



Aids and Adaptations Service Standards

We are committed to ensuring that tenants can live comfortably and independently in their homes for as long as they choose. This helps the continuation and improvement of the health and well-being of our tenants.

To achieve this, we will:

Learn as much about our customers as we can to help us communicate support that is available, prioritise works and allocate homes appropriately for tenants most in need:

- Continue to carry out customer profile surveys and encourage tenants to let us know about any disabilities or vulnerabilities that they have.
- Match this information against data we hold about property type and existing adaptations to help us get information to the people who need it, as well as to help us allocate homes better.
- Communicate information about support and services that are available.

Ensure that when you make a referral request, the assessment process is easy and informative:

- All referral requests should be made through Gloucestershire Community Health and Social Care on 01452 426868.
- **For fast-track** (under £250) **and minor works** (£250-£2000), your request will be sent straight to us to avoid delays. Our contractor will arrange an appointment with you to carry out the work which they will complete within 12 working days of your request.
- **For major adaptations** (over £2000), a visit by an Occupational Therapist will be arranged to assess your needs.
- Once we receive a referral from the Occupational Therapist, a named Officer will visit you to assess your property and see if the adaptations recommended are reasonable and practicable. This Officer will be your dedicated point of contact throughout the rest of the process.
- During both visits, your needs will be discussed and solutions considered with you.
- The Occupational Therapist and our Officer will be able to give you information about other support services that are available to help you.
- Following our visit, we will let you know in writing whether your request has been approved or not.

- If your request is approved, we will provide advice on next steps and assist you in completing the means testing form (if applicable).
- If your request is declined, you will be told why, and further consideration can be given to other options which are available to you.

Aim to make sure that you wait no longer than 26 weeks for your adaptation to be completed and that you are kept informed throughout the process:

- Let you know which contractor will be carrying out the work.
- Arrange with you for payment of any contribution that you need to make towards the cost of the adaptation.
- Our contractor will contact you to agree when work can be started and how long it is expected to take.

Ensure that you receive a thoughtful and respectful service from our contractors which is mindful of your needs:

- Work with our contractors to raise their awareness of the varying difficulties experienced by our disabled tenants, so they can take these into account when they are working in your home.
- Our contractors will discuss with you the disruption that will take place in your home and agree the best way to approach the works to minimise any disturbance to your comfort, peace of mind and well-being.
- Stroud District Council actively promotes a culture that values diversity and equality of opportunity. We will ensure that our contractors are committed to the same ethos so that none of our tenants are discriminated against based on disability or vulnerability.
- Check with you that you are satisfied with the work that has been done in your home and that it meets your needs.
- Service and maintain the adaptation installed as required.

To keep you informed about how well we're doing we will publish the following performance measures each year:

- % of tenants satisfied with the aids and adaptations service.
- % of adaptations delivered within timescale.