

## 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 the standards 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 Service Standards ensures the Adaptation Team adopts a consistent approach in the delivery of housing adaptations and inform 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 medium:

- 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 grabrails, steps, external rails, we aim to complete these works within 14 weeks of referral
- **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 of the Disabled Facility Grant process.

## Appeals and complaints

If the customer feels, we have not considered their request according to our policy they can complain under our Complaints Policy.

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## How will we review this service standard

- we will review customer advocacy feedback on an ongoing basis and publish our performance via our website

## 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 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.



**How to  
contact us**

 Visit our website for the latest information at [bromford.co.uk](https://www.bromford.co.uk)

 Call us on **0330 1234 034**

 Email us at [adaptationsteam@bromford.co.uk](mailto:adaptationsteam@bromford.co.uk)