

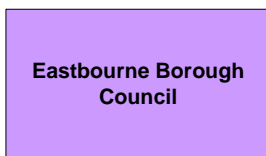
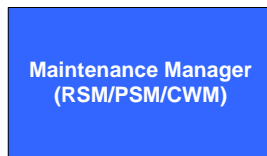
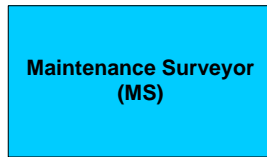
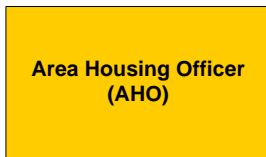
Key

EASTBOURNE HOMES AIDS & ADAPTATIONS PROCEDURE



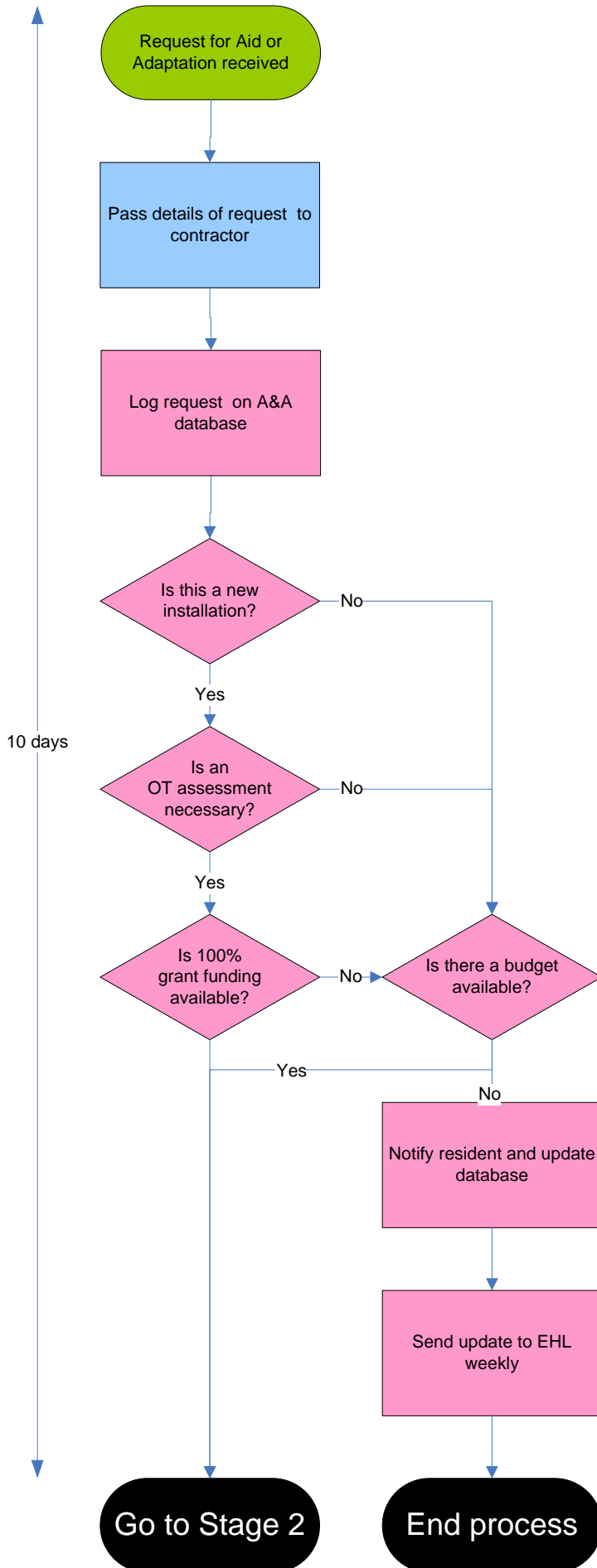
The different colours represent who has control of the process at any given time, and therefore responsibility.

Additionally there are timelines on each page of the process which indicate how long a process takes in working days.



Stage 1

EASTBOURNE HOMES AIDS & ADAPTATIONS PROCEDURE



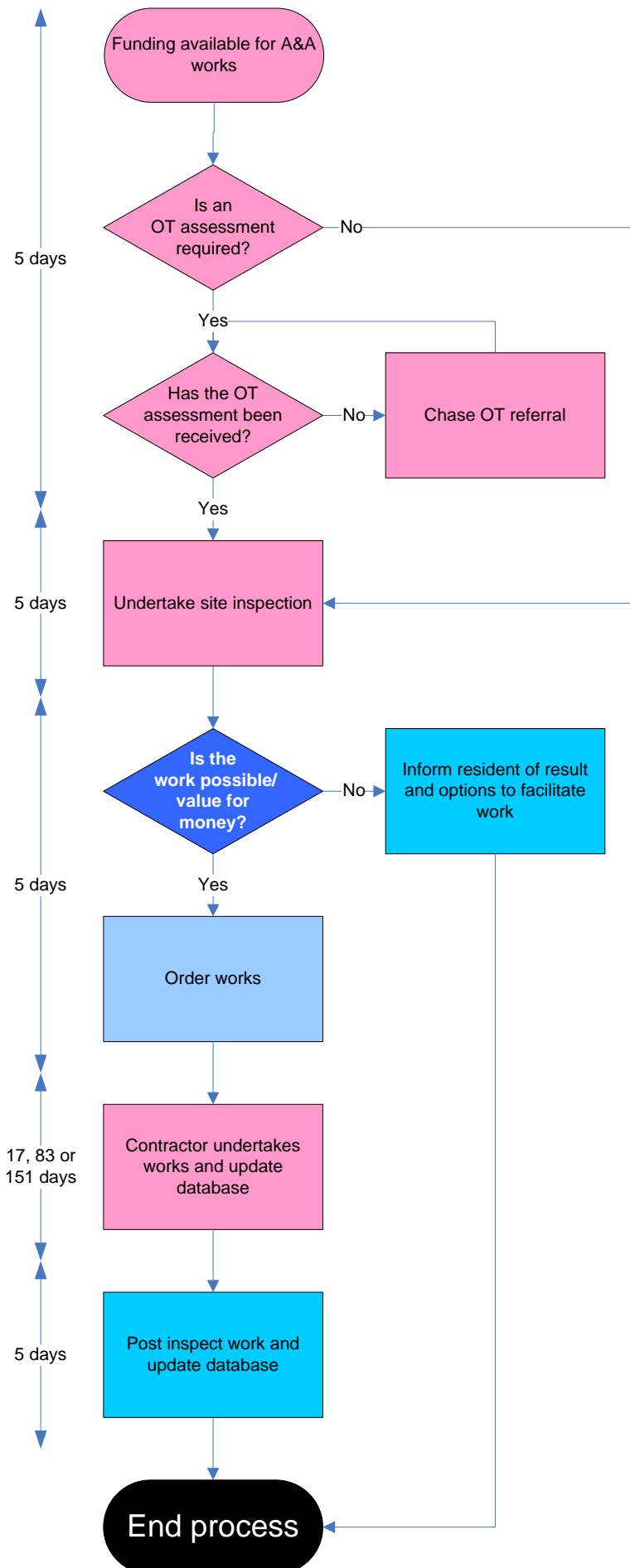
Aids & Adaptation (A&A) works need to reflect the personal circumstances of the household member and therefore dependent on their nature may require technical advice from Occupational Therapists. This service is stretched, both financially and professionally and gaining assessments may affect EHLs ability to address complex needs.

Funding for A&A works may not always be affordable from EHL alone. It therefore maybe necessary to access grant funding from EBC and other agencies. Such grant may cover all or part of the costs.

Where funding is not available the resident should be visited to explain the findings and then confirmed in writing.

Stage 2

EASTBOURNE HOMES AIDS & ADAPTATIONS PROCEDURE



Once funding for the works has been confirmed through review of available budget it is necessary to determine whether works require an OT assessment.

To minimise waiting times EHL will undertake works without an OT referral, based upon guidance set out in table 2.1 minor Adaptations included in guide *Minor Adaptations with out delay: (A practical guide for housing associations)*.

All other requests will require an OT assessment.

EHL technical representatives will attend OT assessments during which consideration must be given as to whether the recommendation is physically possible and/or cost effective to undertake at the property or whether it maybe more practical to undertake an assisted move to an alternative property and carry out the works there.

If this is the case and is not wholly apparent at the time of the assessment EHL's surveyor should visit the resident accompanied by the relevant Area Housing Officer or support worker. This should be an informed discussion setting out all options and the constraints placed on EHL. The decision should then be confirmed in writing and the database updated with outcome.

EHL staff will receive regular weekly updates detailing the list of referrals and showing progress against works and budget targets.

EHL staff will meet monthly with the contractor to discuss operational activities, review performance and manage the budgets effectively.