

Our pledge

We recognise the essential role housing adaptations play in supporting disabled and older customers to live safely and independently, improving the health and wellbeing of the individual, their families, and carers.

We have a dedicated adaptation team who are committed to supporting the needs of our customers (adults and children) who are disabled or have a chronic long term health condition or illness.

Our aim is to assist in minimising the impact of disability and/or illnesses on both the affected individual and (if applicable) their carers and other household members, to maximise their potential to live independently and with dignity in their home.

The aim of this service standard is to set out the level of service expected for the delivery and installation of a housing adaptation that customers regardless of their geographic location and tenure, can expect from Bromford.

The standard ensures the adaptation team adopts a consistent approach in the delivery of housing adaptations and informs customers of the level of service to expect when they apply for or seek support for a housing adaptation.

Accessing our services

Adaptation referrals can be made directly to us, at first point of contact we will inform you within 28 days if we are able to fulfil your request. If we are unable to assist you, we will support you to access alternative services based on your individual needs.

We openly engage with local authorities, home improvement agencies, occupational therapy services, and others external agencies. We hold collaborative meetings with key partners to establish improved ways of operating and referral mechanisms.

We aim to identify customers who are potentially vulnerable from our data and connect with them to provide an inclusive service accessible to all (language barriers, protected characteristics, and additional support needs), to ensure customers are empowered to access services through a range of mediums:

- telephone customer service team
- **adaptation online form** (available on the website or customer portal)
- email our team directly
- website live chat
- promotional material
- neighbourhood coach including welfare checks
- advocates for our customers
- reaching out to our vulnerable customers where possible

Services available

The adaptations team manage all elements of the adaptation service within Bromford, incorporating clear policy and guidance on:

- **minor works:** such as grab rails, steps, external rails, we aim to complete these works normally completed within 28 days of contractor order
- **major works:** such as ramping or access, we aim to complete these works within 30 weeks of referral
- **Disabled Facility Grant (DFG):** we aim to provide permission for any non-complex DFG requests within 28 days, if the requests require substantial modification or alternative funding the timescale can be up to six months

Both minor and major works are accessible and funded directly through us as detailed above “accessing our service”.

Disabled Facility Grant works are accessible directly through the local authority as per the link on our website. The local authority will detail the process and timescales involved in the Disabled Facility Grant process.

Permission criteria for housing adaptations

Adaptations requests are considered on an individual case by case basis. A multidisciplinary team will review all cases, considering:

- medical condition
- personal circumstances
- impact on the customer and their family
- property and locality impact
- reasonable and practicable assessment
- necessary and appropriate assessment
- timescales
- local authority budget availability
- Bromford’s budget availability
- social value impact

Dependent on the outcome of the review, we will communicate clearly to our customer and other relevant organisations of our decision. We will continue to support our customers to explore other appropriate solutions, be that in their existing home or relocating to alternative accommodation.

Appeals

If a customer is unsuccessful in obtaining DFG (or other) funding, they can appeal in writing to Bromford to direct fund within three months of the decision.



How we'll review this standard

We will:

- use feedback from surveys, compliments, complaints and general comments to improve our service
- regularly report how we are doing to our Customer and Communities Influence Network who are our customers and help us to scrutinise our services

We will review this standard

When we:

- update our policies or review our services
- notice that your valued feedback is telling us we need to look at things again

**How to
contact us**



Visit our website for
the latest information
at bromford.co.uk



Call us on
0330 1234 034



Email us at
adaptationteam@bromford.co.uk