

Home Safety, Security and Assistive Technology

There is a range of monitoring equipment available that can help you to maintain your independence and feel secure in your own home. A Lifeline Emergency Unit can be installed, which is linked directly to a control centre, staffed 24 hours a day, 7 days a week. Additional monitoring (assistive technology) is available via a range of sensors which connect to the Lifeline Unit, including sensors to detect carbon monoxide, smoke/fire, flooding or drops in temperature. We can also install a range of door entry systems, according to your specific needs. Further information is available about Careline and Assistive Technology which you can access by calling us on 01744 676555.

All advice and information is provided free of charge

Whilst there are charges for some of our services, a range of funding is also available via Disabled Facilities Grants, Government Grants and charitable funding, where appropriate. The Home Improvement Agency will advise you as to what funding is available and we will assist with all the necessary applications. You will be advised of any costs that may be incurred before you commit yourself to any of our services. We can also provide help with fire safety checks, welfare benefits checks, accident prevention measures, home safety checks and support and advocacy.



The Home Improvement Agency
Town Hall
Victoria Square
St. Helens
WA10 1HP

Contact our friendly and professional team for further information and advice about our services:

Call: 01744 676555

Email:
homeimprovementagency@sthelens.gov.uk
www.sthelens.gov.uk



St. Helens Council

Contact Centre
Wesley House
Corporation Street
St. Helens
WA10 1HF
Tel: 01744 676789
Minicom: 01744 671671
→ www.sthelens.gov.uk/contactus

Please contact us to request translation of Council information into Braille, audio tape or a foreign language.

thedesignstudio@sthelens.gov.uk

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St. Helens Home Improvement Agency

Helping to ensure your home meets your needs!

Home Improvements, Adaptations,
Assistive Technology, Benefits
Advice, Energy Advice & more...



How can we help you?

The St.Helens Home Improvement Agency (HIA) specialises in ensuring our customer's homes meet their needs. With a wealth of knowledge, advice and home improvement services, our particular focus is helping elderly and vulnerable residents live independently in their own home for longer - providing guidance and assistance to carry out repairs, adaptations and improvements.

We also offer a comprehensive range of services and products to all St.Helens residents at competitive prices.

Our Services

Handyperson Service

Our Handyperson service can help around the house with small repairs and DIY such as fixing dripping taps, changing light bulbs and replacing fuses.

The service can also carry out work that can help prevent accidents such as home safety checks, security, fitting grab rails and stair rails. There may be a charge for certain types of work. We will advise you of this before any work is undertaken.



Aids & Adaptations

If you or someone living with you has a disability, or mobility problems, our range of equipment and adaptations can make daily activities such as getting up and down the stairs, using the toilet or bathing, more accessible.

Our specially trained Occupational Therapists will assess your needs and provide expert advice about what your home needs to adapt to your changing needs.

All disabled people and their carers are entitled to a free assessment. Call our Council Contact Centre on **01744 676600** and ask for the advisor to arrange an Occupational Therapy Assessment.



Care & Repair

If you need a trade person, e.g. plumber or electrician to carry out work in your home but are not confident about getting someone to do it, then we can help. We can offer practical help and support throughout the entire process and in some cases assist in accessing funding via charitable organisations. We can assist with obtaining quotes from reputable contractors, liaising with them and organising payment on your behalf.

We can also offer a full technical service which includes: inspecting your property, drawing up a schedule of the work so that contractors are clear about what is needed, obtaining quotes and conducting a site inspection to make sure the work is done properly. This is a chargeable service. Please contact us for details.

Affordable Warmth

Are your energy bills too high? Are you in debt with your energy supplier? Are you unsure about how to switch to a cheaper energy supplier? Perhaps you live in a cold/damp home and need help keeping warm?

If your home is not energy-efficient, you will be wasting money just trying to keep it warm. Properly insulating your home could save you money. Assistance may be available for both heating and insulation for qualifying properties. Our Affordable Warmth Unit is available on 01744 676555 and can provide practical help and advice with all these matters and more!

Benefits Advice

Our Welfare Benefits Advisors will be able to help you with all elements of your entitlement. If you are entitled to any benefits, they can help you to complete the forms and support you through the application process. Individuals already receiving assistance from the Home Improvement Agency can request a referral. Our advice service is free and strictly confidential.