
From: BACQualityandCompliance
Sent: 25 April 2022 12:26
To: [REDACTED]
Subject: Freedom of Information Request (FOI-001-2022)
Attachments: DCC0026 - OT Service Eligibility Criteria.pdf; Right to Review Appeal BAC v3.pdf

Dear [REDACTED]

Thank you for your information request of **7th April 2022**. Bon Accord Care has completed the necessary search for the information requested.

Bon Accord Care completes an assessment of service users for adaptation provision and makes recommendations to housing/funding providers (local authority/registered social landlords/private) for the completion of adaptation works. We do not hold the information to fully answer your FOI questions and under duty of assistance we have provided information for the assessment part of the adaptation process completed via our service and for the minor works which we complete in house within private properties.

- 1. Do you have any processes in place for prioritising those with terminal and/or progressive conditions for adaptations to housing? (for example, a fast-tracking process for people with terminal illness)**
 - **If yes, how are these applications fast-tracked? If you have a written procedure, please can you share it with us.**

Bon Accord Care Occupational Therapy service works to a Service Eligibility Criteria – see attached. Service users who have a terminal prognosis or who have a rapidly deteriorating condition are usually allocated as a Priority 1 and contact will be made regarding an assessment of need within 2 working days.

- 2. What is the average waiting time from application to completion for (i) a ramp to be completed and (ii) a wetroom to be completed, (iii) grab/hand rails to be completed?**

Bon Accord Care is unable to provide you with information on (i) a ramp to be completed and (ii) a wetroom to be completed as time scales for completing adaptation work via external areas, Care and Repair, Building Services or via the Grant scheme is not held by Bon Accord Care.

(iii) Our inhouse technician completed 1042 requests to install grab rails, a minor adaptation, in the period 1st April 21 – 31st March 22. The technician work requests are prioritised as emergency or standard. Emergency works will be completed within 2 working days (where access can be obtained) with standard works taking longer. The average time for completion of an adaptation via our technician service is 9 days.

Bon Accord Care handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

Yours sincerely

Quality & Compliance Manager

