

** Change to Care and Repair in Lanarkshire **

We have completed the process with Companies House and OSCR and have changed from Care and Repair in South Lanarkshire to Care and Repair in Lanarkshire.

This means that our sphere of operations will now include North Lanarkshire. We are now in the process of changing our logos, email addresses and web site address. Old and new email addresses will run concurrently.

We are keen to contact potential partner agencies in North Lanarkshire. Please get in touch if you think we will be able to work together. enquiries@careandrepair-sl.co.uk

Board Members

Our current Board of Directors is focused on Directors whose interests are predominantly in South Lanarkshire.

We are keen to recruit volunteer Directors from individuals and professionals in North Lanarkshire who would be able to represent North Lanarkshire or Lanarkshire as whole.

For more information about how to apply to become a Director please contact the Care and Repair in Lanarkshire manager by email: Jamie@careandrepair-sl.co.uk

Fire Detection

We received a second round of funding from the Scottish Government in February to pay for compliant fire detection for eligible clients in Lanarkshire:

To be eligible for the funding, clients must meet these conditions:

- 1 Owner occupier living in Lanarkshire
- 2 Property in council band A–C
- 3 In receipt of **at least one** pass-porting benefit:
 - ⇒ Income Support
 - ⇒ Jobseekers Allowance (income-based)
 - ⇒ Employment and Support Allowance (income-related)
 - ⇒ Pension Credit (guarantee credit)
 - ⇒ Universal Credit

Unfortunately, we were unable to secure AICO fire detection devices in February. We have now managed to get a small supply of AICO devices so we reopened our phone lines on 4th April receiving in excess of 100 calls requesting funding on the first day. A number of these clients were not eligible for the funding and will join our waiting list for privately paid for installations. Clients can contact us on 01555 666200 and leave a voicemail asking us to call back or email us on enquiries@careandrepair-sl.co.uk

Home Visits — Identification of Staff

Care and Repair *do not* make cold-calls to clients to seek work or to sell any products

We will only call clients back when:

1. We receive a referral from a partner agency – for example social work.
2. When a client has called us directly for assistance.
3. When a family member or carer has contacted us directly for assistance.

When we make appointments to carry out a home visit to carry out the work we have previously been contacted about, we will call in advance to make the appointment at a convenient time for the client.

Care and Repair staff carrying out home visits will:

- **Arrive at the time previously arranged by telephone.**
- **Carry photo identification.**
- **Wear Care and Repair uniform showing the Care and Repair logo.**
- **Drive a vehicle showing Care and Repair logos.**

By using this procedure, clients should be expecting a visit from us and, when we arrive, we will be easily identifiable.

In all cases, if a client is unsure about letting someone into their home they should not allow access.

We would never force access where a client is unsure about allowing us into their home.

We would leave and try to make contact with another family member or professional to allow access to carry out work.



Call us on 01555 666200

Email us at enquiries@careandrepair-sl.co.uk

Write to us at 6a Hope Street, Lanark ML11 7LZ

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