

Home Adaptations Service

This chapter gives details of the policy to be followed when Home Adaptations works are to be undertaken.

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i Version Control for Home Adaptations Service policy and procedure

Date Revised	10.02.11 23.02.11 (officer review) 14/4/11 (officer review) 18/5/11 - EQIA	Author	Neil Shire, Repairs and Technical Services Manager
Date Approved		Approved by	Lawrence Blake, Acting Head of Housing
Date effective from		Lead Officer	Repairs and Technical Services Manager
Review Due		Staff involved	Technical Officers (TO) Housing Assistants (HA) Stakeholders
Location			
EQIA			
Senior Manager's Signature	I agree that I have seen and ratified this procedure and proper consultation has been carried out to ensure it does not knowingly discriminate against any individual or community.		

ii Home Adaptation Service policy

The Exeter City Council's Housing Service is committed to provide tenants who need them with adaptations to their home to help their independent living, privacy and dignity or if not reasonable and practical to find them suitable alternative accommodation.

The Council will endeavour to use its skills and expertise to provide qualifying tenants and their carers with an efficient, effective and helpful service.

iii Aims and objectives

- 1) To allow tenants to live safely and independently.
- 2) To ensure the adaptations are reasonable and practical.
- 3) To enhance the tenants quality of life.

iv Purpose of these procedures

To assist and clarify how the Home Adaptation service will be run.

v Related procedures

- Asset Management Strategy 2009 -2015
- Devon Homechoice.

vi Risk management

A risk management table for this procedure can be found at [Appendix 1](#).

vii Staff responsibilities

Repairs and Technical Services Manager has the overall responsibility for the Homes Adaptations Service.

Senior Technical Officer is responsible for the line management of the Technical Officer (Home Adaptations) and must ensure the waiting list is managed responsibly. They are also responsible for arranging support and to cover when the TO (Home Adaptations) is absent.

Technical Officer (Home Adaptations) is responsible for all day to day operations of the service. Including receipt of referrals, specifying and managing the work, allocation of works to contractors, raising orders, dealing with any questions and queries in regards to the day to day operations, liaising with partner organisations and ensuring the waiting list is kept up to date.

Occupational therapist (Housing Services) offers advice and assistance on adaptations and co-ordinating the sourcing of suitable accommodation for customers with specific needs.

Housing Assistants (HA's) are responsible for raising orders for minor Home Adaptations and liaising with the TO (Home Adaptations) in responding to customers questions and issues.

The Policy

1.0 Who qualifies?

The following applicants will be considered eligible:

- For major adaptations ([Appendix 3](#)) they are an Exeter City Council secure tenant;
- For minor adaptations ([Appendix 2](#)) all Exeter City Council tenants are eligible;
- They are the spouse, partner or a member of the immediate family who is permanently in residence at that address.
- In exceptional circumstances consideration will be given to adaptations where referrals have been received for other persons such as lodgers or where the property is not the primary residence. Each will be decided on a case by case basis and approval will be given by the Repairs and Technical Services Manager who will give consideration to the circumstances of the case.

Any request for adaptations on properties where there is an active Right to Buy will not normally be considered.

Any request for an adaptation received where the tenant is on the Devon Homechoice scheme will be dealt with on an individual basis.

2.0 Paying for works

- £0.00 - £1000.00 - Adaptations will be paid for by Exeter City Council with no contributions from the applicant.
- £1001.00 - £10,000.00 – It is reasonable on adaptations of this size for applicants, where their situation allows, to contribute towards the cost of carrying out the work. The Council will use the Disability Facilities Grant model to work out how much contribution an applicant will make. As each referral is received it will be passed to the Grants Section, who will inform the Housing Section how much the tenants under the DFG would be expected to contribute. This will be passed on to the applicant who will need to give an undertaking that they will pay the sum recommended.
- Over £10,000.00 – The Council will not normally consider undertaking adaptations on any home where the cost will be in excess of £10,000.00. Shared costs will be considered on schemes over this amount. For any referrals received over this amount the Council will actively seek alternative accommodation for the applicant.

3.0 Restrictions on Home Adaptations

In accordance with the Housing Grants, Construction and Regeneration Act 1996, the Council will only carry out adaptations that are reasonable and practicable for the property.

The Council considers that approved minor adaptations are reasonable and practicable to install in any of its accommodation, providing they can be carried

out without having an adverse effect on the fabric of the property.

Major adaptations will be considered on a case-by-case basis taking all the following factors into consideration:

- Property type
- All major adaptations must be supported by a referral from the Occupational Therapy Service
- Funding – Funding must be available from within the existing budgets. All applications received after the budget has been depleted will be entered onto a waiting list
- Applicant circumstances – What is the nature of the incapacity? Is the work for children or older persons?
- Cost of works – [See section 2.0](#).

Restrictions may apply in the following cases:

- It will not be considered reasonable and practicable to carry out major adaptations to a family house (where the adaptations would have to be removed from the property when re-let), if the Council can offer suitable alternative accommodation to the tenant. Where referrals are received to carry out major adaptations on a family house the case will be referred to the Housing Officer who will visit the property to discuss fully the alternatives with the tenant.
- Where the value of the works exceeds the limits as set out in [Section 2.0](#) above.
- It will not be considered reasonable and practical to install wet rooms or a level access shower above ground level or where properties have other access issues i.e. flats that have steps to access or egress the building.

If the decision is made that it is not reasonable and practicable to carry out a recommended adaptation the Council will assist the applicant to apply for suitable alternative accommodation via Devon Homechoice and will be given priority banding.

The Council will give assistance with the reasonable costs of moving to a more suitable property (see [Appendix 4](#)).

The Council do not supply free standing adaptations such as toilet frames, bath seats etc.

4.0 Use of the adaptation and alternatives

When major adaptations are undertaken we would expect the tenant to live at the property for a **minimum of 5 years** from the date of completion of the works to ensure that the adaptation is fully utilised. Should the tenant vacate the property they will be expected to contribute toward the cost of the adaptation. This will be reviewed should the tenant's situation significantly change and be at the discretion of the Head of Housing.

It may be more appropriate for the applicant to move to a different, more suitable property or one that has already been adapted. If this is the case all options will be discussed with the applicant including a possible move. No one will be made to move if they do not wish but the Council will need to consider if the requested adaptation is reasonable and practical.

5.0 Awareness of the Home Adaptation Service

The Council will ensure that the Home Adaptation Service is made known to as many tenants as possible so that those tenants that have a need can have works undertaken. This will be achieved in the following ways:

- Regular articles in 'Insight' the tenants' magazine
- Production of a leaflet that will be included in the lettings pack
- A page of the Exeter City Council website will be dedicated to the Home Adaptation Service
- Tenant census information will be used to ensure the service is targeted towards those with needs
- Training will be provided to front line staff to ensure they are aware of the service and the types of works that can be done.

6.0 Performance monitoring

The Council will establish a tenants group that will set the standards for the Home Adaptation Service as well as reviewing performance and establishing benchmarks.

7.0 Timescales

All minor adaptations will be installed **within 20 working days** of the request being received from the customer.

Giving timescales for major adaptations is much harder to set but overall no customer should wait for more than **12 months** from the date of request to completion of the works. This can however be affected by numerous factors such as availability of an Occupational Therapist, if the adaptation requires planning permission and availability of financial resources. [Appendix 5](#) gives more details on the timescales involved.

During January of each year all applicants on the waiting list will be written to, informing them of their position on the waiting list and timescales as to when the Home Adaptation is expected to be undertaken.

8.0 Major works

Where major works are planned, such as new Kitchens and Bathrooms, it may be appropriate where the customers needs indicate an adaptation is required to adjust the works being done. This will normally be identified at the time of the inspection visit for the works.

If such a case is identified, the Occupational Therapist (Housing Services) will make an assessment of the works required.

An example of this may be where a customer is due a new bathroom. Where

normally a new bath would be installed it may be more appropriate to fit a level access shower if they are experiencing problems getting in and out of a bath.

9.0 Maintenance of equipment

Any adaptation installed by Housing Services or left when it is empty will be maintained and serviced (where appropriate) by the Council. If the adaptation goes beyond economic repair it will be considered for renewal or removal if no longer needed.

10.0 Void properties

The Council wants to make the best use of its assets. It is appropriate when a property becomes empty and is suitable for adaptations, (for example ground floor accommodation, bungalows and older persons' accommodation) that adaptations are undertaken to make the property suitable for the prospective tenant. Each suitable void will be evaluated by the Occupational Therapist (Housing Services) and where possible matched to those with needs for adaptations on the property shortlist provided by Devon Homechoice.

Where adaptations have been undertaken in properties such as ground floor units, bungalows or older persons' accommodation they will not be removed. If they have been fitted in family style accommodation every attempt will be made to find an applicant who requires such an adaptation. If this is not possible consideration will be given to removing the adaptation if it is deemed as not suitable.

Appendix 1 Risk Management

Financial:

Risk – The authority sets a budget each year for Home Adaptations to be undertaken. This is normally around £400,000.00. Any reductions in this budget would impact on the length of the waiting list, extending it even further.

The proposal to ask tenants to contribute towards Major Adaptations being undertaken (dependant on their circumstances) if not administered correctly could mean the budget running out quicker than anticipated and increasing waiting periods.

Controls –

- Apply policy correctly.
- Ensure funding levels are maintained.

Future actions –

- Revise Asset Management Strategy to include Homes Adaptation work.
- Publicise policy.

Health and safety:

Risk – This work impacts directly on customers in adapting their homes to specific needs. Unnecessary delays can impact on the well being of customers. Also if adaptations do not meet their needs then the ability to live independently will be affected, for example a handrail that is not correctly sited or fitted poorly could have a major impact on a vulnerable customer. Staff need to be well trained in the specification of products as well as their application.

Strict controls on building products need to be in place as the health of this customer group can be severely compromised if the wrong products are used. This needs to also extend to an evaluation of the impact on the customer while the work is being undertaken. Each separate job will be Risk Assessed to minimise the Health and Safety risks.

Controls –

- Produce Risk Assessment for each job.
- Review products to be used.
- Set reasonable timescales for Home Adaptations.
- Give customers full details on works to be carried out.
- Only use reputable qualified companies to undertake works.

Future actions –

- Produce list of approved products.
- Ask for Safe Working Method from contractors before work starts.

Legal and regulatory:

Risk – Challenge by customers if we decline to undertake referred works as we do not consider it reasonable or practical.

Controls –

- Let Housing Solicitor offer advice on policy document.

Future actions –

- None.

Quality

Risks – Staff insufficiently trained in the procedures.

Policy and procedures do not reflect current legislation or good practice.

Products are not of the right quality.

Controls –

- Use approved products.
- Staff appropriately trained.
- Use contractors from select list.

Future actions –

- Organise 'Trained Assessor' training for operatives.
- Organise awareness training for other staff.

Appendix 2 Minor adaptations

Examples of minor adaptations:

- Handrails
- Additional stair rails
- Outside handrails by steps
- Half steps to front and back doors
- Window winders
- Lever taps
- Level internal thresholds
- Moving door intercoms
- Door frame and wall protectors for wheelchair users
- Relocating electric sockets and lights switches
- Wider paths.

Appendix 3 Major adaptations

Examples of major adaptations:

- Stairlifts
- Through floor lifts
- Step lifts
- Ramps
- Wet rooms
- Walk in showers
- Heating
- Vehicular hardstandings
- Widening doorways
- Hoists and tracks
- Mobility standard Kitchens
- Wider paths.

Appendix 4
Moving allowances

Once a referral for a major adaptation has been received and in discussion with the applicant a decision is made to move to more suitable accommodation the following allowances will be paid:

- £500.00 disturbance allowance (for carpets, curtains etc)
- Up to £500.00 towards removal costs.

Appendix 5 Timescales

1. Minor adaptations – no inspection		
Action	Who?	Timescale
1.1 Initial request received from customer.	HA or TO (HAS)	Start of process
1.2 Letter sent to customer confirming request.	HA	Within 1 day of request
1.3 Work issued to contractors.	HA	Within 1 day of request
1.4 Work completed.	Contractor	20 days after request.
1.5 Post inspection.		
1.6 Satisfaction survey.		
		22 days
2. Minor adaptations –inspection required by Technical Officer		
2.1 Initial request received from customer.	HA or TO (HAS)	Start of process
2.2 Letter sent to customer confirming request.	HA	Within 1 day of request
2.3 Inspection carried out.	TO (DA)	Within 7 days of request
2.4 Work issued to contractors.	HA	
2.5 Work completed.	Contractor	20 days after request.
2.6 Post inspection.		
2.7 Satisfaction survey.		
		28 days
3. Major adaptations < £10,000.00 – highest priority		
3.1 Referral received from OT.	TO (HAS)	Start of process
3.2 Log onto database	TO (HAS)	Within 1 day
3.3 If specialist in nature (stairlift etc) obtain quotation.	TO (HAS)	Within 5 working days
3.4 Non specialist works carry out site visit to investigate works.	TO (HAS)	Within 5 working days
3.5 Email contractors.	TO (HAS)	Within 3 working days.
3.6 Specify works and raise order.	TO (HAS)	Within 3 working days
3.7 Work completed.	Contractor	20 days.
3.8 Post inspection procedure.		
3.9 Satisfaction survey.		
		32 days
4. Major adaptations < £10,000.00 – standard priority		
4.1 Referral received from OT.	TO (HAS)	Start of process
4.2 Log onto database	TO (HAS)	Within 1 day.

4.3 Letter sent to customer confirming receipt of referral and informing of waiting time.	TO (HAS)	3 working days.
4.4 Waiting list.		Up to 330 calendar days.
4.5 Letter sent in January updating on timescales.	TO (HAS)	1 working day.
4.6 Visit and assessment of works by Technical Officer.		
4.7 Email contractors.	TO (HAS)	5 working days
4.8 Work ordered.	TO (HAS)	3 working days.
4.9 Work completed.	TO (HAS)	3 working days.
4.10 Post inspection procedure.	Contractor	20 working days
4.11 Satisfaction survey.		
		366 days
5. Major adaptations > £10,000.00		
5.1 Referral received from OT.	TO (HAS)	Start of process
5.2 Log onto database.	TO (HAS)	Within 1 day.
5.3 Joint meeting with OT service to discuss case and options.	TO (HAS) / OT	Within 20 working days.
5.4 Explore all alternatives – <ul style="list-style-type: none"> • Is accommodation suitable. • Is other accommodation available that can be adapted at lower cost. • Make use of Devon Homechoice. 	TO (HAS)	5 working days.
6. Post inspections		
6.1 ECC will post inspect 10% of all adaptations.		
6.2 ECC will contact customer to arrange appointment for visit once notified by contractor that work is completed.	TO (HAS)	10 working days.
6.3 Inspection completed.	TO (HAS)	1 day.
6.4 If work to standard then it is approved.	TO (HAS)	
6.5 If not to standard then contractor told to return to rectify.	TO (HAS)	1 working days.
6.6 Contractor attends, rectifies work and informs ECC.		5 working days.
6.7 TO (HAS) inspects again		5 working days.

to confirm work is now satisfactory.		
7. Customer satisfaction		
<p>7.1 Work completed by contractor.</p> <p>7.2 On monthly basis ECC contacts 20% of customers that had adaptation work completed.</p> <p>7.3 Any negative comments will be passed to TO (HA) who contacts customer.</p> <p>7.4 Results of survey to be recorded on Capita.</p> <p>7.5 6 months after survey customer to be resurveyed to ensure adaptation has met need.</p> <p>7.6 Information to be fed back to PRC on quarterly basis.</p>	<p>Contractor</p> <p>HA</p> <p>HA</p> <p>HA</p> <p>HA</p> <p>RATSM</p>	<p>Start of process</p> <p>30 days</p> <p>1 day</p> <p>1 day</p> <p>176 days</p>

**Appendix 6
Major Adaptation Information Letter**

Dear

ADAPTATION WORKS

This letter is to keep you informed on what is happening for your request for a major adaptation.

Following a visit to your home by Social Services we have now received a referral from them indicating what works are required. At present the waiting time for this type of work from the date of referral is [cursor].

You will be contacted by one of our Technical Officers in due course who will carry out a further inspection and then issue the work to one of our contractors.

Should you have any questions please do not hesitate to contact the Repairs Team on 01392 265031.

Yours sincerely

**Appendix 7
Level Access Shower Information Letter**

Dear

ADAPTATION WORKS

This letter is to keep you informed about what is happening with your request for a Level Access Shower.

Following a visit to your home by Social Services we have now received a Statement of need indicating what works are required. At present the waiting time for this type of work from the date of referral is approximately |cursor| months.

You will be contacted by one of our Technical Officers, nearer the time, who will carry out a further inspection and then issue the work to one of our contractors.

Should you have any questions please do not hesitate to contact the Repairs Team on 01392 265031.

Yours sincerely

Appendix 8 Level Access Shower Installation Information Letter

Dear

Adaptations: Level access shower

This letter is to give you some more information about the installation of your level access shower.

The work has been issued to [contractor name], phone number [phone number] who will contact you directly to arrange a start date that suits you. The whole of the works will normally take five to seven working days. Occasionally if there are any buried pipes or cables, defective plasterwork, building work required or we have to safely remove materials containing asbestos, the works can take up to 10 working days.

The basin and toilet will not be changed unless they need to be moved or replaced with a smaller fitting. The contractor will tile the area around the shower and the area behind the basin, if required. Decoration will be made good as far as possible but this work does not include redecoration of the bathroom.

The first two to three days involve removing the bath, surrounding tiles and often some plasterwork or flooring and this can be noisy and dusty. If you have the option it may be more convenient to stay with a friend or relative during the day at the beginning of the works.

The contractor will take every consideration of your needs but it is not possible to carry out these initial works without noise. However, you will be able to access the toilet as and when you need to. The contractor will make it safe for you to access the bathroom during the day and at the end of each working day everything will be cleared away. The toilet will always be left accessible but you may have one or two nights without a wash hand basin.

The water will only be turned off for a 1 or 2 hours at a time but it will always be left on when the workmen leave.

If you feel you would rather have a commode than use the bathroom during the daytime you can order one from the Red Cross, tel. 0845 331 3331. However, there may be a small charge for this.

If you have any concerns while the works are being carried out please feel free to talk to the contractor directly or telephone me on 01392 265031.

Yours sincerely



Appendix 9

Home Adaptation Customer Satisfaction Survey

You have recently had some adaptations carried out to your home. The information you supply is important to us so that we can see how well we are doing in adapting properties, and how we can improve the service we offer.

How information about you will be used

In accordance with our responsibility under the Data Protection Act, you should be aware that the personal information you are giving will be held and may be passed to other services of the Council, so that you are provided with the best possible support.

We may share your information with external organisations or individuals where we have a legal obligation to do so, for example, to prevent and detect fraud and corruption.

We will not use your personal information for direct marketing purposes, unless we have specifically informed you that we will.

Name	<input type="text" value="forename"/>	<input type="text" value="surname"/>
Address	<input type="text"/>	
Post code	<input type="text"/>	
Telephone	<input type="text"/>	
Mobile	<input type="text"/>	
Email	<input type="text"/>	

Section 1: Initial Contact

1. How did you hear about the adaptations service?			
Occupational Therapist	<input type="checkbox"/>	Internet	<input type="checkbox"/>
Exeter City Council Offices	<input type="checkbox"/>	Library	<input type="checkbox"/>
Home Adaptation Leaflet	<input type="checkbox"/>	Used the service before	<input type="checkbox"/>
Friend/Family Member/Carer	<input type="checkbox"/>	Others (please state below)	<input type="checkbox"/>
Local Paper	<input type="checkbox"/>		

2. How did you contact Exeter City Council?

Telephone <input style="width: 40px; height: 20px;" type="checkbox"/>	By email <input style="width: 40px; height: 20px;" type="checkbox"/>
Civic Centre Reception <input style="width: 40px; height: 20px;" type="checkbox"/>	Someone else contacted for me <input style="width: 40px; height: 20px;" type="checkbox"/>
By letter <input style="width: 40px; height: 20px;" type="checkbox"/>	Others (please state below) <input style="width: 40px; height: 20px;" type="checkbox"/>

Section 2: Home Adaptations Service

3. How would you rate the service you received in the following areas?

(Please tick the appropriate box for each question)

	Very Good	Good	Average	Poor	Very Poor
Treatment of your initial enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Politeness, professionalism and helpfulness of Council staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff knowledge / procedures clearly explained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information supplied to keep you informed of the progress of your adaptation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall service you received from the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Regarding the adaptation(s) carried out, how would you rate the following?
(Please tick the appropriate box for each question)

	Very Good	Good	Average	Poor	Very Poor
Advice you received from the contractor about the start date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any appointments made by the contractor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behaviour of the contractor (e.g. politeness, tidiness etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time keeping by the contractor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of work carried out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work carried out by target date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall service by the contractor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. If you received any leaflets or other written information, how did you find them?

	Very Good	Good	Average	Poor	Very Poor
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. From the day you first made a request for an adaptation, how long did it take for the adaptation to be completed?

--

7. Is the adaptation suitable for your needs?

--

8. Do you have any other comments or suggestions about how the service could be improved in the future?

--

Section 3: Diversity Monitoring

You do not have to answer the following questions, but your response will help us to monitor our policy of equal treatment and opportunities for everyone.

Gender

Male Female Transgender

Age

Under 18 <input type="checkbox"/>	36-45 <input type="checkbox"/>	66-75 <input type="checkbox"/>
18-25 <input type="checkbox"/>	46-55 <input type="checkbox"/>	76-85 <input type="checkbox"/>
26-35 <input type="checkbox"/>	56-65 <input type="checkbox"/>	86+ <input type="checkbox"/>

Sexual orientation

Heterosexual Bisexual

Gay	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Lesbian	<input type="checkbox"/>		

Ethnicity

White (British)	<input type="checkbox"/>	Asian or Asian British (Bangladeshi)	<input type="checkbox"/>
White (Irish)	<input type="checkbox"/>	Asian or Asian British (Other)	<input type="checkbox"/>
White other	<input type="checkbox"/>	Black or Black British (Caribbean)	<input type="checkbox"/>
Mixed (White & Black Caribbean)	<input type="checkbox"/>	Black or Black British (African)	<input type="checkbox"/>
Mixed (White & Black African)	<input type="checkbox"/>	Black or Black British (Other)	<input type="checkbox"/>
Mixed (White & Asian)	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Mixed other	<input type="checkbox"/>	Gypsy & traveller	<input type="checkbox"/>
Asian or Asian British (Indian)	<input type="checkbox"/>	Other	<input type="checkbox"/>
Asian or Asian British (Pakistani)	<input type="checkbox"/>		

Religion and Belief

No religion	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Christian	<input type="checkbox"/>	Hindu	<input type="checkbox"/>
Muslim	<input type="checkbox"/>	Other	<input type="checkbox"/>
Sikh	<input type="checkbox"/>		

Thank you for taking the time to complete this survey.

If you would like this survey in a different language, Braille, audio or larger print, or if you need help to complete it please contact the Empty Homes Service on **01392 265685**.

Please return this form to the FREEPOST address below:

Empty Homes Service

**Community & Environment Directorate
FREEPOST EX132
Civic Centre
Paris Street
Exeter
EX1 1RQ**

Office Use only:

Date sent:

Date returned:

Appendix 10



Home Adaptation Service: Six Month Customer Review

The adaptation(s) carried out to your home have now been in place for six months. Please take a couple of minutes to complete the questions below so that we can assess the effectiveness of this service.

How information about you will be used

In accordance with our responsibility under the Data Protection Act, you should be aware that the personal information you are giving will be held and may be passed to other services of the Council, so that you are provided with the best possible support.

We may share your information with external organisations or individuals where we have a legal obligation to do so, for example, to prevent and detect fraud and corruption.

We will not use your personal information for direct marketing purposes, unless we have specifically informed you that we will.

Name	<input type="text" value="forename"/>	<input type="text" value="surname"/>
Address	<input type="text"/>	
Post code	<input type="text"/>	
Telephone	<input type="text"/>	
Mobile	<input type="text"/>	
Email	<input type="text"/>	

Section 1: The Adaptation

1. Are the adaptations suitable for your needs?

Yes

No

If the adaptation has not been suitable for your needs, please explain below.

2. Have there been any problems with the equipment supplied or the work done?

Yes

No

If there have been problems with the equipment supplied or work completed, please explain below.

3. Has the work improved your enjoyment of your home?

Yes

No

If the work has not improved enjoyment, please explain below.

4. Has the work improved your quality of life?

Yes

No

If the work has not improved your quality of life, please explain below.

5. Are there any other adaptations to your home that you would like to be made?

Section 2: Diversity Monitoring

You do not have to answer the following questions, but your response will help us to monitor our policy of equal treatment and opportunities for everyone.

Gender

Male

Female

Transgender

Age

Under 18

36-45

66-75

18-25

46-55

76-85

26-35 <input style="width: 40px; height: 20px;" type="checkbox"/>	56-65 <input style="width: 40px; height: 20px;" type="checkbox"/>	86+ <input style="width: 40px; height: 20px;" type="checkbox"/>
-------------------------------------------------------------------	-------------------------------------------------------------------	-----------------------------------------------------------------

Sexual orientation

Heterosexual <input style="width: 40px; height: 20px;" type="checkbox"/>	Bisexual <input style="width: 40px; height: 20px;" type="checkbox"/>
Gay <input style="width: 40px; height: 20px;" type="checkbox"/>	Prefer not to say <input style="width: 40px; height: 20px;" type="checkbox"/>
Lesbian <input style="width: 40px; height: 20px;" type="checkbox"/>	

Ethnicity

White (British) <input style="width: 40px; height: 20px;" type="checkbox"/>	Asian or Asian British (Bangladeshi) <input style="width: 40px; height: 20px;" type="checkbox"/>
White (Irish) <input style="width: 40px; height: 20px;" type="checkbox"/>	Asian or Asian British (Other) <input style="width: 40px; height: 20px;" type="checkbox"/>
White other <input style="width: 40px; height: 20px;" type="checkbox"/>	Black or Black British (Caribbean) <input style="width: 40px; height: 20px;" type="checkbox"/>
Mixed (White & Black Caribbean) <input style="width: 40px; height: 20px;" type="checkbox"/>	Black or Black British (African) <input style="width: 40px; height: 20px;" type="checkbox"/>
Mixed (White & Black African) <input style="width: 40px; height: 20px;" type="checkbox"/>	Black or Black British (Other) <input style="width: 40px; height: 20px;" type="checkbox"/>
Mixed (White & Asian) <input style="width: 40px; height: 20px;" type="checkbox"/>	Chinese <input style="width: 40px; height: 20px;" type="checkbox"/>
Mixed other <input style="width: 40px; height: 20px;" type="checkbox"/>	Gypsy & traveller <input style="width: 40px; height: 20px;" type="checkbox"/>
Asian or Asian British (Indian) <input style="width: 40px; height: 20px;" type="checkbox"/>	Other <input style="width: 40px; height: 20px;" type="checkbox"/>
Asian or Asian British (Pakistani) <input style="width: 40px; height: 20px;" type="checkbox"/>	

Religion and Belief

No religion <input style="width: 40px; height: 20px;" type="checkbox"/>	Jewish <input style="width: 40px; height: 20px;" type="checkbox"/>
Christian <input style="width: 40px; height: 20px;" type="checkbox"/>	Hindu <input style="width: 40px; height: 20px;" type="checkbox"/>
Muslim <input style="width: 40px; height: 20px;" type="checkbox"/>	Other <input style="width: 40px; height: 20px;" type="checkbox"/>
Sikh <input style="width: 40px; height: 20px;" type="checkbox"/>	

Thank you for taking the time to complete this survey.

If you would like this survey in a different language, Braille, audio or larger print, or if you need help to complete it please contact the Empty Homes Service on **01392 265685**.

Please return this form to the FREEPOST address below:

**Empty Homes Service
Community & Environment Directorate
FREEPOST EX132
Civic Centre
Paris Street
Exeter
EX1 1RQ**

Office Use only:

Date sent:

Date returned: