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Arabic

هل تحتاج الى الحصول على هذه الوثيقة بلغة أخرى أو شكل آخر؟ ضع علامة في المربع بجانب اللغة التي تحتاجها و قم بإرساله على العنوان المذكور أدناه.

هذه الوثيقة متعلقة بالسيدا وكيفية التأقلم.

Bengali

আপনি কি এই কাগজটি অন্য কোনো ভাষায় বা ফরম্যাটে চান? আপনি যে ভাষায় বা ফরম্যাটে চান তার নামের পাশের বামের টিক চিহ্ন দিন এবং নীচের ঠিকানায় ফেরত পাঠান।

এই নিফলটিটি হচ্ছে সাহায্যকারী স্বল্পাতি (এইডস গ্রাভ এডাপ্টেশন) সম্পর্কিত।

Gujarati

શું તમને આ દસ્તાવેજની આવશ્યકતા કોઈ અન્ય ભાષા અથવા શૈલીમાં છે? જે ભાષા અથવા શૈલી ની તમને આવશ્યકતા હોય એની આગળનાં બોક્સ પર ટિક કરો અને નીચે આપેલાં સરનામા ઉપર માકલો.

આ પુસ્તિકા સહાય અને અનુકૂળન વિષે છે.

Hindi

क्या आपको इस दस्तावेज़ की किसी अन्य भाषा या प्रारूप में ज़रूरत है? जिस भाषा या प्रारूप की आपको ज़रूरत है उस के आगे दिए बॉक्स पे टिक करें और नीचे दिए पते पर भेजें।

यह पुस्तिका एड्स और अनुकूलन के बारे में है।

Polish

Czy potrzebują Państwo niniejszy dokument w innym języku lub formacie?

Jeśli tak, prosimy o zaznaczenie okienka obok wymaganego języka lub formatu i odesłanie na poniższy adres.

Niniejsza ulotka zawiera informacje na temat dostępnej pomocy i możliwości adaptacji lokalnie.

Punjabi

ਕੀ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਜ਼ਰੂਰਤ ਹੈ? ਜਿਸ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਦੀ ਤੁਹਾਨੂੰ ਜ਼ਰੂਰਤ ਹੈ ਦੇ ਅੱਗੇ ਦਿੱਤੇ ਗਏ ਬਾਕਸ 'ਤੇ ਟਿਕ ਕਰੋ ਅਤੇ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਭੇਜੋ।

ਇਹ ਲੀਫਲੈੱਟ ਏਡਜ਼ ਅਤੇ ਅਨੁਕੂਲ ਬਣਾਉਣ ਦੇ ਬਾਰੇ ਹੈ।

Slovak

Potrebujete tento dokument v inom jazyku alebo formáte? Zaškrtnite okienko vedľa jazyka alebo formátu ktorý potrebujete a zašlite na nižšie uvedenú adresu.

Tento leták je o pomoci a prispôsobení.

Somali

Miyaad dhokomentigan ugu baahan tahay af kale ama qaab kale? Calaamadee sanduuqa ku xiga afka ama qaabka aad rabto oo ku soo dir cinwaanka hoose.

Xaashidan waxay ku sa'absan tahay Gargaarka iyo La-qabsiga.

Urdu

کیا آپ کو یہ دستاویز کسی دیگر زبان یا شکل میں مطلوب ہے؟ اپنی مطلوبہ زبان یا شکل کے سامنے والے خانے میں نشان لگائیں اور ذیل کے پتے پر بھیجیں۔

یہ کتابچہ امدادی سامانوں اور موافقتوں کے بارے میں ہے۔

Tel: 0300 111 7000 **Fax:** 0121 358 9011 **Email:** customerfirst@accordgroup.org.uk
Customer First, Accord Group, 178 Birmingham Road, West Bromwich, B70 6QG



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Aids & Adaptations

*helping you live
in your home*



THE ACCORD GROUP



Aids & Adaptations

This leaflet explains the Service Standard that you can expect from us in helping you to live in your home through Aids and Adaptations.

The Accord Group comprises 7 organisations which work together: Accord, Ashram, Caldmore and Moseley & District housing associations, bchs, Fry Housing Trust and Redditch Co-operative Homes. This leaflet applies to all of these organisations.



The way we work

We aim to **Put People First**, by helping you to live in your home, where we can. We aim to deliver **Excellence Through Innovation** and will use new ways and technology to do this. We want to **Make a Difference** and ensure that you are safe and comfortable in your home. We are **Committed to Communities** and recognise people have different needs and requirements.



We welcome your views and feedback.

You can contact us by phone, fax, email or letter on:

Tel: 0300 111 7000 **Fax:** 0121 358 9011

Email: customerfirst@accordgroup.org.uk

Customer First, Accord Group, 178 Birmingham Road,
West Bromwich, B70 6QG

*You can also contact the individual associations within the Accord Group directly and through our websites at **www.accordgroup.org.uk**. Individual offices addresses and opening hours are on the inside back cover of this leaflet.*



What are Aids and Adaptations?

Aids and Adaptations include any product, device or equipment that is provided to increase independence and access for people. Examples include:

- Grab hand rails and other support fixtures
- Over-bath showers or level access/shower rooms
- Stair-lifts
- Hoist, lifts and other mechanical lifting equipment
- Telephone pendant alarm equipment

We recognise that simple alterations to our properties can increase the quality of life for customers with disabilities and other special needs.

Aids and Adaptations can help people remain independent and to stay in their own homes while making facilities easier and safer to use. We aim to identify existing and potential customers who might benefit from equipment in their home and respond to individual requests.

Although we can not provide Aids and Adaptations in every home, we will consider every request carefully and seek the most appropriate solution. We classify requests for work to be done as **Minor** or **Major**, depending on the cost.

We allocate money each year to pay for these works. Sometimes requests need to go on a waiting list until funding is identified.



How to apply:

If you are having difficulty in managing in your home, either because of disability or because a particular feature of your home is hard to use, please contact us. You can also ask your GP or Social Services department to contact us on your behalf.

If we feel we can help, we will discuss with you what equipment or work might help you to manage better in your home. If necessary, we put you in touch with other organisations who may be in a better position to help you.

SERVICE STANDARDS: In dealing with initial requests we will:

- Acknowledge your written request within 2 working days
- Explain how long your request should take to deal with
- Give you a decision in 10 working days, if no further information is needed
- Keep you regularly updated if we cannot give you a decision in 10 working days
- With your permission, liaise with other agencies and share information to ensure that your request is handled properly



Minor works:

We may be able to carry out the work without the need for any medical or supporting information. We will aim to carry out the work within 20 working days of your request being approved.

Sometimes we may need supporting information from a professional health worker or Occupational Therapist on the urgency of the

request, the type of equipment needed and/or where it should be located. We will liaise with those agencies to ensure any information is exchanged and equipment installed promptly and properly.

Major works:

Major works may take some time to carry out. We will prioritise cases on the waiting list by considering both the date the request was made and the urgency.

Each case will have its priority agreed as low, medium or high by a professional health worker or Occupational Therapist, wherever this is possible.

In dealing with major requests we will:

- Aim to complete all major cases within 12 months of the date of acceptance
- Review the waiting list at least every six months, usually in April and October, to check your circumstances haven't changed
- Let you know if work is going to start or not as a result of this review
- Explore alternative funding options to ensure your request is dealt with as soon as possible



Who carries out the work?

For minor works, we will usually be able to use our normal contractors. Where we need to, we will ask a specialist contractor to carry out the work for us.

We aim to ensure that the work is right for you and meets your individual needs.

What happens after the work is done?

We retain responsibility for ensuring the equipment we have fitted in your home remains in working order.

Once the work is completed, we will ask you to complete a survey for us so we can measure how satisfied you are with the service you received.

Are there are any other options?

Before we agree to carry out any work, we will always discuss with you any other possible options, such as transferring you to an already adapted or more suitable home, or any additional care or support needs that we or others can help with.

We have a duty to use our resources effectively and we may not always be able to carry out the work you need. If this is the case we will always tell you and suggest other funding options.



What if I am not happy?

We welcome feedback, good and not so good, on the services we deliver. It helps us put right any problems or improve the way we do things.

It also helps us compliment our people if they have delivered a good service. If you are happy, or unhappy, with the service you have received please tell us. We will give you details of our Compliments and Complaints policy and we will look into your comments and respond to you.

CONTACT DETAILS

Accord Group Central Services

178 Birmingham Road,
West Bromwich, B70 6QG

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Accord Housing Association

37 King Street, Darlaston
Walsall, WS10 8DE

T: 0300 111 7001

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Closed: 12.30pm – 1.30pm
on Wednesdays

Ashram Housing Association

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Ashram Coventry Office

4 Longford Road, Coventry, CV6 7AW

T: 0300 111 7000 and 02476 667 314

E: customerfirst@accordgroup.org.uk

Open: 9.30am – 4.30pm Tuesday
and Wednesday

GROUP WEBSITES:

www.accordgroup.org.uk

**Emergency Out of Hours calls
about Anti-social Behaviour
and Repairs can be made on
0300 111 7000**

bchs

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000 and
0121 764 3808

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Caldmore Area Housing Association

18 Caldmore Green, Caldmore
Walsall, WS1 3RL

T: 01922 614505

E: Info@caldmorehousing.co.uk

Open: 9am – 5pm Monday to Friday

Fry Housing Trust

43 Rowley Village, Rowley Regis
West Midlands, B65 9AS

T: 0121 559 6406

E: admin@fryha.org.uk

Open: 9am – 4.30pm
Monday to Friday

Moseley & District Housing Association

106 Alcester Road, Moseley
Birmingham, B13 8EF

T: 0121 442 5000

Textphone: 07900 912728

E: frontdesk@moseleyha.org.uk

Open: 9am – 4pm Monday,
Wednesday and Friday and 9am –
1pm Tuesday and Thursday

Redditch Co-op Homes

Britten House, Britten Street
Redditch, B97 6HD

T: 01527 591 170

E: hazel@rch.coop

Open: 10am – 4.30pm
Monday to Friday