



If you would find it easier to talk to us in your own language please ask an english-speaking friend or relative to contact 0800 183 0454. We can arrange for an interpreter to contact you to discuss any translation you need.

Cantonese

如果您覺得用自己的語言和我們交談比較容易，請找一個會說英語的朋友或親戚致電我們，電話是：0800 183 0454。我們可以安排翻譯人員與您聯繫，討論您需要的翻譯服務。

Greek

Αν προτιμάτε να μιλήσετε στη γλώσσα σας ζητήστε από έναν φίλο ή συγγενή σας να επικοινωνήσει στο 0800 183 0454. Μπορούμε να σας κανονίσουμε έναν διερμηνέα.

Gujarati

જો તમને અમારી સાથે તમારી પોતાની ભાષામાં વાતચીત કરવી સરળ લાગતી હોય તો અંગ્રેજી બોલી શકતા એક મિત્ર અથવા સગાને કહો કે તેઓ 0800 183 0454 ઉપર અમારો સંપર્ક સાથે. અમે એક ઉ-અન્ટરપ્રાઇઝની વ્યવસ્થા કરી શકીશું કે જેથી તમને જરૂરી ભાષાંતર વિષે સહાય કરી શકાય.

Mandarin

如果您认为以自己的母语与我们交谈更容易的话，请让一位讲英语的朋友或亲属与 0800 183 0454 联系。我们可以安排一个翻译人员与您联系，讨论所需的翻译事宜。

Polish

Jeśli łatwiej Ci będzie rozmawiać z nami we własnym języku, poproś tego z krewnych lub przyjaciół, który włada językiem angielskim, by skontaktował się z nami pod numerem 0800 183 0454. Możemy skierować do Ciebie tłumacza, który omówi z Tobą, jakiego rodzaju tłumaczeń będziesz potrzebować.

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਗੱਲ ਕਰਨਾ ਅਸਾਨ ਲੱਗਦਾ ਹੈ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਮਿੱਤਰ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ 0800 183 0454 'ਤੇ ਸੰਪਰਕ ਕਰਨ ਲਈ ਆਪਣੀ ਦੁਕਾਨੀਏ ਦੀ ਵਿਵਸਥਾ ਕਰ ਸਕਾਓ ਜੋ ਤੁਹਾਡੇ ਲਈ ਤਰਜਮੇ ਦੇ ਬਾਰੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੇਗਾ।

Urdu

اگر آپ ہم سے اپنی زبان میں بات کرنے میں آسانی محسوس کرتے ہیں تو انگریز بولنے والے ایک دوست یا رشتہ دار سے من فرما کر
0800 183 0454 پر رابطہ کرنے کے لئے کہیں۔ ہم آپ کے لئے ایک مترجم کو دست کر سکتے ہیں جو آپ کے لئے کسی ضرورت کی بات چیت
کرنے کے لئے آپ سے رابطہ کرے۔

If you would like this document in a different form, for example audio cassette, large print or Braille, please contact the Tenant Participation team on 0800 1830454

Standards you can expect on Housing Disabled Facility Adaptations Service

'To help people live a longer, healthier, active life'



Landlord Services Management Team aim to assist tenants and their families (of any age) whose physical needs are not being met through their current home. Adaptations can improve access in and around your home allowing you to maintain independence. We have a dedicated Occupational Therapist to help provide assistance on all matters to do with socialcare/health.

What is an adaptation?

It is a change made to the house itself, either minor or major. Some examples of adaptations that can be provided:

Minor adaptation:

simple, easily fixed adaptations not necessarily requiring an assessment by a professional such as

- Getting in and out of your home - grab rails, rails, half steps
- Getting around your home - grab rails, stair banister rails, lowering internal thresholds between rooms
- Managing within your home-lever taps, specialist smoke alarms
- Typically less than £1,000 in value

Major adaptations:

large adaptations requiring a recommendation by an Occupational Therapist (OT), such as

- Getting into your home - widening doorways, ramp to main access
- Getting around your home - widening doorways, stair lifts, through floor lifts,
- Managing in your home - altering work surface and cupboard heights, changing the bathroom into a shower room
- Typically more than £1,000 in value. The maximum value is £30,000.

If you request home adaptations you can expect we will

- provide over the telephone advice
- provide an assessment through a home visit for tenants (for major adaptations)
- notify you in writing of our decision on our priority waiting
- discuss your housing options in relation to your disability
- Ensure all work carried out is done to a good standard

Disabled Facility Adaptations (DFA) Performance Indicators

These indicators show we are working hard to ensure all requests for assistance are assessed without delay and that any work ordered is completed as fast as we can.

What we measure	Work Target	Frequency of monitoring
% of Occupational Health Therapist assessments carried out within 21 days of the first referral	95%	monthly
% of minor adaptations carried out within 26 days of the referral received	95%	every 3 months
Number of DFA Priority 1 outstanding cases	>20 cases	every 3 months
Number of DFA Priority 2 outstanding cases	>35 cases	every 3 months
Number of DFA Priority 3 outstanding cases	>45 cases	every 3 months

You can see how we are performing against these targets by visiting the Council's website, www.tamworth.gov.uk and clicking on the Performance Information link from the Housing main page. Performance target information is also provided in Open House the tenant's newsletter that is published every three months and at tenant focus group meetings.

How can I comment on the service?

Tamworth Borough Council is committed to providing best value and the best possible level of service to its customers. We would like to know what you think about our services, you can complete a 'Tell Us' form to make comments, compliments and suggestions on how we can improve the service.

If you want to make a formal complaint please complete a 'Complaints' form. These forms are available from Marmion House reception, can be posted out to you on request and are easy to complete on-line on www.tamworth.gov.uk/forms.asp

If you remain unhappy with the way you have been dealt with by the Council you can, at any stage refer your complaint to the Local Government Ombudsman who may decide to investigate the matter further. However the Ombudsman may ask that the Council's procedures be completed before carrying their investigation.

Contacts

For queries relating to home adaptations please telephone 01827 709472 (Monday to Friday 9am to 5pm)