

CHARNWOOD NEIGHBOURHOOD HOUSING LTD

AIDS AND ADAPTATIONS PROCEDURE



www.cnh.org.uk

January 2010

INTRODUCTION

The purpose of an adaptation is to modify environments in order to restore independent living, privacy, confidence and dignity for individuals and their families. A modern adaptation service embraces and utilises skills and experience of a wide range of disciplines in a seamless and joined up way as possible (ODPM Guidance – November 2004).

The ODPM's "Delivering Housing Adaptations for Disabled People; A good practice guide" was published to advise local authorities on how they can establish a first class service for people with a disability.

It states that

- Effective partnership working with a multi-agency approach is fundamental to delivering appropriate adaptations.
- Assessment for adaptations should take into account the needs of individuals and their carers/families.
- Incorporated into the assessment should take account of differences arising from gender, race, culture, ethnic origin, age sexual orientation and disability of whatever nature.
- Individuals should be consulted at all times throughout the adaptation process and given choices where possible.
- Clear information should be given and a key point of contact given where individuals can discuss concerns and be reassured.
- Adaptations should be carried out as promptly as possible with the least amount of disruption to the person with the disability and their families.

We recognise the seven strands of equality which are Race, Gender, Gender Reassignment, Disability, Sexual Orientation, Religion/Belief and Age.

REFERENCES

NHS & Community Care Act 1990

The act establishes a requirement that a needs assessment be carried and where assessment shows a need for adaptations to a property that they notify the appropriate Local Authority.

Chronically Sick and disabled Persons Act 1970

Places a duty to arrange any adaptations or additional facilities designed to secure greater safety, comfort or convenience.

Children's Act 1989

Requires Local authorities to provide a range of services for children in need, this will include requesting adaptations to keep children safe, and lead lives which are as normal as possible.

Disability Discrimination Act 1995

A definition of disability provided in **legislation** in the DDA is - a person has disability for the purposes of the Act if she/he has a substantial and long –term adverse effect on their ability to carry out normal day to day activities.

It further states that there may be individuals who may not meet the long term test, who will have assessed needs on other legislation above, where the adaptation will form part of that assessment.

Disability Discrimination Act 2005 - all public authorities including Local authorities must take steps to meet disabled needs, even if this requires more favourable treatment.

Homeless Act 2002

The act places a duty on Local Authorities to ensure that reasonable preference in the allocation of housing is given to certain categories of applicants. These include people who need to move on medical grounds. This includes people who are vulnerable as a result of physical disability.

Equality Bill 2010

Likely to become law autumn 2010.

PURPOSE

Adaptations will be considered for the following

- Facilitating access by the disabled occupant to and from the dwelling or the building in which the dwelling is situated.
- Making the dwelling or building safe for the disabled occupant.
- Facilitating access by the disabled occupant to a room used as the principle family room, sleeping room, toileting and bathing facilities.
- Accessible kitchen where the disabled person is to make their own meals.
- Consideration to heating and lighting where required.

If the present home is not suitable or cost effective to adapt, assistance will be given to find more appropriate accommodation.

CNH Adaptation Service assesses an individual's needs, using Leicestershire wide criteria. This ensures equity of service across the area and ensures that individuals with specific needs can have their environment altered to enable them to live a quality life in the community for as long as possible. The assessment should be carried out to the social Model of Disability which assesses environment as the disabling factor and not the individual's disability.

The adaptation work required will be procured in the most cost effective manner which will achieve the best outcome for an individual's short and long term needs in the shortest time possible. By long term we

mean 12 months, potentially twelve months or for the rest of a person life. However, with limited resources and an increase in occupational therapist referrals for adaptations we must objectively identify priority cases to allocate resources.

ELIGIBILITY

Anyone who is a Council tenant can apply for adaptations to their home, either in person, or via a member of their family. A family consists of any people who might reasonably be expected to live together in a family unit and is not restricted to immediate family members or blood relatives. Applications can be made in person, by telephone or on-line either by the applicant or by another family member or by a person acting on the applicant's behalf.

CRITERIA

All referrals for adaptation work to CBC owned properties must meet Social Services/County Council criteria before they will be considered by CNH.

Our aim is to seek to select the most suitable and cost effective solution, having regard to the recommendations of the Occupational Therapist, the cost of the work and the best use of CBC property.

- Any property to be adapted must be the main residence of the disabled person and likely to remain so for the foreseeable future.
- Adaptations should address the immediate and longer term needs of the disabled person and take full account of the medical prognosis upon the disabling condition.
- Staff should be satisfied that the property is suitable for adaptation.
- With major adaptations active consideration must be given to re-housing to achieve a more appropriate and cost effective remedy. The exception to this rule would be that the property had already been extensively adapted for the tenant.
- Staff to consider whether space in the property is being used to maximum benefit, even if this conflicts with user's preferences about having a traditional living arrangement e.g. sleeping upstairs.
- CNH will not provide storage or adaptations for equipment that has not been provided / supplied by the Social Services Department or National Health Service Department.
- Where property to be adapted is under or over occupied a longer term view of the situation must be taken, having reference to the future needs of the disabled person.

TYPES OF WORK

Additional Facilities i.e. extensions

We will only extend a property if it is not possible to re-house the tenants and if a lift or other internal alterations will not meet the tenant's long-term needs.

Bathing Adaptations

Level Access or over bath showers should only be fitted where conventional bath aids have been tried and are unsuccessful.

- Consideration should be given to re-housing tenants in under occupied properties
- Where it would be too stressful for an elderly person to move, or moving them would isolate them, consideration could be given to a stand alone shower cubicle in a spare bedroom, which can be moved and re-installed when no longer required
- For upstairs bathrooms consideration should be given to the tenant's continued ability to negotiate the stairs safely

a) Over bath shower – can be considered when

- Tenant is unable to maintain an acceptable level of hygiene using equipment alone or
- Tenant cannot be immersed in water due to a medical condition
- Provision would give the individual independence in washing, provided they are able to continue to lift their legs over the rim of the bath
- Religious reasons – beliefs must be respected. Some religions have an obligation to wash under running water
- Contra indications – in some instances a shower should not be installed where their medical condition contra indicates the use of a shower i.e.: some individuals with asthma, breathing problems

b) Level access shower with curtains

- Tenant is unable to transfer safely in/out of a bath using bath aids or without the help of a carer.
- Provision would enable the individual to wash independently

c) Level access tray with ½ screens and curtain

- As above but requires a carer to assist

d) Wet room

- Provided for an individual who is wheelchair dependant and needs to use a wheeled shower chair to access the shower as they are unable to transfer safely in the shower or
- Where an individual has poor mobility and prone to tripping i.e.: Parkinson's where the individual shuffles and is unable to pick their feet up

Additional or specialist toilets

For a short term solution a commode or chemical toilet should be supplied by Social services.

If a long term solution is required then an additional toilet will be considered. The availability of a suitable space and the tenant's right to dignity and privacy should also be considered. Stair lift should be considered if there are no contra indications to using one to reach existing facilities.

A specialist toilet would give the tenant independence in using the toilet, and remove the need for a carer.

Lifts

In Under-Occupied Properties, our first option would be to move a person to more suitable accommodation. If nothing is available, a reallocated lift will be considered.

Stair lifts on communal stairs will be assessed on an individual basis but again re-housing would be the first option. CNH have to carry out a consultation with all other tenants in the block to make sure that provision of a stair lift would not disadvantage other users of the stairs before a request can be considered.

Vertical lifts in tenants properties will only be considered in exceptional circumstances ie: disabled child who needs to be carried upstairs and is unable to be put on a stair lift, or a permanent Wheelchair user who is living with their family and is not able to transfer on/off a stair lift.

Kitchen Alterations

Will be considered where the person with the disability has the primary responsibility for food preparation, and is unable to use the existing facilities safely or the person is left for considerable periods of time and may need to access the facilities to make a snack or a drink. It may not be necessary to alter the whole kitchen, but one area for disabled use.

Ramps

Ramps will only be provided for a person who has severely restricted mobility and is unable to negotiate the doorway safely with mobility equipment or grab rails and has a wheelchair, which is used regularly and prescribed by a medical practitioner. Generally only one entrance will be ramped; but consideration should be given to providing more than one ramp if this will meet an identified need. Each case will be assessed separately. Ramps will be provided in concrete and they will have safety edges and rails to all exposed sides.

Adaptations will not be carried out where wheelchairs or scooters have been privately purchased, without an assessment by a medical professional.

Hard standings and Dropped Kerbs

These will not be installed to prevent vandalism or theft of a vehicle, which has to be parked on the road.

They will only be considered where a wheelchair user is unable to transfer safely into their parked vehicle at the roadside. Or the Service User has severely restricted mobility or is a Wheel Chair user and is frequently unable to park close enough to their home to be able to reach it without great difficulty e.g. due to specific, permanent parking restrictions.

Road Markings

CNH will not fund Disabled Road Markings as these markings are only advisory and cannot legally be enforced. However, tenants can apply to have this work carried out at their own expense. If they wish to apply they need to contact the Leicestershire County Council Highways Agency.

Heating

The tenant is made fully aware of the type of heating system when they take up tenancy. Therefore, unless the tenant's condition is a recent complaint or major deterioration has occurred, the heating system will only be changed in exceptional circumstances.

Additional heating will only be provided if the existing system is insufficient for the tenant on medical grounds and it will only be provided in the rooms used by the tenant on a regular basis. It should be noted that asthma does not usually constitute a substantial and permanent disability and therefore would not provide, of itself, sufficient grounds for recommending such additional heating.

Written medical evidence that the type of, or lack of heating they have, is specifically detrimental to their health must be provided before we will consider these types of adaptations. (They will not be considered purely on financial grounds).

External Lighting

Charnwood Borough Council will not fund additional lighting for non tenants i.e. carers. They are expected to carry a torch if required.

Half Steps

Half steps can be installed where existing steps are too high.

Lowered Thresholds

Will be provided where a tenant uses a walking frame, wheel chair or simply catches their feet on the existing threshold.

Door Entry Systems

Referrals for door entry systems must take into account the long term need of the tenant. CNH will not change one type of system for another unless the installed system is inadequate at letting carers in.

Keysafe box should always be considered a first option, particularly where carers need to gain access.

Speak-O-Lock systems by their nature enable the tenants to choose whom they admit to the property and therefore keep them independent by offering them a choice. However, where carers etc. must gain access, a Keysafe will be provided.

Rails

Grab rails will be installed to help steady the tenant when climbing steps or getting into the bath etc. External handrails and kee-klamp rails can also be installed on garden paths to assist tenants in gaining access to the property.

Lever Taps

These will be installed where the tenant's grip is poor and they are unable to turn taps on and off. Lever taps can be installed to the kitchen sink, the bathroom sink and /or the bath.

Assessment of the property

In assessing where it is 'reasonable and practicable' to carry out adaptations we will give preference to the following property types: -

- Bungalows and ground floor flats built to wheelchair or mobility standards
- Other bungalows and ground floor flats
- Houses with downstairs toilet/washing facilities
- First floor flats with individual entrance

We consider that other housing types do not generally represent suitable accommodation for people with disabilities and that if they require substantial adaptation to meet needs (work costing over £5,000), securing of more suitable alternative accommodation will always be pursued as the preferred solution.

SPECIFICATIONS

Bathing Adaptations

a) Over bath shower

- Provide a thermostatically controlled shower
- Preference Triton Safe guard T100 care – ideal for all disabilities including individuals with a sight problem

Features include:

- Audible bleep on start and stop controls ideal for tenants with a sight problem
- Power light glows green
- Low flow light glows red when water pressure low.
- Shut down glows yellow
- Timed shower function to avoid wasting water
- Temperature care lever ideal for individuals who have difficulty with fine motor movements in hands i.e.: arthritic hands
- Weighted curtain

b) Shower tray with curtain

- Surface mounted i.e.: walker tray, on any type of floor
- Bath replacement tray with low threshold 40mm for ambulant user
- Integral curtain up stands, to retain the curtain in the tray
- Built in pipe work ducts and all round fixing flanges to ensure installation is waterproof
- Suitable for either gravity or pumped waste
- Can add static screens at a later stage if required

c) Tray and screens

- Low profile trays – various sizes to suit individual installations or 1800mm length trays either 700 or 820mm wide which come with a trim kit and can be cut to size
- 32mm up stand can be installed in wooden floors for complete level entry or above floor for low level entry
- Offset waste so can be fitted to either left or right
- Slip resistance surface
- Option A or E ½ screens can be folded back against the wall to give extra space
- Weighted curtain

d) Wet floor room

- Excavate floor to facilitate wet floor area approx 1200 x 1200 with a fall 1:40 and connect to existing drainage via gravity flow
- Complete with altro marine or similar quality non slip flooring
- If wooden floor a pro-forma tray should be used under the covering or else the floor will split with the movement of the wood
- Provide either a curtain or bi-fold ½ screens and curtain depending on each individual situation

All installations require the provision of 2 x 350mm non slip coated grab rails

In majority of cases a static shower seat will be provided by the Red Cross via Social services, in exceptional circumstances where there is very limited space a tip up shower seat can be provided.

THE PROCEDURE

1.0 Applications

Waiting list cases

Everyone on the waiting list who lists a disability on their application is contacted and asked to fill out a medical questionnaire. When a completed medical questionnaire is received, it is logged on QL by the AA (administration assistant) and then passed to the OT who decides if an assessment visit is necessary and then this information is passed to Housing needs. The start date for the assessment application is the receipt of the completed medical questionnaire. The OT then arranges to visit and writes her report. A copy of the OT report and the medical questionnaire are passed to Housing Allocations with the recommendations. These can be

- a) Transfer
- b) Adaptations to existing accommodation
- c) Awarding of points to support application

Where an offer of accommodation is made, the OT does the accompanied viewing and assesses the suitability of the offered property for the applicant.

Applications made by or on behalf of tenants for themselves or other family members

Applications for assessment are received from

- The tenant directly or a member of their family or their carer
- Referred by the mobile warden (support plan or otherwise)
- Referred by the housing officer / assistant
- Referred by repairs and maintenance staff
- Referred by the housing needs team if a waiting list application has been received

All of these applications are passed to the AA. The AA logs the applications in QL contact management (this is the start date for applications received).

When application is received

- The application is logged in QL contact management by the AA.
- Brief details of the tenant's disability (e.g. visual impairment, hearing difficulty, mobility problems, will then also be recorded on to QL so that we are recording and updating our tenant profile information.

2.0 The Assessment stage

The OT then decides if she can do the assessment herself or if it needs a full care package. This will happen when more than just adaptations are required. In these cases, the OT refers the case to Social Services who arrange a full assessment and then send any work recommendations to CNH.

When the OT does the assessment herself, she arranges an assessment visit (within fifteen days of the date of receipt of the application). The assessment (see appendix A) is completed and the OT

- recommends and codes the work, marking the recommendation urgent as appropriate
- requests an inspection from repairs and maintenance
- rejects the application, giving reasons
- places on hold e.g. waiting for quote, passed to investment and regeneration, needs consultation because of excessive cost, tenant in respite care etc (reasons to be logged)
- decides that works are not suitable / cost effective and move is necessary or more appropriate

Every assessment will include details on whether a move to more suitable accommodation is more cost effective or makes better use of housing stock.

Every stage of the assessment will be logged on QL contact management.

3.0 The Recommendation stage

3.1 Recommendations received from social services are logged by the AA on receipt. These detail the work to be done but not the cost as cost will not be known at that stage. The recommendations are then passed to the OT.

3.2 The OT then looks at the recommendations and passes them back to the AA with instructions (within 3 working days).

3.3 An order (with cost) or a pre-inspection order is then raised by the AA (within 2 working days) and confirmation by e-mail is sent to the OT, HOIR, and the Repairs and Maintenance Manager and Team Leader.

3.4 In cases where the recommended works are pre-inspected, the inspector codes up the work. Details of the planned work with costs are passed to the OT and HOIR. The OT will then assess whether the planned work is suitable for the tenant. The HOIR has four days in which to declare an interest in the works. If OT or the HOIR are not happy for the work to go ahead or the HOIR wants to discuss further or wants the work to be sent to a specific contractor/manager, this must take place during these four days.

3.5 The order will be issued unless the HOIR intervenes on grounds of cost or the OT intervenes on grounds of suitability.

3.6 Once an order has been raised, a letter will be sent to the tenant confirming what work will be done and in what time frame they can expect it to be completed. If work is not going to be done or is going to be delayed or held they will also receive a letter summarising the current position.

In this way the HOIR will receive information at the earliest possible stage of potential works, the cost as soon as it is known, with a time frame to stop or delay the order in order to make best use of budgets.

4.0 Time frames

Adaptations completed in-house:

Emergency minor works* – 24 hours

Minor works that do not require pre-inspections – Seven days

Minor works that require pre-inspections – Twenty days

Major works (all major works will require pre-inspections) - Ninety days

*These always relate to key safes and grab rails and the orders are raised immediately. They are of relatively low cost and are usually required when a tenant has to leave hospital. Confirmation of these orders will be sent to the OT and the HOIR at the same time as they are raised.

Adaptations completed by external contractors:

Urgent major works – Ninety days

Non-urgent major works - No set time frame

5.0 Monitoring

When works are completed the AA will notify the OT and Social Services.

When works are completed the HOIR will ensure that a Vision management satisfaction survey is sent out to the tenant.

When works are completed the adaptations must be recorded on QL property components to ensure that property records are kept up to date.

A weekly list of all outstanding work raised on QL will be circulated to the Head of Investment and Regeneration, the Head of Tenancy Services, the OT and other managers as appropriate e.g. Head of Warden Services. In any event everyone has access to the QL database and can check progress of individual orders.

The returns on the satisfaction surveys sent out to tenants will be combined with works completion times and service standards into a monthly report.

The reports will be considered at the monthly disabled adaptations meetings, together with any complaints or comments received.

6.0 Budget Management

The disabled adaptations service is managed within the Tenancy Services Team, although budget management is the responsibility of the Head of Investment and Regeneration.

Because we have increasing demands on a limited budget it will be necessary from time to time to extend the time frame in which works are completed to ensure that budgets do not overspend. The Head of Investment and Regeneration can hold or suspend works as necessary in order to keep the budget spend within target. This will mean close liaison with the Head of Tenancy Services and the OT to ensure that the most urgent works are prioritised and that tenants are kept informed when this has to happen.

FAST TRACK ADAPTATIONS

A fast track service is available for the following minor adaptations:

- a) Grab Rails
- b) Additional Stair Rails

a) Grab Rails

These will be installed to help steady the applicant when climbing steps or getting into the bath etc.

A maximum of three grab rails will be installed on the fast track service, and only two lengths of grab rail will be offered being a 300mm (12") or 450mm (18"). The operative fitting the grab rail will discuss with the applicant which length rail is required and the exact position of the grab rail at the time of installation.

b) Additional Stair Rails

These will be installed to help steady the applicant when climbing stairs.

All stairs in the properties should be fitted with one stair rail as a minimum standard. If an additional stair rail is required one will be installed. The operative fitting the stair rail will discuss with the applicant the exact position of the stair rail at the time of installation.

Fast Track Procedure

To request the fast track service the applicant, another family member or a person acting on the applicants behalf can contact us and request any of the items listed above. An order will be raised for the work and an appointment will be offered for a mutually agreeable date.

The targets for fast track orders are for the work to be completed within 7 working days. These targets are subject to access being made available.

The OT and the HOIR will be notified of all adaptation works ordered under the fast-track procedure.

Requests for work outside the above fast track elements of work must be referred for assessment as per the standard Disabled Adaptation procedure.

English

If you would like a copy of this document in another language, in large print, Braille or on audio tape, please phone us on 01509 634666.

Arabic

إذا كنت تريد نسخة من هذه الوثيقة مكتوبة بلغة أخرى أو مطبوعة بأحرف كبيرة الحجم أو على شكل بريل أو على شكل شريط صوتي، نرجو منك الاتصال على هاتف رقم 01509 634666

Bengali

আপনি এসব তথ্যাদি অন্য কোন ভাষায়, বড়-ছাপায়, ব্রইয়েল বা অডিও টেপে চাইলে, দয়া করে আমাদেরকে ফোন করুন এ নাম্বারে: 01509 634666

Chinese

如欲索取這份文件的另一種語言、大字體印刷、盲人點字或錄音帶版本，請致電 01509 634666 與我們聯絡。

Gujarati

જો તમને આ દસ્તાવેજની નકલ બીજા કોઈ ભાષામાં, મોટા અક્ષરોમાં છાપેલી, બ્રેઇલ (અંધવિધિ)માં અથવા ઓડિયો ટેપ પર જોઈતી હોય તો કૃપા કરીને અમને 01509 634666 પર ફોન કરો.

Hindi

अगर आपको इस बचान की प्रति किसी दूसरी भाषा, बड़े अक्षरों वाली छपाई, ब्रेल या ऑडियो टेप के रूप में चाहिये, तो कृपया हमें इस नंबर पर टेलिफोन कीजिये 01509 634666

Polish

Jeśli chcieliby Państwo otrzymać ten dokument w innym języku, w wersji dużym drukiem, w alfabecie Braille'a lub na taśmie audio, prosimy o kontakt pod numerem 01509 634666.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਨਕਲ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੈਅਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਦੇ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਸਾਨੂੰ 01509 634666 ਤੇ ਫੋਨ ਕਰੋ ਜੀ

Vat Registration Number: 916 9400 18
Company Registration Number: 6174003
Registered in England and Wales

Publication Created:

TENANCY SERVICES

OCCUPATIONAL THERAPY ASSESSMENT FORM



Tenant Name:

Property Address:

Contact Number:

Referral From:

Referral Date:

Assessment Date:

Action (e.g. report):

Action Date:

Occupational Therapy Assessment – Summary:

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Factors to be taken into account:

- Decent Homes
- Joint Pre-Visit with Occupational Therapist required
- Do Not Visit Alone - Corporate Warning Register / Potential Risk
- Carer / Partner Carer
- Cognitive Impairment / Memory Problems / Confusion
- Sight Problems / Hearing Problems
- Mobility Problems / Wheelchair User
- Respiratory Problems (may be exacerbated by certain works / materials used)
- Unhygienic / Infection risk
- Other (please specify)

Signed: Date:

TENANCY SERVICES

OCCUPATIONAL THERAPY WORK RECOMMENDATION FORM



Tenant Name:

Property Address:

Contact Number:

Contractor:

Priority / Due Date:

Action (e.g. order):

Passed to Admin:

Work Recommendation Details:

No Diagram / Diagram Overleaf

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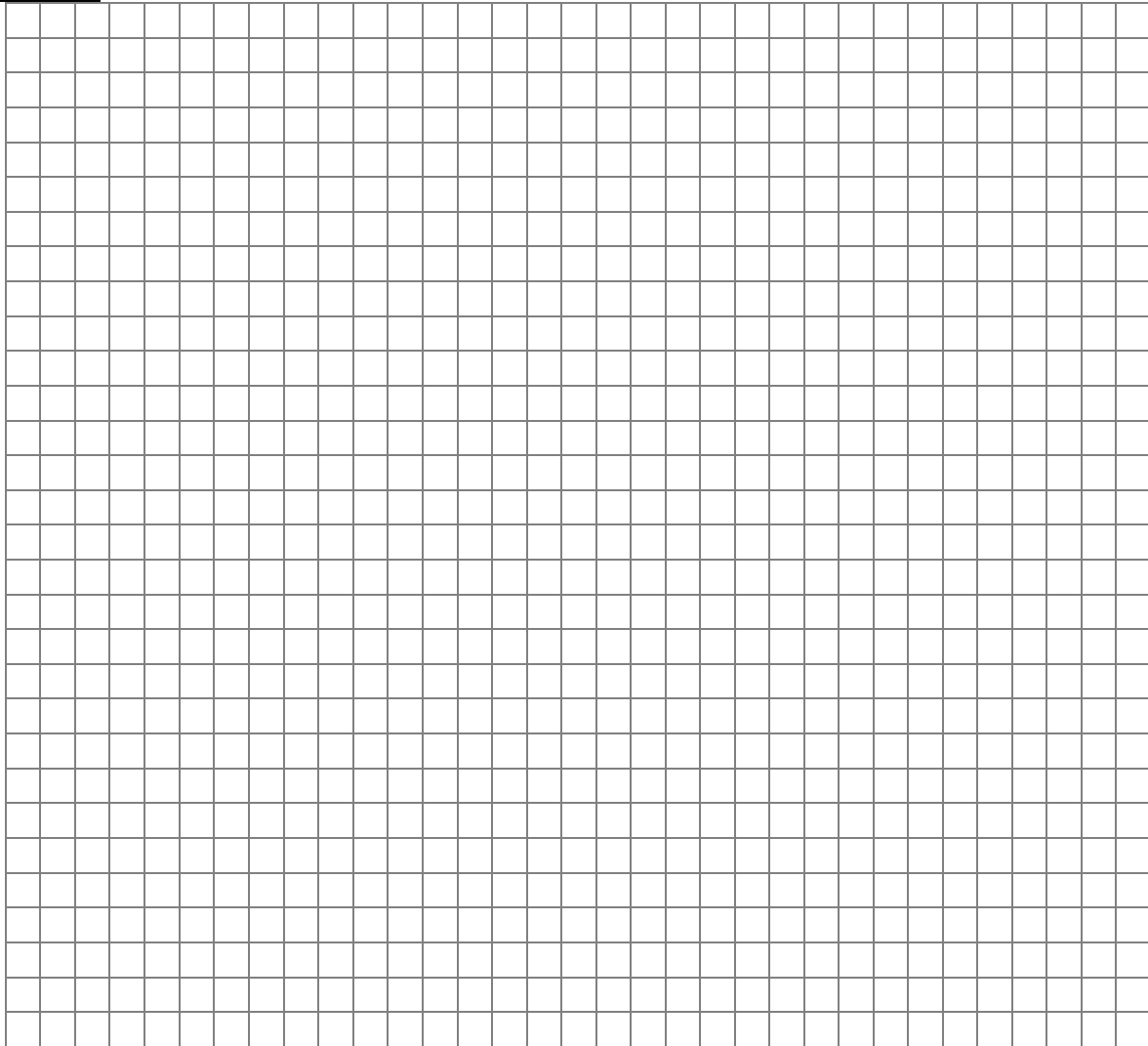
Factors to be taken into account:

- Decent Homes
- Joint Pre-Visit with Occupational Therapist required
- Do Not Visit Alone - Corporate Warning Register / Potential Risk
- Carer / Partner Carer
- Cognitive Impairment / Memory Problems / Confusion
- Sight Problems / Hearing Problems
- Mobility Problems / Wheelchair User
- Respiratory Problems (may be exacerbated by certain works / materials used)
- Unhygienic / Infection risk
- Other (please specify)

Signed:

Date:

Diagram:



Notes / Additional Information:

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Occupational Therapy Report

Name
Address

Background

Includes history –existing environment

Family composition

Diagnosis with description of illness and how affects them

Problems encountered due to disability/illness

Recommendations for short and long term

Summary

conclusion

Tenancy Services Adaptations Service
Occupational Therapy Medical Questionnaire



The information on this form will assist in either the adaptation of your current accommodation or the provision of suitable accommodation to meet your disability needs. This form will be passed to Charnwood Neighbourhood Housing's Specialist Occupational Therapist and in some cases this information may be forwarded to Social Services for an assessment. You will be informed if this is the case.

Person with disability / health problems:

Forename (s):

Surname:

Date of Birth:

Address:

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Post Code:

Telephone Number:

Details of your disability / health problems:

Please include how long you have had the condition, how the condition affects you and what treatment you are receiving:

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Care Needs:

Do you have care needs?

- Yes
- No

If "Yes", please specify the number of hours of care you require each day and explain briefly what your care needs are:

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GP Details:

GP Name:

Telephone Number:

Surgery Address:

.....

Post Code:

Do we have permission to contact your GP for further information if required?

- Yes
- No

Please specify your service requirements:

- I am a Council Tenant and I am applying for adaptations to my current accommodation
- I am a Council Tenant and I am applying for re-housing
- I am not a Council Tenant and I am applying for housing

Problems with Mobility & Accommodation Requirements:

- Do you have sight problems?
- Do you have hearing problems?
- Do you have difficulty walking?
- Do you have difficulty climbing stairs?
- Do you have difficulty climbing one or two steps?
- Do you use a walking stick(s)?
- Do you use a walking frame?
- Do you use a wheelchair* indoors?
- Do you use a wheelchair* outside?
- Do you require level access inside the property?
- Do you require level access outside the property?

* Please specify wheelchair width (rim to rim):mm

What type of accommodation do you currently live in?

- House Bungalow
- Ground floor flat Flat above the ground floor
- Other (please specify):

Mobility Restrictions:

Please tell us how your current accommodation restricts your mobility (e.g. you live above the ground floor but do not have a lift):

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Minor Adaptations Required:

- Keysafe
- Flat / level threshold at front doorway
- Flat / level threshold at other doorway(s)
- Specialist lighting
- Lever taps on kitchen sink
- Lever taps on bathroom sink
- Lever taps on bath
- Grab rail(s) in bathroom
- Grab rail(s) in bedroom
- Grab rail(s) on stairs
- Grab rail(s) in hallway
- Grab rail(s) in kitchen
- Grab rail(s) in living room
- Grab rail(s) outside of the property
- Shower seat
- Specialist toilet seat

Other Minor Adaptations Required:

Please give details of any other type of minor adaptation work that you require:

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Major Adaptations Required:

- Do you require a stair lift?
- Do you require a vertical / through-floor lift?
- Do you require a downstairs toilet?
- Do you require a specialist toilet?
- Do you require a downstairs bathroom?
- Do you require an over-bath shower?
- Do you require a shower cubicle?
- Do require a level access shower?
- Do you require a wet room?
- Do you require other specialist bathing facilities*?
- Do require an additional room for treatment / for a carer?
- Do you require alterations to your kitchen?
- Do you require external ramp access?
- Do you require alterations to your path / driveway?
- Do you require a parking space near to the property?

* Please specify:

Other Major Adaptations Required:

Please give details of any other type of major adaptation work that you require:

.....

.....

.....

.....

.....

Specialist Equipment:

Please give details of any other specialist equipment you use / require:

.....
.....
.....
.....
.....

Additional Information:

Please use a separate sheet to provide any additional information that you feel is important or may support your application.

Please sign and date below to confirm that all details provided are correct.

Signature:		Date:	
------------	--	-------	--

If you are filling out this form on behalf of someone else, please sign and date below to confirm that all details provided are correct. Please give your full name and indicate your relationship to the applicant (e.g. partner, parent or carer).

Signature:		Date:	
------------	--	-------	--

Name:	
Relationship:	

Optional Equality and Diversity Questions

This section is for information purposes only and the information provided will not be used as part of your assessment process. You are free to refuse to answer any of the following questions.

Do you consider yourself to be disabled?

- Yes
- No

Age Group:

- | | |
|--|----------------------------------|
| <input type="checkbox"/> 0 – 15 | <input type="checkbox"/> 16 – 24 |
| <input type="checkbox"/> 25 – 34 | <input type="checkbox"/> 35 – 44 |
| <input type="checkbox"/> 45 – 54 | <input type="checkbox"/> 55 – 64 |
| <input type="checkbox"/> 65 – 74 | <input type="checkbox"/> 75 – 84 |
| <input type="checkbox"/> 85 + | |
| <input type="checkbox"/> Prefer not to say | |

Gender Identity:

- Male
- Female
- Transgender
- Transsexual
- Other
- Prefer not to say

Sexual Orientation:

- Heterosexual
- Bisexual
- Homosexual
- Other
- Prefer not to say

Faith / Religion:

- Atheist / Secular / Agnostic
- Christianity
- Judaism
- Islam
- Sikhism
- Hinduism
- Buddhism
- Other (please specify):
- Prefer not to say

Ethnicity:

- White

- British
- Irish
- Any other White background

(Please specify):

- Mixed

- White & Black Caribbean
- White & Black African
- White & Asian
- Any other Mixed background

(Please specify):

- Asian / Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

(Please specify):

- Black / Black British

- Caribbean
- African
- Any other Black background

(Please specify):

- Other

- Any other ethnic background

(Please specify):

- Prefer not to say

Charnwood Neighbourhood Housing Ltd.
PO Box 8749
Council Offices, Loughborough, Leics.
LE11 2TN

Ask For:

Direct Line: 01509

E-mail: @cnh.org.uk

Fax : 01509 632553

Dear

Re:

We have received a request from _____ for the above work. This has been forwarded to our, Investment and Regeneration department and in due course they will contact you to arrange a visit and carry out a full inspection of the works required.

Once this has been completed they will contact you again to arrange for the work to be carried out.

If you have any queries or questions please do not hesitate to contact _____

Yours Sincerely,

Helen Blakeman
Specialist Occupational Therapist
Charnwood Neighbourhood Housing

Charnwood Neighbourhood Housing Ltd.
PO Box 8749
Council Offices, Loughborough, Leics.
LE11 2TN

Ask For:

Direct Line: 01509

E-mail: @cnh.org.uk

Fax : 01509 632553

Dear

Re:

Following a request for _____ to be carried out by Charnwood Neighbourhood Housing, I can inform you that this request has been assessed and unfortunately declined.

Charnwood Neighbourhood Housing are unable to carry out the work for the following reasons:

I am sorry that we are unable to help you at this time, if your circumstances change please contact us and we will re-assess your request. You may also receive help and advice from _____

Yours Sincerely,

Helen Blakeman
Specialist Occupational Therapist
Charnwood Neighbourhood Housing

Charnwood Neighbourhood Housing Ltd.
PO Box 8749
Council Offices, Loughborough, Leics.
LE11 2TN

Ask For:

Direct Line: 01509

E-mail: @cnh.org.uk

Fax : 01509 632553

Dear

Re:

We have received a recommendation from _____ for _____ to be fitted in your property. I am pleased to say that your request has been approved and forwarded to our works department who will contact you to arrange a convenient appointment.

It may be necessary for an inspector to visit first and put together a specification prior to the actual work being undertaken but this will be explained when they make contact.

If you have any questions or queries regarding this letter please contact _____

Yours Sincerely,

Helen Blakeman
Specialist Occupational Therapist
Charnwood Neighbourhood Housing