



AIDS AND ADAPTATIONS SERVICE STATEMENT



SERVICE STANDARDS FOR AIDS & ADAPTATIONS

At Eden, we are committed to providing a first class Aids & Adaptations service, which meets the needs of our customers so that they can enjoy independence, privacy and dignity.

What are Aids & Adaptations?

Aids & Adaptations are things which could help you in and around your home. Typical examples may be a simple grab bar by your front door to help you up the step, or one by the bath to steady you as you get in and out. Or possibly a ramp for a wheelchair user, widening of doors or even a more substantial adaptation such as a level-access shower.

If I need help, how can I get an Aid or Adaptation?

We can accept requests for Aids & Adaptations from a number of sources:

- You, the tenant
- A carer or member of your family
- An Occupational Therapist
- Your GP or other medical professional

When we receive a request, we will acknowledge it in writing and will also include a copy of this leaflet. It is important that you keep this leaflet in a safe place, as it contains important information about our service.

Aids & Adaptations can only be carried out for a tenant or a permanent member of their household.

MINOR WORKS

The majority of requests we receive are classed as 'minor works', and are those expected to cost under £2000 including VAT. These include grab bars, banisters, lever taps and minor ramps. Minor works are processed through our Repairs & Maintenance Service. You will receive a confirmation of the works requested, and a timescale for the work to be carried out. Except in the case of straightforward small adaptations, you will also be visited by a member of our Housing/Supported Housing team to ensure that the adaptation is suitable and appropriate for you, and to discuss any other issues you may have.

Once the work has been completed, we ask that you complete and return the satisfaction slip so that we can make sure you are happy with our service and address any concerns which you may have.

MAJOR WORKS

Major works are those expected to cost over £2000 including VAT. These include level-access showers, certain stairlifts and other major adaptations. The Association works in partnership with Eden District Council, Anchor Staying Put and community Occupational Therapists to process major adaptations.

Requests for major work must be supported by an Occupational Therapist. This is to ensure that the work carried out adequately meets your needs.


When we receive a request for major work, you will be visited by one of our Housing/Supported Housing team. This visit gives you the chance

to discuss any difficulties you are having in your current home, and also gives you the opportunity to discuss possible alternative accommodation. It could be that a move to a different property may be more appropriate and will better meet your needs.

Following this visit, a recommendation will be made either to support your application for major works, or that a move to more suitable accommodation would be more appropriate. Occasionally we will not support requests for major works to be undertaken at your home, especially if you currently under-occupy a family home. However this will always be discussed with you and any alternatives fully explored.

The home visit also gives the Housing Officer/Supported Housing Officer a chance to discuss if you are in a position to receive any charitable funding (eg: Royal British Legion, Miners Associations).

If we agree to support your request for major works, and there is no charitable funding available, we will then pass your case to Eden District Council and Anchor Staying Put. This is so that your case can be considered for a Disabled Facilities Grant, which is a source of funding from the Government. The Association is unable to financially contribute to major works.



A caseworker from Anchor Staying Put will visit you to discuss the possibility of you part-sharing the costs. They will also help you to fill out all the necessary forms in order to make an application for a grant, and this will include an assessment of your financial situation.

Your case will then join the priority points system, which is managed by Eden District Council. Each case is prioritised by the Occupational Therapist according to need, and you are also awarded additional points for time spent on the list. This ensures that the people who are in the most urgent need get help first.

Unfortunately it is difficult to assess how long you may need to wait to have your adaptation carried out. Cases are reviewed at regular meetings, and you will be visited at least every 6 months by a member of our Housing/Supported Housing team to be informed of progress.

Once Eden District Council have approved the grant, Anchor Staying Put will then liaise with you about what will happen next. They will inform you who the successful contractor is, and explain what will happen during the works. Anchor Staying Put will then oversee all the works and address any issues that arise.

When the work has been completed, you will be visited by a member of our Housing/Supported Housing team to make sure that the adaptation is suitable and appropriate for you, and to see if there are any other issues which we can help with. We will also ask your opinions on the service you have received.

TARGETS FOR PERFORMANCE

- We will acknowledge your request within 5 working days
- Minor works, once agreed, will be completed within the target times shown below:

| Type of Work | Target Time |
|--|-------------|
| External works (eg; ramps, sheds) | 6 Weeks |
| Minor works (eg; grab rails, lever taps) | 21 days |
| Stairlifts (to straight stairs) | 6 weeks |
| Overbath showers | 6 weeks |

- Home visits by our staff will be made within 21 days of minor works requests, and 14 days of major works requests
- You will be informed of our decision to support major works requests within 5 days of the home visit

WHAT IF WE DO NOT MEET THIS STANDARD

If you wish to express your dissatisfaction about the standard of service or lack of action taken by us, tell us and give us the chance to put it right:

- Take up the issue with the staff member you have been dealing with
- If you are still unhappy, ask to speak with the manager
- If you cannot resolve the issue, you may make a formal complaint under our Complaints Procedure

For more detailed information about how to make a complaint, see our service statement leaflet "Customer Complaints"

HOW CAN YOU BE SURE THAT WE ARE MEETING THESE STANDARDS OF SERVICE

We will tell you how we are meeting these standards in many different ways, including:

- Independent service reviews
- Quarterly 'Viewpoint' newsletter sent to residents and other partners
- Regular feedback to ECHO the Tenants & Residents Forum



OTHER FORMATS, OTHER LANGUAGES


We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chciałoby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

 Långüagê Liñè



Eden Housing Association Ltd

Blain House, Bridge Lane,
Penrith, Cumbria CA11 8QU

☎ tel: 01768 861400 ☎ fax: 0870 0511685

✉ email: enquiry@edenha.org.uk

🌐 www.edenha.org.uk

☎ freephone repairs helpdesk: 0800 3581401

☎ freephone housing hotline: 0800 1833948