

## Home Improvement Agency Service Standards

### About the Service

Sandwell Home Improvement Agency's aim is to enable people to live independently and with dignity through assistance with adaptations.

### We are committed to:

Supporting you with making major adaptations in your property to meet your needs by delivering fair, transparent, and timely access to Disabled Facilities Grants

Ensuring value for money and transparency on costs and funding

### To meet our commitments, we will:

Working in partnership with Adult Social Care, Housing Services to provide joined-up support.

Visit you to assess your eligibility for a Disabled Facilities Grant and support you in completing the relevant documentation

Notify you of any financial contribution which you will need to make

Signpost you to other organisations that may be of benefit to you i.e. Fire Service, Welfare Rights, etc

Visit you in your home and assess what works are required following a recommendation from an Occupational Therapist

Advise you on your responsibilities regarding any statutory requirements i.e. Building Control, Planning, Party Wall Act, etc

Provide you with details of the works before asking for your approval

Refer your case to the Council's Asset Management and Maintenance Service who will arrange for building works to be carried out by a contractor who has the necessary expertise and experience to complete the work in a safe and professional way.

Show you detailed drawings from Architects, if required

Treat you with respect, compassion, dignity and fairness in a professional manner

Ensuring our services are accessible, inclusive, and responsive to diverse needs.

Adhere to our policies and procedures relating to the protection of vulnerable adults and children

Raise any concerns regarding the safeguarding and welfare of you or vulnerable members of your household with the appropriate mechanisms within the Council

Make you aware of the implications of declining a service and the steps you should take to minimise the risks to you

Ensure that any financial contributions made by you are securely collected and managed in agreement with you

Involve your family or representatives in the decision-making process where appropriate
Discuss with you the programme of works step by step
Let you know the outcome of your grant application within 6 months
If your application is not successful, we will let you know in writing including the reasons why
Complete an inspection after work has been completed
Provide support after works are completed and advise you what to do if something goes wrong
Make arrangements for lifts installed to be serviced and maintained when the installer warranty ends
<b>We ask you to:</b>
Let us know if you need to change the date/time of appointments
Share any concerns or changes in your situation as soon as possible.
Treat staff and contractors working with you with dignity and respect
<b>To measure and improve our service we will:</b>
Send you a satisfaction survey following your application for a grant
Review complaints and compliments to learn and strengthen our service.
Continuously train staff to uphold high standards of care, safeguarding, and technical expertise.