

Conwy Housing Adaptations Service Standards

This document describes the standard of service you can expect if you request and/or receive a housing adaptation in Conwy.

An adaptation is a physical alteration to your home which helps you get in and out of your home, improves mobility within your home and allows you to have safe access to essential facilities in the main areas of your home.

There are three types of adaptations; a Small, Medium and Large Adaptation.

Examples of Small Adaptations include:

Grab rails
Mop stick rails
Key safe
Extra lighting

Examples of Medium Adaptations include:

Stair lift
Walk in shower
Wet room
Ramp

Examples of Large Adaptations include:

Extension
Widening doorways
Through floor lift

Core principles

- We are committed to providing a customer centred housing adaptations service in Conwy to help disabled and/or older people to become more independent within their own home.
- The adaptation provided will be necessary and appropriate, as well as reasonable and practicable.
- All customers will be treated fairly and respectfully.



If you would like to receive this leaflet in a different format, such as Braille, large text or in another language please contact Conwy Housing Strategy team on 01492 576274 / HousingStrategy@conwy.gov.uk

Communication

Making a request for an adaptation

- You can make a request for a housing adaptation via the 'Single Point of Access' in a variety of ways:

(1) Using our online enquiry form

(2) By telephoning 0300 456 1111 (Monday - Thursday 9.00am - 4.45pm, and Fridays 9.00am - 4.15pm)

To help us deal with your enquiry efficiently we expect you to:

- Tell us your name and address.
- If you are a tenant, you will need to obtain your landlord permission for any adaptation work to be carried out. Without landlord permission we will not be able to process your application.
- Give us as much information as possible to help us deal with your request.

Once referred to an Occupational Therapist:

- We will offer an appointment at a time that is convenient to you, to carry out an Occupational Therapist/ Trusted Assessor assessment and Technical assessment of the property (if necessary).
- You will be informed of the outcome of the above assessments.
- If successful you will be informed of the key steps to install an adaptation including expected timeframes.
- If it has been decided that adapting your home is not the best option to meet your long term needs you will be notified in writing and invited to discuss your options with the relevant department/teams.

During the work

- You will be regularly updated on progress.
- An Officer may take 'before' and 'after' pictures of the work carried out in your home for audit purposes.

To help us we expect you to:

- When possible contact us a day before an appointment if you wish to cancel it.
- Keep all pets and children away from the work area and hazardous equipment.

After the work

- You will be invited to provide feedback at the end of installation.

Expected timeframes

Small Adaptations	Medium Adaptations (no planning permission is required)	Large Adaptations (planning permission is required)
The solution will usually be installed within 4 weeks from the date a need has been identified.	The solution will usually be installed within 4 months from the date a need has been identified.	The solution will usually be installed within 12 months from the date a need has been identified.
No Occupational Therapist assessment required. Trusted Assessor assessment may be required.	An Occupational Therapist/ Trusted Assessor assessment is required.	An Occupational Therapist is required.
Adaptation is not means tested.	Adaptation may be means tested.	Adaptation may be means tested.

Quality of Service

- The work will be completed by a suitably competent person who will be trust mark accredited.
- Contractors will adhere to a code of conduct.

Contractor Code of Conduct

- The contractor contact you beforehand to arrange a convenient time to carry out the adaptation.

When the contractor arrives they will:

- Be considerate to tenants and residents when parking their vehicles.
- Introduce themselves and show you identifications badges.
- Confirm the job they have come to do.

Whilst in your home contractors will:

- Treat you with respect and always behave appropriately
- Protect your possessions and belongings and minimise disruption as much as they can whilst working in your home.
- Clear all surplus materials on completion of the job.
- Keep you informed about the work to be carried out including follow-up visits.

Contractors **will NOT**

- Smoke
- Use bad language
- Play radios or music without your permission
- Use your toilet or wash hand basin without your permission.
- Use your electric/water without permission.

Note: you may wish to use your own contractor however, if a customer decides to use their own contractor to carry out the work it will be the customer's responsibility to deal with and resolve any issues.

Quality of equipment

Any equipment installed will be compliant with relevant health and safety requirements, technical specifications and will be appropriate for the purpose which they were intended.

You will be informed of any warranty information, service charges and maintenance requirements where it is appropriate to do so.

Monitoring our Service Standards

To ensure that our service standards are fit for purpose and being adhered to, we will ask customers who have accessed our adaptations service, to provide feedback by completing a customer satisfaction survey at the end of the work.

The Customer Satisfaction results will be monitored quarterly and published on our Council website www.conwy.gov.uk to show you how well we are performing.

We will also carry out an audit of the service once a year.

Complaint and concerns

If you are not satisfied with the level of service you receive you are advised to contact your Housing provider's Customer Service team.

If your concerns cannot be addressed, you may make a formal complaint using the contact details below:

Telephone: 01492 576070 (calls to this number will be recorded)

Email: complaints@conwy.gov.uk

Write to:

Complaints Unit
PO Box 1
Conwy
LL30 9GN

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.