



## 'Making a Mark'

### Mark Holder Social Impact Declaration

### Help & Care Development

Help & Care Development, a wholly owned subsidiary of the charity Help & Care, delivers the Handiworks Plus service – a one-stop shop for home repairs and maintenance.

Handiworks Plus is a membership scheme, providing a safe and quality driven experience for its members through police-checked reliable contractors. Members call to report any repairs or household maintenance issues and we arrange for an appropriate tradesperson to carry out the work required.



Any profit made from the Handiworks Plus membership fee is used to fund Help & Care's charitable work.

The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to provide 'social impact statements', which illustrate how they are striving to meet their social/environmental objectives.

Below are examples of how **Help & Care Development** is Making a Mark, striving to create a positive impact on people and planet.

#### Providing a safe quality home maintenance service

We provide a safe, quality home maintenance service to all our members. Anyone over 18 living in Bournemouth, Poole, Christchurch, and East Dorset can join Handiworks Plus for just £30 a year. Services include gardening, roofing, plumbing and painting/decorating.

Email: [contact@helpandcare.org.uk](mailto:contact@helpandcare.org.uk)  
Website: [www.helpandcare.org.uk/](http://www.helpandcare.org.uk/)  
Phone: 0300 111 3303



Our liaison with the customers via our administration team or the contractors provides a wellbeing and safety function by identifying vulnerabilities or changing circumstances and subsequently engaging with appropriate health or social care services if appropriate.

## Example measures of activity

Handiworks Plus has a membership of **500-600** at any one time in the Bournemouth, Poole and East Dorset area, and we organised almost **1,500** jobs for members in 2016/17.

The majority of our members tend to be older people, most recently:

- Age over 65: 294 members
- Over 85 yrs.: 137 members
- 100 years +: 2 members

## Benefits for members

The service is designed to minimise the risk for people when dealing in the open market and purchasing home maintenance and improvement services. The customer engages with a local and trusted charity (Help & Care, the parent company) to broker the relationship and the transaction on their behalf. They do so in the knowledge of the following benefits:

- All contractors have been vetted by Help & Care through an interview process including taking up references
- Police checks are undertaken via the DBS process
- All rates for the work are published
- No financial transaction takes place between customer and contractor: Help & Care facilitate this
- Customer feedback / complaints handling is undertaken via Help & Care and not the contractor

Considering the demographic profile, our services maximise the chances of people continuing to live independently (and safely) in their own home.

