

EastendHomes

Aids and Adaptations Policy

Statement of Intent

- 1.1 EastendHomes is committed to working effectively with its partner organisations to remove physical barriers which would prevent disabled residents enjoying full use of their home.
- 1.2 EastendHomes will work within the guidelines in the Housing Corporations “Carrying out adaptations: A Good Practice Guide for RSLs”, and the joint publication with the National Disabled Persons Housing Service (HoDis), “Needs First: A good practice guide for RSLs to prioritising tenants needs for adaptations”. Reference has also been made to CLG’s guide to “Delivering Housing Adaptations for Disabled People: A Good Practice Guide”.

<http://www.communities.gov.uk/documents/housing/pdf/138595>
- 1.3 EastendHomes allocate specific budgets for installation of aids and adaptations and the maintenance of existing adaptations and fittings.
- 1.4 EastendHomes will aim to work within the Sub-Regional Aids and Adaptations protocol for RSLs, and in particular the flowchart for the effective delivery of Aids and Adaptations.
- 1.5 Residents can obtain the initial referral information form from an EastendHomes Housing Centre (document is completed by the Housing Officer), or can approach LBTH social services directly.
 - *Referral for Social Services Occupational Therapy*
 - *Tower Hamlets Single Assessment for Older People*
- 1.6 EastendHomes will ensure that all recommendations received from our partners, LBTH occupational therapists, Health Trusts etc. are effectively managed by EastendHomes Technical Services.
- 1.7 Service criteria will be applied but, if the resident is eligible, there will be no charge for most services.

If minor disabled adaptation equipment is required or requested by Tower Hamlets Primary Care Trust, or The London Borough of Tower Hamlets Social Services the appropriate equipment will be specified by the LBTH Community Occupational Therapy Service or Early Intervention Team.

Community Occupational Therapy Service
Social Services
1 Ewart Place
Roman Road
London E3 5EU

Tel: 020 7364 5948 or 020 7364 5945

occupationaltherapy@towerhamlets.gov.uk

The LBTH Home Equipment Service or approved EastendHomes contractors will supply and fit the equipment.

Larger adaptations works will be subject to grant funding (where the estimated value is over £1000). EastendHomes will apply for Local Authority Disabled Facility Grants (DFG) and submit the appropriate application with supporting documentation including the recommended specification by the Occupational Therapist. The DFG eligibility and contribution criteria are subject to review and the EastendHomes policy will be reviewed periodically in line with Government reforms and National strategy.

- 1.8 For works which have been categorised as critical or urgent, EastendHomes will carry out work prior to the Disabled Facilities Grant being processed.
- 1.9 For minor adaptation work, the target timescale for completion of work is 28 days, unless identified as urgent by LBTH Occupational Therapy department when the works will be issued in accordance with EastendHomes repairs completion timescales.
- 1.10 For major adaptation work, the target timescale for completion of work is 180 days although any additional priority identified by the Occupational Therapy department will be complied with wherever possible. Completion of major adaptation work may be dependent on funding being approved by the Borough.
- 1.11 Progress updates on major adaptations will be sent to the resident every three months by the Technical Services Manager.
- 1.12 Where a resident reports that their condition has deteriorated, they will be referred again to Occupational Therapy for reassessment.
- 1.13 Completions within target for minor and major adaptation work and service satisfaction will be monitored and reported to the Service Review Board (SRB) and to the disability group.
- 1.14 For adaptations which are estimated to cost in excess of £25,000, rehousing options will be considered.
- 1.15 Where structural limitations have been identified which would prevent critical work from being completed, rehousing options will be considered.

1.16 **Decent Homes and Regeneration Programmes**

EastendHomes Regeneration Team employs an independent Occupational Therapist to survey tenanted properties before commencement of all internal “Decent Homes” refurbishments to establish whether adaptations are required. Where the Occupational Therapists assessment identifies needs, the works will be included in the main programme of works. If the adaptations are urgent, the work is undertaken in advance of the main programme.

- 1.17 EastendHomes will consider environmental works that will improve the accessibility and physical environment of the estate as part of its Decent Homes and Regeneration Programmes.
- 1.18 EastendHomes will ensure that buildings and blocks are DDA (Disability Discrimination Act 2005) compliant, wherever reasonably possible.
- 1.19 EastendHomes will ensure where possible that all new build properties will be built to “lifetime standards”, Building regulation “Scheme Development Standards” and will be categorised in line with the Accessible Housing Register (AHR).
- 1.20 EastendHomes will work with London Borough of Tower Hamlets and other partners to maintain an Accessible Housing Register (AHR) which will improve access to suitably adapted properties for all waiting list and transfer cases to reduce the need for disabled adaptations. The AHR category of properties will be identified in the advertisement cycle so that customers can clearly identify which properties would best suit their needs.
- 1.21 EastendHomes has ongoing contractual agreements with specialist contractors to undertake the supply and installation of new equipment and undertake the timely repairs of existing equipment, aids and adaptations. EastendHomes will maintain all equipment to statutory requirements, including an annual independent insurance inspection, and an annual servicing of stairlifts and hoist equipment.
- 1.22 EastendHomes monitors resident satisfaction of all works undertaken, and will utilise resident feedback to shape service delivery improvements. EastendHomes will proactively monitor end-to-end times of the disabled adaptations process to ensure that none of its residents fail to receive the service because of grant processing or contractor performance failure.
- 1.23 EastendHomes will maintain and continually update a register of residents with and requiring aids and adaptations. Where appropriate the aid and adaptations will be incorporated into EastendHomes electronic Housing Management System (Orchard), as a service delivery alert (UDC). These will indicate to front line staff and contractors any particular service delivery issues which relate to an individual household where adaptations have been fitted.

- 1.24 Where a property becomes empty that is equipped with specialist adaptations, the equipment will be inspected by the Technical Services to determine if it can be retained in situ and advertised as an appropriate AHR category property or whether it can be re-cycled and re-used elsewhere. These decisions will be taken in line with the Lettings Manager.
- 1.25 EastendHomes will maintain and continually update profiling information regarding its customer base and will monitor access to the service to ensure that access arrangements are equitable.
- 1.26 Leaseholders or private tenants can be deal directly with LBTH Occupational Therapy Department

Social Services deal with private residents under the Fair Access to Care rules. Larger schemes subject to DFG are progressed by local authority contractors. Private residents are charged a proportion of costs in accordance with the local authority's charging procedures and personal circumstances.

Flowchart for the Adaptations Process within EastendHomes

