

Aids and adaptations

service standard 2008-09



We aim to enable disabled people to live independently and safely by providing aids and adaptations to homes.

To find out if you're eligible for adaptations you must be referred to us by an occupational therapist. Nottingham City Council will arrange for an assessment. See criteria and contact details at the end of this service standard.

If we need to adapt your existing home we will:

- Publish a full list of available adaptations in all of our office reception areas, on our website and at Nottingham City Council's Adaptations and Renewals Agency
- Register your request for an adaptation and refer it to the city council's disability housing advisors within one working day of receipt
- Carry out a full impact assessment before starting work to ensure any disruption is kept to a minimum
- Provide you with a list of work to be carried out before we begin
- Ensure you will always have access to basic facilities while we carry out the work
- Always clean up at the end of every working day
- Complete aids and adaptations work within 15 working days after receiving a request from the city council
- Inspect work when completed to ensure it meets quality standards and complies with all relevant laws
- Ask your opinion of our service and use the information you give us to improve those services
- Let you know how we have performed each year.

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(continued)



If your property cannot be adapted and you need to move home we will:

- Keep an accurate register of our properties that are suitable for disabled people
- Register requests for priority rehousing as quickly as possible, and no later than 15 working days from when we receive them
- Ensure the city council's disability housing advisors carry out an assessment of the property's suitability for your individual needs. We will make sure this happens prior to allocating you a property.

For this scheme:

- You must be a Nottingham City Council tenant
- There is no age limit
- You cannot refer yourself directly as any works must be recommended by an occupational therapist

To make an application:

If you want to apply for adaptations to your council property you will need to contact one of the following as appropriate:

- Occupational Therapy on 883 8463, 883 8464 or 883 8465
- Children's Health and Disability Team at Social Services on 915 1016
- The City Deaf Team on 883 8550 or 883 8551