

Disabled Adaptations Service Standard

Promoting, independence, choice and dignity for tenants.

Purpose

- Adaptations to council-owned properties **support independent living, and promote dignity, choice and control for tenants.**
- Our service **provides timely, fair, and effective home adaptations** for residents with disabilities.

1. Eligibility and assessment

- Applicants must have a **long-term disability or health condition affecting independence.**
- All requests for adaptations **must receive a recommendation by an occupational therapist** to proceed.
- **The occupational therapist makes a professional judgement to determine which category the referral falls under,** either a Category 1 or Standard Category, and will discuss this with the resident at the time of assessment.
- We aim to **visit Category 1 cases within 4 weeks, whilst standard cases are processed in date order.**

2. Adaptation categories

We have three categories of adaptation, based upon their value:

Minor (less than £1,000)

- Grab rails.
- Lever taps.
- Key safes.
- Flashing doorbells.

Major (£1,000 to £30,000)

- Stairlifts.
- Level-access showers.
- Ramps.
- Kitchen modifications.

Complex (more than £30,000)

- Substantial works which are individually reviewed by the Adaptations team.

3. Timelines

- Decisions regarding adaptations will be communicated **within 20 working days of receiving the application**, including refusal reasons if declined.
- In line with best practice, we will aim to **complete approved works within 130 days and less urgent works within 180 days.**
- **Emails will be acknowledged immediately upon receipt and responded to within 5 working days.**



4. Communication and support

- We will provide **clear, accessible information and a single point of contact** for your application:
 - @ adaptations@hillington.gov.uk
 - 01895 277788
- **The Adaptations team is the responsible lead team** for coordinating, progressing and delivering adaptations to council property.
- Residents will be **consulted on the scope and timing of all major works and updated every fortnight for works lasting more than 4 weeks.**
- **Translation and accessible communication formats** are available on request.

5. Decision and appeals

Adaptations may be declined if:

- the property is unsuitable or under-occupied
- the tenant is moving or has applied for the Right to Buy
- costs are disproportionate to the benefit
- the property is temporary accommodation.

Appeals

- Any appeals against the decisions we make will be considered by the service lead and **responded to within 10 working days.**

6. Monitoring and quality assurance

- **Customer satisfaction surveys will be given to tenants** to complete at the time their adaptations are completed.
- Our **staff are trained to identify needs and support residents** with the adaptations process.
- **Performance and activity data** regarding adaptations **will be published quarterly.**
- We will also publish key data, learning, and performance statistics **annually from our statutory return that we have to submit to government.**

7. Equality and inclusion

- We aim to **promote and deliver a fair and equitable service.**
- **We will always consider cultural, faith and social needs** as part of delivering our service.
- We have completed an **Equality Impact Assessment which is available to residents on request.** This demonstrates that our policy and decision-making process associated with adaptations is fair, prevents discrimination and does not adversely impact on specific groups of people.

8. Contact information

 www.hillingdon.gov.uk/improvements-home

@ adaptations@hillington.gov.uk

 01895 277788

9. Accessibility

If you would like this document in another language or format, please tell us by using the contact details above.

10. If you are not satisfied

We realise that sometimes things can go wrong. If they do, we want to hear from you so we can put them right and learn from what has happened.

You can make a complaint through our online complaints process at  www.hillingdon.gov.uk/complaints.

You can also submit a complaint by:

- sending a letter to  Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW
- calling us on  01895 277800
- visiting  Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW or speaking to one of our staff members.

If you're still not satisfied, you can contact the Housing Ombudsman by visiting

 www.housing-ombudsman.org.uk.