

Clinical Partnership for Accessible, Sustainable Built Environments

The Occupational Therapy Service (TOTS)

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The challenge

Providers of accessible built environments face increasing pressure to deliver homes that are:

- Genuinely accessible (not just compliant)
- Clinically appropriate to resident need
- Cost-effective and 'right first time'
- Sustainable as needs, equipment, and populations change

Poorly specified adaptations lead to **delays, redesigns, resident dissatisfaction, and wasted spend.**

Our unique role

We partner with stakeholders across the built environment to embed Universal Design, ensuring buildings and environments are accessible, usable, and inclusive for everyone – creating environments that work in the real world.

Our expert Occupational Therapists (OTs) provide practical insight into how people interact with spaces, complementing the technical and regulatory expertise of architects, designers, and construction professionals.

By supporting projects from policy and early design through to build, refurbishment and adaptation, we help ensure accessibility is integrated effectively from the outset, delivering environments that meet the challenge, now and in the future.

Our solutions

Expert clinical consultancy services throughout the design and construction lifecycle:

- Design consultation
- Accessibility audits of plans and buildings
- Pre- and post-occupancy accessibility assessments
- Specialist environments consultancy, particularly in health, housing and community settings
- Product specification guidance
- Construction phase installation support
- Management reporting and stakeholder coordination
- Resident engagement and user feedback
- Training for design, construction, and installation teams, including Trusted Assessor training
- Strategic consultancy, including policy and standards development



What we do in Housing:

End to end clinical support – New Build, Refurbishment and Accessible Adaptations

Working in partnership across all key stakeholders to create timely and cost effective solutions

1. EMBEDDED OCCUPATIONAL THERAPY SERVICES

- Resident assessments and clinical recommendations
- Clear pathways for minor and major works
- Integration with housing and local authority systems

2. DESIGN AND SPECIFICATION

- OT led bathroom and kitchen specifications
- Clinical validation of accessible layouts
- Product and installation guidance

4. STRATEGIC CONSULTANCY

- Policy and standards development
- Resident engagement and feedback
- Evidence-based reports to future-proof housing stock

3. TRAINING AND WORKFORCE ENABLEMENT

- Installer training on scope, thresholds, and escalation
- Trusted Assessor training
- Clear role boundaries to reduce risk and delay



Proven partnerships

We are a trusted clinical partner to:

- **Clarion Housing Group** – delivering a full OT service for residents and adaptations training to installers
- **Citizen Housing** – delivery of OT assessments to support accessible and future proofed adaptations

- **AKW** – exclusive clinical partnership on accessible kitchens and bathrooms
- **Durkan** – delivery of OT assessments within L&Q properties to support accessible bathroom and kitchen installation



CLARION
HOUSING GROUP



AKW
Life Made Better

DURKAN

What we do:

End-to-end occupational therapy support for construction



Proven partnerships

We are a trusted clinical partner to:

- **Foundations** – Level 4 Trust Assessor training
- **Arup** – Clinical partner for review of Approved Document M, commissioned by the Department for Housing, Levelling Up and Communities (published 2025)

- **Newham Council** – research project to support accessible housing needs and resident-led design insight

ARUP

Newham London



Foundations

Why partner with us?

- Clinically robust, independent OT expertise
- Successful delivery expertise in many aspects of the built environment
- Reduces risk, rework, and inappropriate installations
- Improves resident outcomes and satisfaction
- Strengthens compliance and commercial proposition
- One stop delivery mechanisms
- Ability to manage minor adaptations process to be managed efficiently
- Partnerships with suppliers to maximise efficiency and project costs
- Working closely with Local Authorities to support partnership and faster delivery.
- DFG expertise working with many local authorities
- Scalable – from pilot projects to full-service delivery



Who we work with

- Housing Associations
- Local authorities
- Construction companies, developers, retrofit consultants, and installers
- Architects, design consultancies, and specifiers
- Suppliers of accessibility housing solutions

Our positioning

We don't just provide assessments; through partnership we enable providers and key stakeholders to deliver accessible environments that genuinely meet need, now and in the future.

To explore how our services could be tailored to support your specific housing challenges, please contact us to arrange a no-obligation discussion:

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