

# Julie's Helping Hand Reaches Out to a Salford Mum

## A Handy Person Case Study

**Amanda self-referred by email to Salford Foundation's Handy Persons Scheme. This scheme provides a vital service to vulnerable and elderly people living in Salford. To be eligible, customers must be Owner/Occupiers only, the homeowner must be in receipt of a means tested benefit along with having either a child under 5 in the property, a person aged over 65 in the property or, a person with a disability in the property.**

Our Advisor, Julie first confirmed eligibility. Amanda is an owner-occupier, has a child aged under 5 in the property and claims Universal Credit as a part-time worker. Julie then arranged to speak to her by telephone.

Amanda explained that she had recently been through a relationship breakdown and was now living in a property for which she could barely afford to upkeep. Her ex-partner was supporting them with mortgage repayments, but could not afford to contribute further. She said her mood was very low and she had booked an appointment to see her GP.

After explaining how the scheme worked, Julie made a referral for minor repairs to the property. This included Gutter cleaning, re-hanging 2 internal doors, fixing damaged kitchen drawers and cupboards and the broken front door lock which was making Amanda feel unsafe.

Julie then arranged a further telephone appointment where she provided energy savings advice and helped Amanda to search on price comparison websites for better energy deals to reduce her bills.

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Amanda provided feedback on the service she received to Julie **“The guys have come and gone today, they have fixed all the things that needed doing. I'm so relieved they're actually done now! It's a really good service and the guys from Schofields were unbelievable nice and helpful. I am beyond happy with it. And thank you for organising it all. “**

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She asked if she could come back to Julie for more advice when she is ready to return to full-time work. Julie confirmed that she can provide further support with a “better off calculation” so that Amanda can consider any impact on her household income if returning to full-time work.

