

# Guide to Handy Van Services

The Derbyshire Handy Van Service offers older and vulnerable people help with practical household tasks.





## Derbyshire Handy Van Service

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The Derbyshire Handy Van Service offers older and vulnerable people help with practical household tasks, ranging from taking down curtains to putting up shelves, as well as undertaking fire safety checks and providing free smoke alarms to improve safety in the home.

To contact the Derbyshire Handy Van Service:

**Tel:** 0203 535 4999 (calls are charged at the local rate)

**Email:** [handyvan@metropolitan.org.uk](mailto:handyvan@metropolitan.org.uk) – with your name, address and telephone number and a brief description of your request and they will contact you to discuss your requirements.

The Derbyshire Handy Van Service is open to those who are aged 60 and over or vulnerable people who are referred by Derbyshire County Council Adult Social Care and Health, Derbyshire Fire and Rescue Service, the District or Borough Council, Derbyshire Constabulary or health professionals. If you are not sure if you are eligible or that the service can assist you, please contact the number above and a member of staff will be happy to advise you.

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You can phone and ask for a free visit to your home by the Handy Van Service for the following:

- Home Fire Safety Checks
- Smoke alarms provided and installed
- Energy Efficiency advice
- Practical tasks – for example, changing light bulbs, securing carpets and rugs, removing and hanging curtains, path and door access clearance and other tasks, as appropriate
- \*Fitting key safes
- \*\*Installing Telecare equipment.

Each eligible household can access this free service twice a year. (Please note that materials may need to be purchased by the occupier).

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\*Keysafes can be purchased from the Handy Van Service and these will be installed free of charge.

\*\*The Handy Van Service install Telecare equipment in Derbyshire. For more information about Telecare please contact Call Derbyshire on **01629 533190** or visit [www.derbyshire.gov.uk/handyvan](http://www.derbyshire.gov.uk/handyvan)

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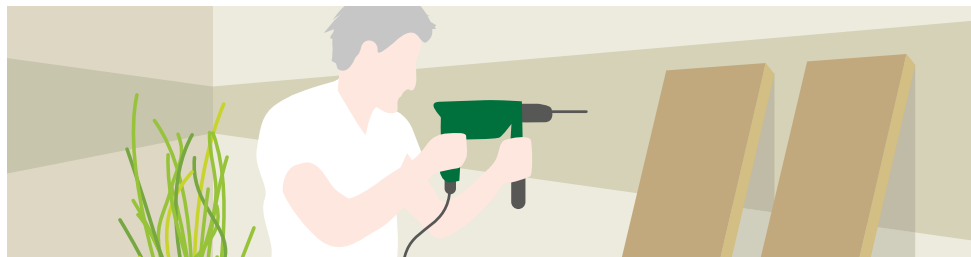
The service will also, with your permission, make referrals to our partners for additional services and support that may help you to live independently.

Our partners include:

- Derbyshire County Council – Adult Social Care and Health
- Derbyshire Fire and Rescue Service
- Derbyshire Community Safety

**The service is available Monday to Friday from 9am to 5pm**

This service does not offer an emergency service for plumbing or electrical problems.



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# Further Information

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Derbyshire County Council Adult Social Care and Health department produces a range of leaflets that can be downloaded or ordered from our website at [www.derbyshire.gov.uk/careinfo](http://www.derbyshire.gov.uk/careinfo), obtained from staff, at a local office or via your local library.

Leaflets available include:

- Guide to Adult Social Care and Health – how we work and what we provide
- Keeping Adults Safe – what to look for and what to do
- Guide to Carers Services – support, advice and information for carers
- Care Services Directory – residential homes and home care services in Derbyshire
- Putting People First – comments, compliments and complaints.

Leaflets are available in standard, large print and Easy Read and upon request in other formats such as Braille or alternate languages. We also have videos, including BSL conversions on our YouTube channel at [www.youtube.com/derbyshirecc](http://www.youtube.com/derbyshirecc)

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The Adult Social Care and Health Information Promise – a **FACT** you can rely on. **We promise to provide you with:**



**Free** information  
**Accurate** information  
**Clear** information  
**Trustworthy** information.

If you think we have broken our **FACT** promise, please let us know so we can make improvements.

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