agency take account of the views and knowledge of relevant external bodies.</p> <p>All funders are represented on the agency's advisory group.</p> <p>An external audit of the service is carried out every three years,</p>	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>

7.2 Continuous improvement.

<p style="text-align: center;"><i>Level C (The basic minimum requirements for an adequate service)</i></p>	<p style="text-align: center;"><i>Evidence</i></p>
--	--

Handyperson Quality Mark Service Objectives Assessment Framework

<p>Components of service quality are monitored. Examples include:</p> <ul style="list-style-type: none"> • client satisfaction • client outcomes • client complaints • comment, feedback and complaints from other stakeholders • response times • staff feedback, and • external quality certification. <p>Assessment and case management procedures are reviewed periodically and in response to changing requirements.</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
<p>The handyperson service organises periodic events where staff have time out from service delivery to reflect on quality matters with a view to improving quality and outcomes.</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
<p>All components of service quality are monitored and analysed.</p> <p>Analysis of service quality identifies any apparent strengths or weaknesses to address.</p> <p>Results of quality monitoring are periodically reported to clients and other stakeholders.</p> <p>The handyperson service participates in organisational learning activities with a view to improving service delivery (for example, benchmarking clubs, peer reviews, quality circles, regional meetings, technical officer meetings, county forums).</p> <p>Client satisfaction questionnaire asks if the intervention has made life better for them (or words to that effect).</p> <p>The handyperson service can trace which parts of the policies and procedures manual have changed, what the changes were, and when they were made.</p>	
	<i>Pass / Fail / Unsure</i>

8: Staffing issues

Handyperson services are required to have effective employment policies to cover staff development, supervision and the health and safety of staff and clients. A keen, well equipped, trained and experienced workforce is the cornerstone of successful handyperson services. Work may be carried out

by staff employed directly by the agency, by volunteers controlled by the agency, or by subcontractors.

8.1 Employment practices.

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
<p>The handyperson service operates an equal opportunities policy covering discrimination on grounds of gender, age, religion, race, disability, nationality and sexuality and applies to both staff and clients.</p> <p>There is an induction programme for new staff and volunteers.</p> <p>There are disciplinary and grievance procedures in place. These are located on site and staff know where to find them.</p> <p>Staff and volunteers involved in service delivery have access to regular support and supervision.</p> <p>Staff receive appraisals at least once a year, at which performance is considered (which may include input from clients) and development or improvement plans (including training needs) are initiated.</p> <p>There is a policy relating to disclosure (of convictions) for all staff who have contact with vulnerable clients.</p> <p>The agency ensures that a standard disclosure from the Criminal Records Bureau is obtained for directly employed or volunteer handyperson staff.</p> <p>Subcontractors should be encouraged to subscribe to the same checks.</p> <p>Agency staff and volunteers follow the Lone Worker procedure.</p>	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
<p>Job descriptions and person specifications are periodically reviewed (or each time a post becomes vacant).</p> <p>Staff are able to locate all the policies, procedures, manuals, handbooks and associated documents pertinent to their role in the handyperson service. These documents may be on paper, on PCs or accessed through an intranet or extranet.</p> <p>Resources are made available so that essential training needs are met (there is an adequate training budget). If training is provided “on the job”, staff numbers are</p>	

Handyperson Quality Mark Service Objectives Assessment Framework

<p>above the minimum required to deliver the service.</p> <p>There is a record of when disclosure checks were made (not the disclosures of convictions themselves).</p> <p>Where sub-contractors are being used, it can be evidenced that they have had CRB / Vetting & Barring checks.</p>	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level A</i></p> <p>The success of training in improving service delivery is evaluated (the handyperson service gathers feedback from staff on the value of all training undergone and the impact it has had on service delivery).</p>	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>

8.2 Competent staff

<p style="text-align: center;"><i>Level C (The basic minimum requirements for an adequate service)</i></p> <p>New staff have a written induction program and are adequately supervised</p> <p>The needs assessment procedures are covered in staff induction and training programmes. Staff understand and follow the procedures.</p> <p>Staff directly supporting clients have been trained (or are experienced) in assessing needs.</p> <p>Staff are able to describe the assessment and support planning processes.</p> <p>Staff are knowledgeable about the range of services and support provided by their own organisation that may meet the needs of clients.</p> <p>Staff are appropriately inducted and supervised.</p> <p>Staff understand and are sensitive to the diverse needs of clients.</p>	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level B</i></p> <p>There is a variety of staff training targeted to meet the needs of the clients being supported.</p>	<p style="text-align: center;"><i>Evidence</i></p>

Handyperson Quality Mark Service Objectives Assessment Framework

<p>Recruitment and retention policies are designed to attract and retain suitably qualified and experienced staff (for example, empathy for the typical client, support and training and development issues). This can be evidenced by looking at job adverts, job descriptions, person specifications and so on</p> <p>External contractors receive an induction training to raise level of awareness and understand the ethics and purpose of the agency.</p>	<p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>
<p style="text-align: center;"><i>Level A</i></p> <p>Staff attainment of relevant NVQs etc</p> <p>Handypersons are trained to recognise potential health or lifestyle problems (for example, poor standards of personal or household hygiene, malnutrition, confusion or irrational behaviour, abuse, hoarding, neglected pets, or evidence of disrepair beyond their remit) and refer these back to the agency.</p> <p>At least one handyperson has had Trusted Technician training, and where appropriate, staff advancement is encouraged through the creation of senior posts.</p> <p>Staff receive ongoing training and CPD in addition to mandatory programme.</p> <p>All external contractors used undergo, core training and meet regularly with handyperson coordinator.</p>	<p style="text-align: center;"><i>Evidence</i></p> <p style="text-align: center;"><i>Pass / Fail / Unsure</i></p>

9: Commissioner satisfaction
The handyperson service provides a level of service and quality of workmanship which is acceptable to their commissioners. This objective will be scored following interview with commissioners at time of validation visit

5.1 Commissioners are satisfied with the quality of work

<i>Level C (The basic minimum requirements for an adequate service)</i>	<i>Evidence</i>
The commissioner judges that the quality of workmanship and level of client service provided by the handyperson service is 'adequate'.	
	<i>Pass / Fail / Unsure</i>
<i>Level B</i>	<i>Evidence</i>
The commissioner judges that the quality of workmanship and level of client service provided by the handyperson service is 'good'.	
	<i>Pass / Fail / Unsure</i>
<i>Level A</i>	<i>Evidence</i>
The commissioner judges that the quality of workmanship and level of client service provided by the handyperson service is 'excellent'.	
	<i>Pass / Fail / Unsure</i>

Agency Self Assessment Form

Use this page to record the grades for each clause and calculate the grade for each objective

Objective 1: Minimum services from a handyperson service

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C1 Grade (Points 2-3 = C, 4-5 = B, 6 = A)
1.Depth & breadth of services			
2.Technical and logistical services			
		Total =	Grade =

Objective 2: Assessing needs and working safely

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C2 Grade (Points 2-3 = C, 4-5 = B, 6 = A)
1.Needs and risk assessment			
2.Involving others			
		Total =	Grade =

Objective C3: Duty of care to clients and staff

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C3 Grade (Points 5-8 = C, 9-12 = B, 13-15 = A)
1.Health and safety policy			
2.Risk management			
3.Policies & procedures for safeguarding people			
4.Action to safeguard against abuse & neglect			
5.Safeguarding staff			
		Total =	Grade =

Objective C4: Fair access, diversity and inclusion

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C4 Grade (Points 2-3 = C, 4-5 = B, 6 = A)
1.There is fair access to the service			
2.The Service is equitable			
		Total =	Grade =

Objective 5: Privacy and confidentiality

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C5 Grade (Points 1 = C, 2 = B, 3 = A)
1.Confidentiality, privacy and freedom of information policy			
		Total =	Grade =

Objective 6: Developing client based services

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C6 Grade (Points 4-6 = C, 7-10 = B, 11-12 = A)
1.Providing choices			
2.Rights and responsibilities			
3.Complaints procedure			
4.Feedback from clients			
		Total =	Grade =

Objective 7: Planning for the future

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C7 Grade (Points 2-3 = C, 4-5 = B, 6 = A)
1.Business planning and advice			
2.Continuous improvement			
		Total =	Grade =

Objective 8: Staffing issues

Handyperson Quality Mark Service Objectives Assessment Framework

Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C8 Grade (Points 2-3 = C, 4-5 = B, 6 = A)
1. Employment practices			
2. Competent staff		Total =	Grade =

Objective 9: Commissioner Satisfaction

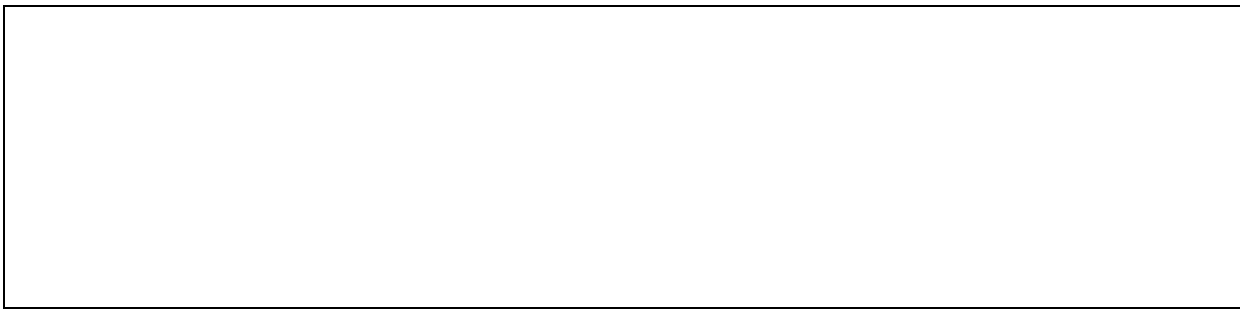
Clause	Clause Grade	No. of points (A=3, B=2, C=1)	C9 Grade (Points 1 = C, 2 = B, 3 = A)
1. Commissioners are satisfied with quality of work			
		Total =	Grade =

Performance indicators

The information needed is for the agency's last financial year, although we will accept the latest four quarters if necessary. Please state which is being supplied. This information will be compared against other similar home improvement agencies.

1	Number of enquiries	
2	Number of completed handyperson cases (see note on breakdown of activity)	
a	Number of jobs	
b	Number of works	
c	Number of clients assisted.	
3	Timing: Average number of weeks from date of enquiry to date case closed.	
4	Nature of clients assisted (based on cases closed)	
a	Number of clients by age	
b	Number of clients by BME group (as stated by client on feedback form)	
	White British	
	White Irish	
	White Other	
	Mixed: White/Black Caribbean	
	Mixed: White/Black African	
	Mixed: White/Asian	
	Mixed: Other	
	Asian/Asian – British (Indian)	
	Asian/Asian – British (Pakistani)	
	Asian/Asian – British (Bangladeshi)	
	Asian/Asian – British (other)	
	Black/Black – British (Caribbean)	
	Black/Black – British (African)	
	Black/Black – British (Other)	
	Chinese	
	Other	
	Refused	
5	Number of completed cases per handyperson.	

Please note any particular circumstances which may have affected the statistics during the time period (for example, excessive staff turnover, office relocation, changes in funding level):



Additional performance measures

We would be interested if any agencies had data for the additional performance measures set out below, though this does not form part of the performance assessment unless requested.

1 Robust evidence that is sufficiently well supported to allow 'audit' that demonstrates the following:

- Measuring reductions in downstream care costs, hospital bed days, reduced falls admissions and so on
- Monitoring the progress of individuals assisted by the service in maintaining their independence.

This information is likely to be restricted to a relatively small sample of the total number of people assisted by a handyperson service.

2 Robust evidence that is sufficiently well supported to allow 'audit' that demonstrates contribution to measures from the following 'basket' of indicators.

Handyperson services – relevant national indicators

NI 21 Dealing with local concerns about anti-social behaviour and crime by the local council and police

NI 49 Number of primary fires and related fatalities and nonfatal casualties

NI 124 People with a long-term condition supported to be independent and in control of their condition

NI 125 Achieving independence for older people through rehabilitation/intermediate care

NI 131 Delayed transfers of care from hospitals

NI 134 The number of emergency bed days per head of weighted population

NI 136 People supported to live independently through social services (all adults)

NI 137 Healthy life expectancy at age 65

NI 138 Satisfaction of people over 65 with both home and neighbourhood

NI 139 The extent to which older people receive the support they need to live independently at home

NI 142 Number of vulnerable people who are supported to maintain independent living

NI 187 Tackling fuel poverty – percentage of people receiving income based benefits living in homes with a low energy efficiency rating

Appendix 1: General handyperson services

For each general handyperson service listed in the table below, tick the appropriate box to show whether you signpost the client to another organisation or carry out the task yourselves.

Task	Signpost to external body or arrange for external body to call	Perform the task with own staff or subcontract to an external body
Home safety checks		
Home security checks		
Home risk assessments		
Hospital discharge checks		
Minor plumbing jobs (washers, seals, unblocking)		
Minor security jobs (key safes, locks, bolts, chains)		
Minor safety jobs (alarms, removing hazards)		
Minor electrical jobs (bulbs, batteries, fuses, doorbells)		
Minor adaptations (grab rails, raisers)		
Small repairs and odd jobs		
Garden clearance		
Clearing gutters		
Other tasks frequently performed:		
Home fire safety checks(FRS)		

What is the maximum height at which jobs can be performed?	
Can jobs needing two people be accommodated?	

Appendix 2: Specific services

For each specific handyperson task listed in the following table, circle 'Yes' or 'No' to show which your agency provides. This can be used as a guide to think about what you want to include in your service.

Task	Do you provide this task as part of your handyperson service?	
Change tap washers	Yes	No
Unblock sinks	Yes	No
Unblock toilets	Yes	No
Replace toilet valves	Yes	No
Replace bath, shower, sink sealant	Yes	No
Plumbing in a washing machine	Yes	No
Tiling	Yes	No
Install key safes	Yes	No
Install security lights	Yes	No
Install smoke alarms	Yes	No
Install carbon monoxide detectors	Yes	No
Install doorbells	Yes	No
Install intercoms	Yes	No
Replace light bulbs and batteries	Yes	No
Replace fuses	Yes	No
Bleed radiators	Yes	No
Install door chains/bolts	Yes	No
Install spyholes	Yes	No
Install window locks	Yes	No
Install window restrictors	Yes	No
Install draught proofing	Yes	No
Easing doors	Yes	No
Replace glass in windows/doors	Yes	No
Install grab rails (internal)	Yes	No
Install grab rails (external)	Yes	No
Install stair rails	Yes	No
Install curtain rails, change curtains	Yes	No
Install blinds	Yes	No
Put up shelves, pictures and mirrors	Yes	No
Replace/repair cupboard hinges	Yes	No
Move furniture	Yes	No
Assemble flat pack furniture	Yes	No
Install bed, chair and sofa raisers	Yes	No
Repair fences and garden gates	Yes	No
Repair paving and steps	Yes	No
Clear gutters (if within height restrictions)	Yes	No