



## Standalone Handyman Quality Mark Standards

<b>Name:</b>	<b>Job title:</b>
<b>Organisation:</b>	<b>Telephone:</b>
<b>Address:</b>	<b>Email:</b>

<b>1: Service Visibility</b>	
<b><i>How do people find out about the service?</i></b>	
<b>Service marketing</b>	
Information about the service is available in print and online. The materials clearly state what the service offers and how to access it.	
A marketing plan is in place showing activities.	

Marketing materials are distributed to relevant locations e.g. GP surgeries, CAB, other local services so that the service is promoted in appropriate ways to reach the client group.	
The agency uses appropriate branding to make the service visible to clients when the handyperson is in the field.	
Clients are asked about how they found out about the service and this is recorded.	
<b>Service offer</b>	
Clients can get in touch within the advertised opening hours. Enquiries can be made by phone, by email or face to face.	
<p>Clients can receive a wide range of handyperson jobs (at least 12 from the list)</p> <ol style="list-style-type: none"> <li>1. Small carpentry jobs (e.g. fitting shelves)</li> <li>2. Basic plumbing (e.g. replacing tap washers)</li> <li>3. Home security e.g. fitting locks/ keysafes, door chains</li> <li>4. Fixing carpets</li> <li>5. Fitting handrails</li> <li>6. Path clearances</li> <li>7. Window cleaning</li> <li>8. Gardening</li> <li>9. Painting / repairs to existing decor (localised small areas)</li> <li>10. Tiling</li> <li>11. Fitting curtain rails / curtains</li> <li>12. Changing light bulbs</li> <li>13. De-cluttering</li> <li>14. Loft clearances</li> <li>15. Assembly of flat-pack furniture</li> <li>16. Moving / relocating furniture in home</li> </ol>	
For other works not offered, the agency maintains a list of approved local specialist contractors? E.g. gardening	

## 2: Dealing with calls effectively - triage and needs/risk assessment

### *How are the client's needs catered for when they contact the service?*

When clients get in touch, the service can cater for people's different communication needs E.g. other languages, sensory impairment etc	
<b>Contact management</b>	
Enquiries are responded to effectively and within 3 rings (if telephone). Once full details have been taken the job is activated and booked in. A booking is made by the handyperson or administrator.	
An answering machine message if the call is out of hours and these calls are responded to within 1 working day. There is an email address/web form to leave a message.	
<b>Contact data</b>	
Information is routinely gathered from the client: <ul style="list-style-type: none"><li>• Date of first contact</li><li>• Client address</li><li>• Demographic details</li><li>• Tenure</li><li>• Work required</li><li>• Health issues</li><li>• Income / Benefits</li><li>• Cost of works</li><li>• Cost of materials used</li><li>• Date of completion</li><li>• Other (please list)</li></ul>	

<b>Eligibility and needs/risk assessment</b>	
Staff are up to date on service eligibility criteria/charging policy/statement (if appropriate), and that clients are advised of this when enquiring about the service e.g. likely costs, invoicing/payment arrangements and payment terms. Clients can request a copy of the charging policy.	
A process is in place which assesses the client's level of need/priority and determines the degree of urgency of scheduling the job.	
If the service cannot help, the client is referred to other support. The service also cross-refers and signposts to other services within the organisation/ other local service provider where appropriate. Please describe the process for how this happens.	
A list of other local support services is maintained and these are available to the client.	
A caseworker/ information & advice worker is available to the client to assess/seek solutions for other issues.	
A risk assessment is made <b>before</b> visiting the client to identify any issues. Please state how this is done.	
Am/pm appointments are given to the client.	
If the appointment was made at least 5 days before, a call or contact is made to the client the day before to confirm the appointment. This could be done by text/phone.	
<b>Access Check – For Use by Foundations</b>	
<b>3 phone calls to be made at different times of day to assess the general level of customer service</b>	
<i>Was the telephone answered promptly (number of rings?)</i>	
<i>Was query handled competently</i>	
<i>Were staff helpful?</i>	

<b>3: Working safely</b> <i>What is the typical experience of a client having work done? How is a duty of care ensured to clients and staff?</i>	
<b>Visits</b>	
The handyperson carries photo-ID.	
The handyperson has the relevant personal protective equipment.	
<p>During the home visit, are any of the following undertaken (please state either <b>never</b> / <b>sometimes</b> / <b>always</b> for each:</p> <ul style="list-style-type: none"> <li>• Risk assessment (to client and to hps)</li> <li>• Home safety check</li> <li>• Fire safety check</li> </ul> <p>Details of the actions taken during the visit are recorded. If the risk is severe, the handyperson explains to the client that they cannot do the job/appropriate support provided on appropriate agencies.</p>	
Service feedback indicates the handyperson is professional, courteous, speaks appropriately to the client and works to the organisation's values.	
<b>Jobs</b>	
During the home visit, the customer can request additional work to be undertaken. Detail how this is managed e.g. Can be undertaken at the time, Must be booked as a new job and if so is it done there and then, contact the office	
The handyperson cleans up after each job	
Completed jobs are notified to the office on a regular basis.	
Appropriate insurance is in place for the organisation, and sub-contractors/self employed delivering handyperson services	
Information is left with the client detailing the work done, instructions and how to contact the office.	
<b>Managing financial transactions</b>	
The agency is clear about any charges (if any) it makes to	

clients. The client is informed of the likely cost of work done (if any). If the cost is likely to increase above the originally quoted cost, the client is informed before the work is undertaken.	
Handypersons are aware and follow the charging/invoicing procedures for the payment of handyperson jobs.	
The agency deals appropriately with issues of: <ul style="list-style-type: none"> <li>• Cash handling</li> <li>• Purchase of materials</li> <li>• Purchase of fuel for vehicles (if applicable).</li> </ul>	
If clients want to donate, details of how to do this are made available to the client by the Handyperson and available online.	
<b>Service standards/response times</b>	
Requests for work are booked to be carried out within 20 working days of first enquiry. Jobs are completed within 20 working days from the first enquiry. If the jobs cannot be completed within the service standards, 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.	
<b>Health and safety</b>	
The health and safety policy has been reviewed (in last 3 yrs)	
Handypersons are aware of, and able to demonstrate an understanding of the key aspects of health and safety policy e.g. <ul style="list-style-type: none"> <li>• Accident reporting</li> <li>• Working with Hazardous substances</li> <li>• Working at height</li> <li>• Infestations (e.g. rats)</li> <li>• Limits on types of jobs able to be undertaken (e.g. gas, electricity etc)</li> </ul>	
Handypersons are provided with appropriate training to enable them to work safely and in accordance with the service.	

Power tools are provided by the organisation and are PAT tested every year. For handypersons using own power tools, should have appropriate insurance.	
Vehicles provided by the organisation are checked regularly with appropriate documentation e.g. up to date MOT, insurance. If handypersons use their own vehicles, they have business insurance and evidence of MOT.	
Concerns raised by clients regarding their health and safety are recorded on job sheets, actioned and fed back to the client.	
An accident record is maintained and reasons for accidents reviewed to see if lessons need to be learned.	
<b>Lone working</b>	
The lone working policy sets out procedures to minimise the risks to people working alone and to clients. Staff have a practical understanding of the application of the procedure.	
The procedure covers the 'last call of the day' where no return to the handyperson service premises is envisaged or planned.	
<b>Safeguarding</b>	
There are appropriate Disclosure & Barring checks in place, which are applied to Handypersons and office staff handling personal data, and that they are checked regularly (please state frequency).	
The hospitality/gifts procedure makes clear the boundaries between the service and client. Staff understand the procedures.	
A whistle-blowing procedure works in accordance with the Public Interest Disclosure Act 1998.	
A safeguarding policy is in place, which includes support for staff in the case of a serious incident.	
Handypersons receive training on safeguarding and abuse issues and what to do if suspicious. Staff state training given.	
Clients are informed what constitutes abuse and to whom they should report concerns	

A safeguarding log details issues/incidents. The handy person can describe how these incidents were handled.	
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<b>4: Data Management and Confidentiality</b> <i>How well does the service maintain client confidentiality, and the integrity of any data it gathers?</i>	
A management information system is used for maintaining client case details. This may be through a computerised system/paper records. There is a data protection policy in place.	
Client records (computerised or paper-based) are protected by security protocols, which the handy person team can describe.	
The confidentiality policy complies with the Data Protection Act 1998, the Human Rights Act 1998, the Public Interest Disclosure Act 1998.	
The service's policies make clear when confidentiality may be set aside and why.	
Clients are provided with information on how the service collects, stores and shares client information.	

<b>5: Quality Control and Complaints</b> <i>Mistakes and accidents happen, but how well does the service manage these and minimise them in future?</i>	
Regular checks are made on the Handy person Service e.g. inspections/visits by a manager/spot checks.	
The handy person knows what to do if they have concerns or if things have gone wrong on a visit/job. E.g. safeguarding incident, other incident, complaint, home hazard/difficulty.	
Clients know how to make complain or give feedback either on paper, by phone or online. The complaints policy has a route of external arbitration should the complaint remain unresolved.	
The handy person can describe the key elements of the complaints procedure/ process.	



The service reviews its feedback to learn from mistakes/successes.	
There is a route of alternative dispute resolution in place, should a complaint fail to be resolved using internal procedures. (This clause receives a passport if the service is registered with TrustMark)	

**6: After Care and Further Support**  
***How does the service 'leave its doors open' for the client should they need further help?***

The handyperson leaves an up to date 'information pack' with clients which describes how they can get further help if required/how to complain or give feedback, donate.	
The handyperson carries information on other services or organisations that offer assistance to clients.	
The service undertakes a satisfaction survey with an appropriate sample, which allows clients to flag up other issues/further assistance. 85% of the feedback should indicate that clients were satisfied with the service.	
Results from the survey indicates that the customer felt informed during each stage of the handyperson service.	
The client receives routine contact from the service following involvement with the service. How is this done?	

**7: Service Management**  
***What 'checks and balances' are in place to ensure a quality service is being delivered?***

<b>Oversight</b>	
Senior managers have a good understanding of performance through monthly reports. Key details on performance are	

reported to the senior management team.	
An annual report is produced which provides information on activity, customer satisfaction and reach.	
If a commissioned service, commissioners receive regular reports on service performance.	
<b>Market Awareness</b>	
The service has a good understanding of competitors, the local population, the clients they are reaching/excluding and any service trends. The service uses this information to target excluded groups.	
The service collects equalities data on those using the service (and those that decide not to go ahead) and reviews this, with gaps/weaknesses addressed	
<b>Stock and Asset Control</b>	
There is a system in place to ensure appropriate stock levels and efficient ordering systems.	
<b>Management and Supervision</b>	
There is a job description/person specification which reflects the service being provided	
There is an induction programme for new handy person staff	
Handypersons/staff receive regular supervision (including technical support).	

<b>8: Performance</b>		
Number of handypersons (WTE)		
Number of volunteers (WTE)		
Number of jobs completed in last 12 months		
<b>9: Additional Information (if applicable)</b>		
Please tell us who commissions the service.		

Please tell us how the service is monitored by commissioners.		
Example of a activity report to commissioners		
Please advise if it is possible to meet the commissioners and when.		
<b>10: Planning Ahead (if applicable)</b>		
Your business plan		
Date of the next tender (or tenders) for your service.		