

# Falls Prevention Service



## Reduce the risk of falls in your home

**FREE** home safety visits are available to all residents in the city who want practical advice and help to reduce the risk of falls in their home.

For more information visit: [www.york.gov.uk/reducingfalls](http://www.york.gov.uk/reducingfalls)



To make an appointment contact us by  
email: [reducingfalls@york.gov.uk](mailto:reducingfalls@york.gov.uk) or phone: **01904 567456**

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## **How much will this cost me?**

Absolutely nothing. All work and materials are free of charge.

## **Is there an age limit?**

No. Any resident can book a visit.

## **Who will be calling at my house?**

Staff employed at City of York Council.

Our Falls Prevention Practitioner will arrange a convenient time to visit you. During this visit they will find out a bit about you and your home to give you advice. They will work with our skilled Prevention Officer/ Joiner who can carry out practical works to help reduce the risk of falling.

## **Can I refuse to have work carried out?**

Yes, we will only carry out work with your permission. Our interventions range from minor works such as grab rails and hand rails, to daily living equipment and home safety advice.

## **How long will it take?**

Our initial visit may take up to an hour. If any follow up visits are required we will then arrange those with you.

## **I am a tenant. Do I need to get permission from my landlord before any work is carried out?**

If you are a council tenant we can carry out works. If you are a private tenant, we will need permission from your landlord before any work is carried out. If you are a Housing Association tenant, they will carry out work following our recommendation.

## **Is there any work we can't do?**

Yes. Where we identify more major work we will give advice, including contacting other services who may be able to help.

Types of work **NOT** included in the Falls Prevention Service includes:

- Rebuilding staircase balustrades
- Carrying out concreting work to level any floor



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