

HANDYPERSON SERVICE

Bromley Well Handyperson service is managed by Age UK Bromley & Greenwich and provides minor works and adaptations in people’s homes – a critical component of discharge and hospital aftercare, ensuring residents can be discharged safely into their home environment.

226% OVERDELIVERY ON JOB COMPLETION TARGETS

From 1st April 2024 – 31st March 2025, the Handyperson service completed 1,355 jobs. With a target number of 600 per annum, this equates to 226% of the target.



JOBS COMPLETED



ANNUAL TARGET



% OF TARGET

COST PER JOB



£125
per job

This is almost 56% less than the contracted £282 per job.

SERVICE QUALITY RATING



How would you rate the quality of the task carried out (1 = poor, 5 = excellent)? Sample size: 134 respondents (January 2023 – May 2025).

CUSTOMER SATISFACTION

100%

STATED THEY WOULD
RECOMMEND THIS SERVICE

Sample size: 134 respondents
(January 2023 – May 2025).

IMPACT OF SERVICE ON PATIENT SAFETY AND CONFIDENCE AT HOME

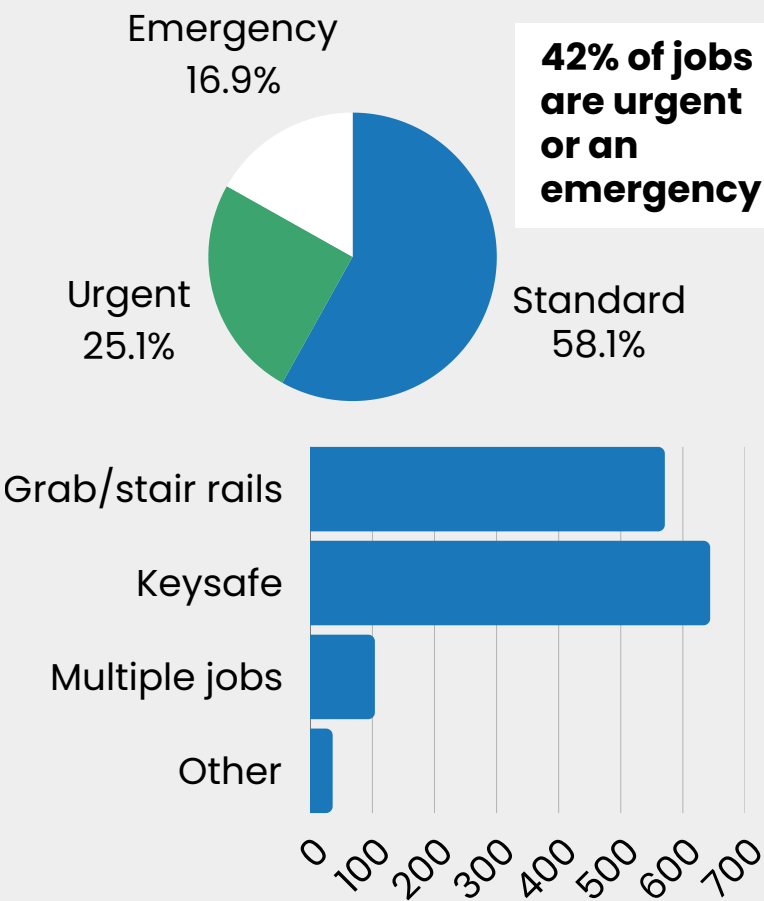


100%

STATED THEY FELT SAFER AND
MORE CONFIDENT IN THEIR HOME
AFTER HOSPITAL DISCHARGE

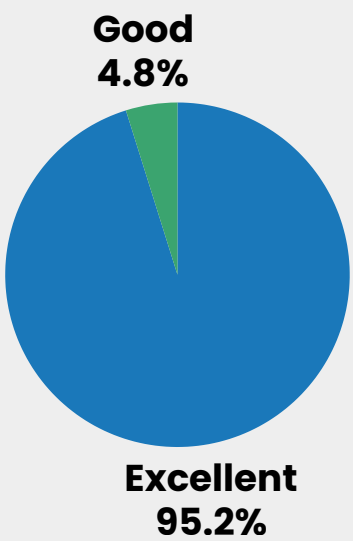
Has the service offered, helped you to feel safer and more confident in your home after your hospital discharge? Sample size: 134 respondents (January 2023 – May 2025).

JOB TYPES



1st April 2024 – 31st March 2025

RELIABILITY & TIMEKEEPING



How would you rate the reliability and timekeeping of the service (1 = poor, 5 = excellent)? Sample size: 134 respondents (January 2023 – May 2025).