

TOWER HAMLETS COMMUNITY HOUSING

SERVICES FOR RESIDENTS WITH DISABILITIES

1.0 Statement of Intent

- 1.1 THCH is committed to ensuring that the individual needs of all residents are taken into account when considering the range and quality of services provided. THCH recognises that some residents with disabilities may need different levels of support than other residents.
- 1.2 THCH is further committed to ensuring that all environmental works on estates take account of accessibility for all residents. Through ongoing resident involvement in the planning of schemes THCH ensures that both the general needs of residents with disabilities and the specific needs of individual residents are taken into account.
- 1.3 THCH aims to address the needs all residents wherever possible through its service provision and will monitor levels of service provision to ensure that any bias in the delivery of the service is fair and proportional.

2.0 Guidance

- 2.1 THCH acknowledges that some residents, as a result of their disability, may require aids and adaptations to their homes and may need some assistance in maintaining a good standard of decoration in their homes.
- 2.2 Where a capital scheme including internal works is proposed THCH will endeavour to incorporate any required disabled adaptations. Such adaptations can include the following:
 - Temporary or permanent access ramps,
 - Grab and handrails
 - Door widening
 - WC and Bath/Shower facilities
 - Kitchen adaptations
 - Stairlifts
- 2.3 THCH will expect its officers to identify any needs for aids and adaptations amongst its residents in the normal course of their duties. We will liaise with Occupational Therapists and the London Borough of Tower Hamlets Social Services Department when considering applications from its residents for aids and adaptations.

- 2.4 THCH will seek any available funding for aids and adaptations, and encourage and support residents in making grant applications where appropriate.
- 2.6 All new homes built by THCH will be built to the “Building for Life” standard. In addition through early pre-allocation of homes THCH will ensure individual requirements for adaptation are taken into account.
- 2.7 THCH will operate specific decoration schemes for tenants with disabilities. The schemes will be available to any household, which comprises solely of a tenant with a disability, and to tenants with a disability where there is no other adult household member who is not disabled or elderly. THCH will decorate one or more rooms on a rolling programme every five years subject to the availability of the necessary resources on an annual basis.
- 2.8 For disabled tenants moving into their homes and where repair work has been undertaken resulting in the need for decoration work THCH will offer to carry out the work, at no additional charge, rather than giving them a decoration allowance. The only circumstances in which THCH would not provide this service would be where the tenant requested a decoration allowance instead. Where the tenant is moving into a property for the first time, THCH would normally expect to complete any necessary decoration work before the tenant takes up occupation.
- 2.9 THCH aims to employ the services of Community Wardens and concierges. Where these services exist THCH Community Housing Officers will bring to their attention any resident who may require special services out of normal office hours.
- 2.10 THCH will ensure that information relating to vulnerable residents is available to THCH officers in the event of major emergency or critical incident.
- 2.11 THCH will ensure that our offices and community centres are accessible to those with disabilities.
- 2.12 THCH will use a range of media when we provide information to, or consult with, residents to ensure that we are accessible to those with disabilities.
- 2.13 Where local budgets permit and where the work is not required because of wilful abuse then THCH will carry out for disabled residents the following repairs as normal repairs.

11.1.1 Toilet seats

Responsible Director: Director of Housing

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- 11.1.2 Kitchen cupboard handles
- 11.1.3 Kitchen drawers
- 11.1.4 New taps
- 11.1.5 Shower attachments
- 11.1.6 Replacing fluorescent light bulbs
- 11.1.7 Tiling
- 11.1.8 Internal glazing
- 11.1.9 New plug and chain (provide only)
- 11.1.10 Draught excluders

3. Policy Review

- 3.1 This policy will be reviewed every three years.

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