Solihull Community Housing
Shaping our neighbourhoods

Home adaptations to make life easier

We want you to live independently in your own home. If you have a disability, our Solihull Independent Living Service may be able to help with adaptations that are tailored to your needs, including outside handrails and ramps for wheelchair access.

We work in partnership with Solihull Council's Care and Support, Occupational Therapy team and our service is available to all qualifying residents within Solihull. In some circumstances, grants are also available helping us maximise opportunities to provide as many adaptations as possible.

These are our Aids and Adaptation Service Standards

At the outset, we will:

- Tell you about the support and services that are available. Adaptation referral requests are made through the Council's Care and Support who can be easily contacted by email **ccadults@solihull.gov.uk** or telephone 0121 704 8007.
- After receiving an Occupational Therapy referral we will visit you as soon as we can to assess your home, and discuss your needs with you and your carer or advocate if you have one.
- Confirm what we can do in writing. If we can meet your request, we'll tell you what happens next. If we're not able to meet your request, we'll explain why, and discuss if other options are possible.
- Before work starts, give you the name of a helpful and friendly member of the team who will clearly explain what we'll be doing, how the work will affect you and keep you informed of progress.

During adaptation works, we will:

- Be mindful of your needs and agree the best way to carry out the works to ensure your comfort, peace of mind and well-being.
- Introduce ourselves, wear appropriate PPE and show identification before entering your home.

- If required we'll fit a key safe within 24 hours allowing your carers access to provide support.
- Work in partnership with specialist agencies to support your individual needs.
- Be polite, courteous and helpful at all times.
- Leave your home in a clean and tidy condition and remove any rubbish on the same day.
- Do our very best to complete all works for you on time and to a good standard.

After the works, we will:

- Ensure you're satisfied with the changes we have made for you and that they meet your needs.
- Use your feedback so we can improve our service.
- If agreed in advance and if required, we will service your equipment annually.

You can help us to achieve our Service Standards by:

- Informing us of any specific access or personal requirements that we may need to be aware of.
- Keeping us informed of any changes to your personal details that may affect the service we provide to you.
- Keeping your appointment or tell us in advance if you need to re-arrange.
- Allowing us access to your home so that we can complete the works as planned.
- Being respectful and polite to our staff, we will always do our best to help.
- Refrain from smoking inside your home whilst our staff are working in your home so our staff can work safely.
- Give us feedback about your experience to help us learn and improve our services.

How will we keep a check on our Service Standards

We will:

- Ask you if you are satisfied with the work we've completed and address any concerns you may have as they arise.
- We will regularly report how we are doing to our SCHape Residents' Panel – made up of customers who scrutinise our services.
- Use feedback from surveys, compliments, complaints and general comments to improve our service.
- Listen to and learn from the voice of our customers.

How we will update you on how we are doing

In our Service Delivery Plan we will tell you how well we have performed. Our target for 2025/26 is to:

- To achieve 94% customer satisfaction for adaptations.

We will provide up-to-date information

- about our services through our quarterly newsletter.
- on our website at **www.solihullcommunityhousing.org.uk**
- on Facebook, Twitter and Instagram for you to see what we are up to.

We will review our Service Standards

When we:

- Review our Key Performance Indicators as part of our annual service delivery plan.
- Update our policies or review our services.
- Review your valued feedback telling us we need to look at things again.