Newham London

Newham's Guide to Information and Services for Home Adaptations







newham.gov.uk

This information guide has been prepared by Newham Adult Social Care with advice and support from some of our residents. It will help you understand how requests for disability equipment and home adaptations are managed in Newham.

It is split into four sections.

Making decisions about a home adaptation may seem a bit complex or overwhelming at first, but this guide will help you on your way and answer many of your questions.

If you own your home or privately rent your property, you are entitled to apply for a Disabled Facilities Grant (DFG). This is a means tested grant and it is explained in detail later in this guide.

Our residents say that "excellent services are provided and the facilities made life easier, the adaptation has made a significant improvement to life and quality of life is so much better as a result of the facilities".

- Part one gives you a short overview of how to apply for adaptations.
- Part two gives you more details about how the adaptation process works.
- Part three gives you many useful contacts. Some provide more information on adaptations; others are organisations that can offer support in relation to finance or moving. There is a broad range which we hope are helpful. They are correct at the time of publication.
- Part four provides you with a visual overview of the home adaptations process in Newham, a glossary of terms used and details of how you can share feedback about the guide.

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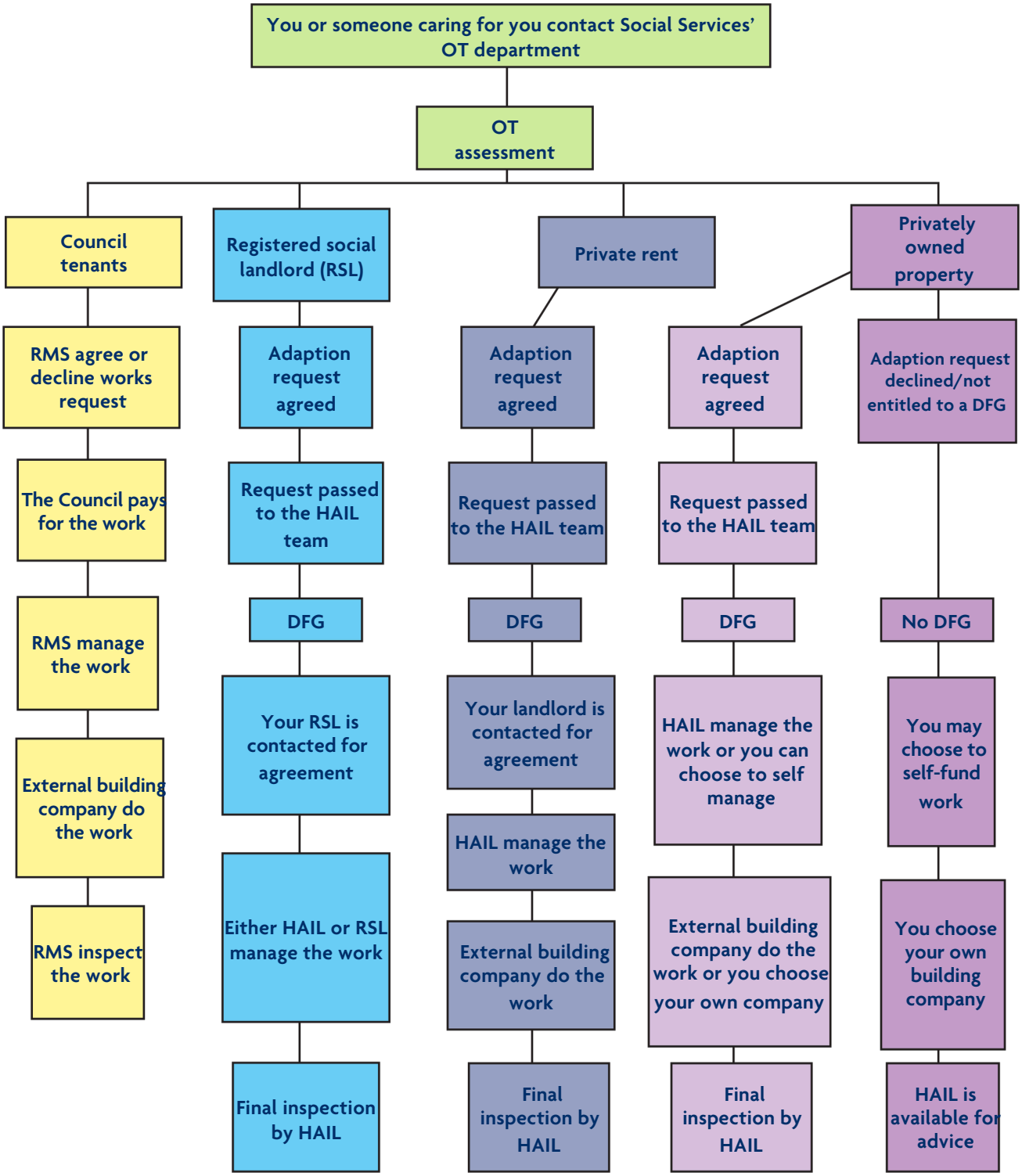
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Who will take care of adaptation work to my home?



Part One

IntroductiontoEquipment & Adaptations

Assessment

Whatever happens as we get older, whether we become disabled or long-term ill, we all want to remain as independent as possible and live life on our own terms. Sometimes small changes in your home or basic equipment can be all you need to stay independent.

The first step of an equipment or adaptation request is to have an assessment. Either you or someone who helps you needs to contact Newham Adult Social Care (Social Service) and ask for an assessment. In most cases an Occupational Therapist will visit you at home to see how you are managing with everyday activities. From this assessment the Occupational Therapist will suggest what may be available to help you with your everyday daily living tasks, or to help someone who helps you to remain independent and safe.

Possible solutions

Solutions on ways to do things differently will be looked at first. For example, you may be asked to change how your furniture is arranged to get better access around your property. Another solution could be to create a bedroom downstairs if there are washing facilities on the same level and there is available space, for example an unused dining room. The Occupational Therapist will always respect your home and your feelings but will identify and recommend solutions that are the most cost effective before exploring with you other more costly options.

Equipment to help you

There are many useful items of equipment available for you to buy from larger supermarkets, pharmacists and mobility shops. Prices for items vary so we recommend that you shop around.

AskSara is an online tool designed to help people carry out a self-assessment which would advise them of suitable equipment to be purchased to meet their needs. You can visit the AskSara website on **https://newham.livingmadeeasy.org.uk/**

After your assessment you may be prescribed a simple aid to daily living by the Occupational Therapist. This includes equipment such as chair raisers, a raised toilet seat, a trolley etc. Equipment may be collected from stores or delivered and fitted. Enabled Living Healthcare Limited will manage this process and you may be asked to collect the equipment at a specified collection point. If larger items of equipment are needed these will be delivered directly to your home, installed and adjusted for you by the delivery technician.

Specialist disability equipment is provided free of charge if it is recommended by the Occupational Therapist after your assessment. Your Occupational Therapist will

recommend what you need to help you to remain independent and safe. An example of this could be a mobile hoist to enable safe assisted transfers in and out of bed / chair. Some minor adaptations costing less than £1,000 are free of charge if they have been recommended by the Occupational Therapist, these could include grab rails, small ramps, lever taps or improved external lighting. These are often adaptations made to help prevent accidents in connection with the risks of falling or loss of hearing or vision.

Some equipment will be provided within 5-10 days. Some equipment will need to be ordered and will take a few weeks for delivery. Some minor adaptations can also be completed directly on the recommendation of the Occupational Therapist.

Home Adaptations

In some cases the only solution that can be found may be to have an adaptation to your home. We will try the simplest and most cost-efficient adaptation first, within the structure of the existing property.

If an adaptation is required, for example taking a bathtub out and installing a shower or a wet room, your case will go to the Major Adaptation Quality and Scrutiny panel at Newham Adult Social Care where the Occupational Therapist's recommendations will be presented. There may be some instances where Quality and Scrutiny will ask for further information before a decision can be made.

Council tenants

If the Occupational Therapist's recommendations are approved and you are a Council tenant, your details will then be sent to Newham's Housing Adaptations Commissioning Team (HACT) and the work will be managed by them. You will not have to pay anything towards the cost.

Home owners, private rented and housing association properties

In Newham those who own their home or rent it through a private landlord or through a housing association may apply for a Disabled Facilities Grant. The grant can pay for some or all of the cost of the adaptations to your home, as recommended by the Occupational Therapist. The Disabled Facilities Grant is a means tested grant. To apply you will need to



complete a financial assessment. As part of the assessment we will look at your income and savings to work out how much, if anything, you may need to contribute towards the cost of your adaptation. Adaptations for children under 18 years old do not require a financial assessment. Your details will be sent to the Home Adaptations for Independent Living Team at Newham Council. The team will help you to apply for a Disabled Facilities Grant and then manage the adaptation process if your application is successful. There is an online DFG means test calculator that will provide you with a estimation of your contribution towards the works which can be found here: **www.newham.gov.uk/homeadaptations**

In some cases, the Housing Association will work in partnership with Occupational Therapy to carry out the adaptation work themselves. If the work falls into this criteria either the recommending Occupational Therapist or the Home Adaptations for Independent Living Team will request this on your behalf. If you are a Housing Association tenant or privately rent, the Home Adaptations for Independent Living Team will seek consent for the works as part of the Disabled Facilities Grant process.

Will I be entitled to a Disabled Facilities Grant?

If you are renting a Council property, you will not need a grant, an approved Occupational Therapist recommendation means the cost of the work will be paid by the Council.

If you are renting privately or own your home and receive any of the following means tested benefits you will automatically qualify for a Disabled Facilities Grant:

- Guaranteed Pension Credit
- Housing benefit
- Income Support
- Income based Job Seekers Allowance
- Working or Child tax credit with an annual income of less than £15,050
- Employment and Support Allowance (Income Related)

What if I don't receive any benefits, have too high income or savings?

Go to parts two and three to read more about self-funding, part funding and loan opportunities.



Part Two

Ifyou think youcouldbenefit from equipment or adaptations to your home and want support fromSocial Services, contact Newham Adult Social Care department on 020 8430 2000, option 2. Explain a bit about your difficulties at home doing everyday tasks such as bathing and ask for an assessment to assess your needs. There is no charge for an assessment and you are entitled to one regardless of your age, income or savings.

In some cases the only solution is to have an adaptation to your home, but the approach taken is to try the simplest and most cost-efficient solutions first. The aim is for you to remain safe and independent in your home and your wishes will be respected and listened to throughout the process.

Disability Equipment

There are a number of shops, pharmacies and online companies who sell disability equipment. There are also mobility shops that specialise in equipment for disability. If you choose to purchase equipment we suggest you shop around as prices may vary. Some equipment can be high in price and it can be useful to try out different solutions before a purchase. Certain equipment can be tried out in a mobility shop before purchase.

AskSara is an online tool designed to help people carry out a self-assessment which would advise them of suitable equipment to be purchased to meet their needs. You can visit the AskSara website on **https://newham.livingmadeeasy.org.uk/**

If following your assessment the Occupational Therapist recommends equipment this will be free of charge but the choice available may be limited. If your circumstances change and you no longer need equipment given to you by the Council, please call Enabled Living Healthcare Limited on 020 3373 2222 and ask for an equipment collection.

Disabled Facilities Grants

Step 1 - Following an Occupational Therapy assessment, adaptations are recommended.

The Occupational Therapist will check finances for eligibility for a Disabled Facilities Grant.

Step 2 - Quality & Scrutiny agree that the recommended adaptations are 'necessary and appropriate'.
Your assessing Occupational Therapist will, where possible, contribute to steps 4, 5 & 6 prior to presenting your case for approval. This may mean they request financial information from you up front for a preliminary means test or they may carry out a feasibility visit with a qualified surveyor. They may also obtain quotes for some items.

Step 3 - Consent obtained from your landlord (if applicable).

Step 4 - Financial assessment carried out (where required) to confirm eligibility for grant funding. You will be asked to attend an appointment at the office in the first instance. Alternative arrangements can be made in exceptional circumstances.

Step 5 - Qualified officer carries out a survey visit to ensure that the work required is 'reasonable & practical'.

Step 6 - Quote for the work is obtained.
Step 7 - Disabled Facilities Grant application submitted by Home Adaptations for Independent Living.

Disabled Facilities Grants are administered by the Home Adaptation for Independent Living Team (HAIL) in Adult Social Care at the Council. You can only get a Disabled Facilities Grant for work after an assessment and where the Council has agreed the proposed adaptation. If you are a home owner, a housing association tenant or a private tenant, the grant may cover the cost of the work done to your property. If you rent a Council property you do not need to apply for a Disabled Facilities Grant. Disabled Facilities Grants are means tested and there is an upper limit on the amount you can get.
Here are examples of work that the Council can do for you with a Disabled Facilities Grants:

- Making it easier to get into and out of your home - for example, widening doors, removing a door threshold and installing ramps.
- Ensuring the safety of the disabled person and other occupants - for example adapting a room in the house so it would be safe to leave a disabled person unattended, or improve lighting to ensure better visibility.
- Providing or improving access to the bedroom, kitchen, toilet, bathroom facilities and the garden; for example, by installing a stairlift, widening doorways, providing wheelchair accessible kitchen facilities or a downstairs facility.
- Improving or providing a heating system in the home which is suitable to the needs of the disabled person (this does not cover repairs or replacement boilers).
- Adapting heating or lighting controls to make them easier to use.
- Improving access and movement around the home to enable the disabled person to care for another person who lives in the property.

Any work done to your property must be necessary and appropriate to meet your needs and also be reasonable and practical. This will be determined by the Council who will take into account factors such as the age and structural condition of the property, environmental concerns and any possible impact on neighbouring properties.

On some occasions we have found that due to the structure of a property the proposed adaptation is not possible. One example where this can happen is with stairlifts where stairs are too narrow.

We will keep you informed and involve you in decisions as much as possible but the final decision rests with the Council. The work will not proceed without your agreement.

The applicant (who can be a family member or someone who cares for you) must either own the property or be a tenant. Nationally there is a maximum grant limit to Disabled Facilities Grants of £30,000 for adults. Newham Council can in certain circumstances offer a discretionary top-up grant where works exceed the maximum Disabled Facilities Grant limit. The maximum grant amount awarded to children in Newham is £45,000. The amount awarded to you may range from no grant, up to the maximum grant limit towards the cost of the work. The grant awarded will depend on the outcome of the financial assessment (means test) and the value of the work required.

Financial Assessment (means tested)

All Disabled Facilities Grants (with the exception of grants for children under 18 and in Newham provision of Ceiling Track Hoists) are subject to a financial assessment according to law. The financial assessment determines how much (if anything) you will have to pay as a contribution towards the cost of the work.

The Financial Assessment takes into account your and your partner's income and savings. You will be asked to provide proof of your and your partner's income and savings. The following can be used as a guide:

- If you have an income or joint income after tax of up to £11,000 with savings below £6,000 - there is a good chance that you will not need to make a contribution to the cost of the works.
- If you have an income or joint income after tax between £11,000 and £20,000 with savings below £6,000 - the contribution you make will start from a few pounds and possibly rise to around £5,000.
- If you have an income or joint income after tax above £20,000 with savings below £6,000 - the contribution you make will possibly rise rapidly from £5,000 to tens of thousands.

If you receive any of the following means tested benefits you will automatically qualify for a Disabled Facilities Grant;

- Guaranteed Pension Credit
- Housing benefit;
- Income Support;
- Income-based Job Seekers Allowance;
- Working or Child tax credit with an annual income of less than £15,050.
- Employment and Support Allowance (Income Related)

You will have to provide proof of receiving the qualifying benefit.

State pension

If you only receive the state pension and have savings below £6,000 you will not make a contribution. You will also be eligible to receive benefits.

You will not normally get a Disabled Facilities Grant if you start work on your property before the Local Authority approves your application.

How long does an adaptation take?

The process from first contact with Social Services to finished adaptation can vary a lot, depending on how complex the case is, how much work is being done and contractor availability. If there is a waiting list for your assessment we will let you know how long this is.

You can help the Council to make sure the process moves forward as quickly as possible by doing your part:

- Make sure you give full and correct information during your assessment as all information will be checked - false or misleading information delays the process.
- Inform the Occupational Therapist on your assessment of the tenure of your property, as owner-occupiers, private and housing association tenants will need to apply for a Disabled Facilities Grant.
- Think carefully about what your problems and needs are before your assessment and make a wish list on paper for the Occupational Therapist to work from. If you are cared for by someone else it would be helpful to involve them too at this stage. Making changes or adding things to your adaptation application at a later stage will delay the case.
- If you are a homeowner and have received a Disabled Facilities Grant, you could manage the building work yourself with a building company of your own choice. This might speed up the process. This will be discussed with you at the first visit by the Home Adaptations for Independent Living Team.

Help with unexpected costs

If you are a homeowner, you might also be encouraged to carry out repairs to ensure you have a safe environment. Newham Council can assist with a grant to assist vulnerable owner occupiers with repairing obligations to undertake essential repairs. The property has to have Category One hazards or a number of Category Two hazards which collectively pose a significant risk to the household. A member of the Home Adaptations for Independent Living Team is available to answer any further queries about this grant.

You may be eligible to apply if you or your partner has been receiving Pension Credit or certain other means-tested benefits for the last six months. Budgeting Loans are interest-free and repayments are taken automatically from your benefits in regular instalments. You can apply by completing form SF500, which you can pick up from your local Jobcentre Plus office (**www.gov.uk/contact-jobcentre-plus**), request by calling **0345 603 6967** or download from **www.gov.uk/government/publications/budgeting-loan-claim-form**. If you receive Universal Credit, you will need to apply for a Budgeting Advance instead.

Don't forget to claim VAT relief

Most equipment for those disabled are VAT free, including grab handles, bottle openers, tool grabbers, seat raisers etc. and if you are disabled, building work you are having done to adapt your home might also be zero-rated for VAT. VAT for builders, info from HMRC: **www.gov.uk/vat-builders/disabled-people**

People over 60 can in some cases be entitled to a reduced 5% VAT for some building work related to energy saving and mobility aids. Find more information on HMRC's website: **www.gov.uk/vat-builders/energy-mobility**

Is moving home a better option?

An option to consider is moving to a property that would be more suitable and therefore not require an adaptation. An Occupational Therapist can advise on the Newham Relocation Assistance Policy and how the Council may be able to assist.
Or you can call Age UK (details at the end of this guide) and ask for a Housing Options booklet.

Organisations that can offer assistance to move or declutter, or help you with the process of making choices about housing can be found at the end of this guide.

An adaptation has been agreed, I am eligible for the Disabled Facilities Grant and I want to manage the work myself

Customer Adaptation Budgets (CAB)

You are a homeowner or live in an owner occupied property

For straightforward works, for example, taking a bathtub out and installing a shower or a wet room, you may wish to manage the process directly with a builder of your choice. We call this a CAB.

A CAB will provide you with greater control and may result in a quicker adaptation, however, it will mean more responsibility and therefore is not a suitable alternative for everyone. Once the works are completed and approved, the Disabled Facilities Grants will be paid directly to you to pay the builder. If following your assessment you are eligible for a grant the assessor will provide further information on the resident Adaptation Budget scheme to help you decide if this option is for you.

Additional work in excess of the DFG

You are a homeowner or live in an owner occupied property

A Customer Own Scheme (COS) is when the grant funding is added to by you in order to organise your own works.

You will be responsible for the difference in cost between the grant amount approved for the recommended scheme of works and the final costs incurred in carrying out a COS, including any unforeseen or extra works.

You will need to ensure that you have a contingency fund for any unforeseen work. If following your assessment you are eligible for a DFG the assessor will provide further information on the COS. Your own scheme of work must still meet the identified need and you will be asked to provide evidence that you have sufficient funds to pay for the works.

An adaptation has been recommended but I am not eligible for the Disabled Facilities Grant

Self-funding the adaptation

Your enhanced quality of life through an adaptation may be so great that you wish to consider self-funding as an option. Funding may be possible through savings or an equity release scheme against your property. FirstStop is an independent organisation which provides advice and information to older people, families and carers. Organisations that provide advice on finance are at the end of this document. If you do self-fund it is important to know that under the DFG legislation the Council cannot reimburse you or retrospectively approve a grant at a later date.

Choosing a builder or contractor

If you choose to self-fund, you will require a builder to undertake the work. This may be someone that you know or have used before. At the end of this guide there are contact details for a number of builders who have experience of providing home adaptations for disabled and older people. The Council does not recommend any one builder.

Points to consider when undertaking building work
Although a builder may be experienced in providing adaptations, the Home Adaptations for Independent Living Team will provide you with schemes and plans drawn up by the Occupational Therapist. It is helpful to have a list of things to think about. If you would like further information please contact Home Adaptations for Independent Living Team, their contact details are at the end of this guide on page 19.



Land Charge
If you receive a DFG for £15,000 or more, the Council will place a land charge on the property for 10 years. This means that if you sell the property within 10 years of the works completion date, then the Council can request for the sum of monies to be repaid if the grant was £15,000 or more. The maximum we can ask to repay is up to £10,000.

More information on Disabled Facilities Grants can be found at:
www.gov.uk/disabled-facilities-grants/overview

Alternatively the Council switchboard (020 8430 2000) will direct you to the Access Team if you ask for option 2. They will also be able to direct you to find information on Disabled Facilities Grants.

Council Tax reduction
You may be entitled to a reduction in your Council Tax if you or someone who lives with you needs a room which has been adapted to meet the needs of the disabled person i.e. an extra bedroom, kitchen or extra space for a wheelchair to be used indoors etc. Contact the Council's customer service on 020 8430 2000 and ask for a claim form to apply for the Disabled Band Reduction Scheme.

Warranty
All building work has a year's defects liability period from completion of work.
This means that if anything goes wrong with the installation within one year of completion of work the contractor should return and put it right. After this period you will be responsible for arranging and paying for any repairs and maintenance.

In the case of equipment such as stairlifts, through floor lifts and ceiling track hoists, an additional warranty of 1 - 10 years apply and this is dependent on tenure of the property.

In the event of death
Should the person to whom the Disabled Facilities Grant has been awarded pass away before the completion of the works, please inform us as soon as possible. The council will not generally continue to pay for the completion of the work and will only be responsible for paying for the adaptation works already undertaken. The council will leave the property in a habitable state, and every situation will be looked at on a case by case basis.

Part Three

Newham CouncilDepartments Contact Details

Newham Adult Social Care, Occupational Therapy Team
Contact the Access Team on:
Tel: 020 8430 2000 and select option 2 on the menu

Newham Council's Home Adaptation for Independent Living (HAIL) Team
Tel: 020 3373 2577
HAIL@newham.gov.uk
Home Adaptations for Independent Living Team provide advice, information and guidance on home adaptations and support with Disabled Facilities Grant applications.

Enabled Living Healthcare Limited
Tel: 020 3373 2222
www.enabledlivinghealthcare.co.uk

Enabled Living provide a number of services that help Newham residents live the life they want. They offer community equipment to support people to continue to live in their own homes. They also work with people who are visually impaired, hearing impaired, deaf and deafblind to assess and support them to be more independent, safe and confident. In addition, they assess and prescribe wheelchairs for Newham residents, who need them, to make sure they get the right chair for them. Enabled Living is a council owned company with local footprint.

Newham Council's Housing Options Service
Tel: 020 8430 2000
Hsg-HOC Public mailbox
This Council service will be able to provide advice and support if you live in a Council home or in a housing association property and are under-occupying (you have more bedrooms than the government says you need).

Newham Debt Advice
www.newham.gov.uk/Pages/Services/Debt-problems-how-to-sort-them-out.aspx
The Council also has advice pages for residents who require debt advice. This page is from the Council website.

MoneyWorks
Tel: 020 8430 2041
www.newhammoneyworks.co.uk/
MoneyWorks offers tips on how to reduce debt and take control of your finance. They also offer a range of low-cost, affordable loans working in partnership with London Credit Union.

Newham Network Telecare Service
Tel: 0208 534 8626
www.newham.gov.uk/Pages/Services/telecare.aspx
Telecare is a personalised alarm system which supports people to stay safe and to continue to live independently within their own homes. It also provides support and reassurance for carers and family members.

Organisations that can provide information, advice and support

AGE UK
Tel: 0800 169 56 56
www.ageuk.org.uk
Age UK provide a wide range of information and support for older people and their carers. This includes a wide range of topics such as Housing Options, finance, home adaptations and what to consider when buying equipment, for example a stairlift.

Alzheimer's Society
Tel: 0300 222 1122
www.alzheimers.org.uk/get-support/staying-independent
The Alzheimer's Society has produced information on dementia friendly home environments.

BEN
Tel: 01344 298 100
www.ben.org.uk
BEN exists to provide care, support and advice for people, and their dependants who have worked in the automotive industry. They offer support with the cost of specialist disabled equipment or funding respite breaks.

BHTA
Tel: 0207 702 2141
www.bhta.com/consumers-and-the-bhta/
The British Healthcare Trades Association is a consumer protection organisation. If you purchase any equipment to help you such as a mobility scooter, ensure that the supplier is BHTA registered.

Branch Properties - London area
Tel: 020 3475 4022
www.branchproperties.co.uk
An independent property finding service offering assistance finding adaptable and accessible homes. They also offer a service to facilitate private adaptations to make potential properties accessible for renting or purchasing once a property has been identified.

Care&Repair (in conjunction with Silverlinks)
https://silverlinksprogramme.wordpress.com/resources-for-older-people/
Together Care & Repair and Silverlinks have produced a range of guides to enable older people with long-term health conditions and their carers to think through the housing implications of the long-term condition.

FirstStop
Tel: 0800 377 7070
www.firststopadvice.org.uk
An independent, free telephone service offering advice and information about housing and care options to older people, their carers and families. They have a wealth of expertise and can help you explore what options may be open to you. They have local branches so in many cases may be able to offer a home visiting service.

Friends of the Elderly (FOTE)
Tel: 020 7730 8263
www.fote.org.uk/our-charity-work/grants-2/
A charity dedicated to providing support for older people in Newham. They offer one-off grants to help with adaptations and mobility aids.

Housing care advice and search
www.housingcare.org
An independent, free service offering advice and information about housing options to older people, their carers and families. Their website contains details of specialist accommodation and a directory of home services that can help you to remain independent at home. An interactive online self-help tool can help to assess potential issues and problems with housing and living environments and give you advice on local organisations to contact for help.
Helpful fact sheets: www.housingcare.org/information/publisher-23740-firststop-advice.aspx

London Rebuilding Society (LRS)
Tel: 020 7997 7333
www.londonrebuilding.com
A not-for-private-profit organisation that supports low income homeowners to improve their homes. They operate home improvement schemes called Equity Release, if you need to make repairs but cannot afford to do so. They have surveyors and will work with Occupational Therapists.

SSAFA Forces Help
Tel: 020 7403 8783 / 0800 731 4880
www.ssafa.org.uk
A national charity providing financial, practical and emotional assistance to anyone who is currently serving or has served in the Army, Navy or RAF, and their families.

The House Shop
Tel: 0800 048 8910
www.thehouseshop.com
A company that offer a service marketing accessible/adapted properties.

TrustMark
www.trustmark.org.uk
TrustMark is a government-backed scheme that provides consumer protection from failed building works. To join TrustMark, contractors have to work to a set of minimum standards. TrustMark has a postcode search facility so that you can find out which contractors are registered in your area. Contractors can only join TrustMark via specified scheme operators of which IBS (Independent Brokerage Services CIC) has a particular focus on those companies working to provide adaptations to older and disabled people.

Turn 2 Us
www.turn2us.org.uk
Is a charity that via a website provides information to help individuals to access the money available to them from benefits, grants and other help.

UK homeswap housing exchange (UK wide)
www.ukhomeswap.co.uk
UKhomeswap is an organisation that provides mutual exchange advertising of Council/ Housing Association properties across the UK. Those needing more accessible housing participate in bidding which can be assisted following registration. Properties are matched to the needs of the individual and viewings arranged.

Warm Home Discount
www.gov.uk/the-warm-home-discount-scheme
Warm home discount is an annual discount of £140 on the utility bill for people on Guarantee Credit element of Pension Credit and for those on certain benefits. Contact your electricity supplier to apply. Some suppliers will take your details over the phone and send you a form in the post to fill in and return, some will make a decision during the phone conversation.

Contractors with Experience Providing Home Adaptations

Contractors	Postcode	Tel. No.
Advanced Building & Maintenance Ltd	RM15 4YA	01375 390 198
Avenue Property Construction Ltd	E14 8PX	07912 090 336/0207 422 0043
Designserve Ltd	ME10 4EN	07545 212 622
Mountfield Services Ltd	SS13 1EP	01268 451 886
TJ Building Services	RM20 3DA	07545 212 622
Topman Construction Ltd	RM11 1BS	01708 500 362/07870600328

THIS LEAFLET IS AVAILABLE ONLINE AND AT NEWHAM RESIDENT SERVICE CENTRES, AND YOU CAN GET A COPY POSTED TO YOU BY CONTACTING NEWHAM COUNCIL ON 020 8430 2000 (SELECT OPTION 2)



Home Adaptations Overview

Introduction

We know that it can take a few months to receive your home adaptations, as there are a number of stages. Some of these stages can take a number of weeks to complete. This document will give you an overview of the various stages, to help you know the stage you are at. Any terms in **BOLD** are explained at the end of this document.

What is a DFG?

Disabled Facilities Grants (**DFGs**) fund home adaptations for residents who have a permanent and substantial disability and who either own their home, or rent it either privately or via a Housing Association. Adaptations can help to make it easier and safer to do everyday tasks.

It is important the Council uses any public funds wisely; therefore, **OT** recommendations will always represent best value for the Council. Legislation says that where possible the resident's needs should be met within the existing building. The Council must agree that the OT recommended works are 'necessary and appropriate'. The required work will also have to be 'reasonable and practicable' for funding to be approved. DFG works are subject to a **test of financial resources.** Here is the DFG calculator Home adaptations – Newham Council All requests for adaptations will require an assessment by Adult Social Care. Usually an Occupational Therapist (OT) undertakes the assessment**.**

Step 1 - Contact Adult Social Care	
Newham Council website will provide details of how to do this and if an OT assessment is required.	Homeadaptations – Newham Council

Step 1 - Contact Adult Social Care	
OT assessment undertaken to identify what you wish to do, and what you can do for yourself Where major adaptations are identified, a **scheme** & drawing will be prepared for your agreement & quotes for equipment will be obtained DFG calculator / test of resources or proof of receipt of a means tested benefits	There is currently a waiting time for an assessment of 5 months. We are working hard to reduce this. 4-6 weeks from major adapts being identified* Home adaptations – Newham Council Return to OT in 2 weeks

COS feasibility visit if resident wishes to explore this option OT obtains approval of assessment OT makes referral to appropriate team to arrange to complete the works	1-2 weeks 1-4 weeks depending on complexity* This overview only deals with referrals into the **HAIL team**

Step 3 - HAIL Caseworker Intervention	
Action	**Approximate Timescale**
Completion of DFG application form & tenant's certificate (tenant's certificate not required for those who own their property) Obtain owner's consent to works Financial Assessment or obtain proof of means tested benefits – you will be notified of any contribution payable to decide whether or not you wish to proceed	Depending on tenure • O/O – at same time as other Depending on tenure • **O/O** – at same time as other • **RSL** – 2-4 weeks • **PR** – variable depending on cooperation of landlord Within 1 week of resident providing the required information

Next steps depend on the type of recommendation

Equipment Only	**Straight Forward Adapts**	**Complex Adapts**
E.g. Stairlift Ceiling Track Hoist (CTH) Through Floor Lift (TFL)	E.g. Wet room Ramp Over bath shower	E.g. Remodel property layout Extension

*Large scale works could take considerably longer & £30k process may be applicable

Equipment Only e.g. Stairlift, CTH, TFL	
Your point of contact in the HAIL team is the allocated Caseworker	
Action	**Approximate Timescale**
If a contribution is payable – invoice issued to the resident to pay	Within 1 week of resident agreeing to the contribution
Caseworker submits the grant application and orders the equipment	Within 2 days of receipt of contribution
Supplier arranges an installation date directly with the resident	Depending on equipment type • straight track stairlift: 4-6 weeks • curved track stairlift: 8-12 weeks • automated openers: case specific • CTH: 4-6 weeks • TFL: 8-12 weeks
Caseworker / OT calls or visits resident to ensure the installation is satisfactory	Within 1 week of being notified of installation
Straight Forward Adaptations e.g. wet room, ramp	
Your point of contact in the HAIL team is the allocated Surveyor	
Action	**Approximate Timescale**
Work tendered out	There is currently a waiting list of about 10-12 weeks from Caseworker intervention
Bids received from contractors and work is awarded to the winning contractor	1 week
Contractor carries out survey visit at resident's home and submits quote to the HAIL team for approval	Within 2 weeks of award
Quote is checked and approved by HAIL surveyor (revisions may need to be requested)	Checked within 1 week of receipt, if revisions are required, longer to approve
If a contribution is payable – invoice issued to the resident to pay	Within 1 week of quote being approved
Grant funding arranged and start date requested	Within 1 week of receipt of contribution
Contractor arranges a start date directly with the resident and informs HAIL	Start date to be arranged within 4 weeks of grant approval – work is expected to take about 2 weeks to complete
Surveyor calls or visits resident to ensure the installation is satisfactory	Within 1 week of receiving completion documents

Complex Adaptations e.g. extensions, remodelling of property	
Your point of contact in the HAIL team is the allocated Surveyor	
Action	**Approximate Timescale**
Surveyor carries out a survey visit and measures up in order to prepare plans of existing and proposed layouts for agreement with both the OT & resident	8-12 weeks
Agreed plans submitted for planning approval	8-12 weeks
Surveyor obtains as required: • Party wall agreements from resident's neighbours • Thames Water Build Over permission • Structural Engineering Calculations	3-6 months
Preparation of Tender Documents	6-8 weeks
Work put out to tender (this will require all tendering contractors to visit the property)	4-5 weeks
Tenders received & checked. Work awarded to the winning contractor	1 week
- Over £30k process may be applicable and other funding streams may need to be found	6 months
If a contribution is payable – invoice issued to the resident to pay	Within 2 weeks of all supporting documents & funding in place
Grant funding arranged and start date requested	Within 1 week of receipt of contribution
Contractor arranges a start date directly with the resident and informs HAIL	4-6 weeks from grant approval
Surveyor carries out site visits as required to oversee the work on site	As required
Surveyor calls or visits resident to ensure the installation is satisfactory	1-2 weeks after contractor finishes on site

Terms Explained

- DFG – Disabled Facilities Grant – Home adaptations – Newham Council

- OT – An Occupational Therapist is a professional. OT's work for the Council. They will ask you to show them how you do everyday things around your home and what is most important to you.

- **Test of financial resources** – This is where we ask to see your income and savings to see if you are eligible to receive the DFG.

- **Scheme** – The plan of the adaptations work with measurements
- **HAIL team** – Home Adaptations for Independent Living team at the Council
- **HAIL Caseworker** – The person who will support you with the DFG application and completing the test of resources
- **O/O** – Owner Occupier
- **RSL** – Registered Social Landlord (Housing Association)
- **PR** – Private Rent
- **Adapts** – short for Adaptations
- **COS** – Customer Own Scheme – if you wish to top up the grant to carry out more extensive work than recommended by the OT

Major Adaptations – What You Need to Know

We appreciate major construction work can be stressful. Please take the time to read the following information that we hope will help prepare you for what to expect.

Before Works Begin	
What Is Included in the Grant? Each person and recommended adaptation is unique. The OT will make a recommendation based on your individual needs. This recommendation is the basis for what will be included in the grant funded works. We cannot change the agreed OT recommendations. Grant funding will only cover the cost of standard items, however if you wish to top-up the grant funding to 'upgrade' any particular item please discuss with your contractor* **The following is a guide only:**	
Item	**Comment**
Tiling of the shower area	Plain white tiles in the shower area are allowed for in the grant, but if you want your bathroom fully tiled or you want more decorative tiles, this is your responsibility and you will need to agree a price directly with the contractor for alternative tiles or additional tiling at the time of the survey*^
Tiling of the whole bathroom	Yes, you may end up with two types of tiling. If you wish to op-up for additional tiling please discuss with your contractor
Douche	We generally do not fit these under the grant as other options are preferable to meet hygiene needs – please discuss with your contractor if you wish to have one
Replacement toilet or wash hand basin	If required to meet your need, for example a raised height toilet, a replacement item will be provided under the grant. If not required to meet your need, your existing toilet & wash hand basin will remain. If you wish to self-fund replacement items or want to top- up the grant funding to choose a more decorative item please discuss this with your contractor*

Repairs & Maintenance	The grant will not cover general repairs required to your property. If identified, we will inform you of repairs that should be carried out
*You will need to discussyourpersonal preferences with the contractor **on their survey visit sopleasehavea think about this in advance**. Please note that contractors will not be able to carry out any requests made after work has started. **The contractor may request funds upfront for additional items requested.** ˆ Please note that porcelain tiles require specialist equipment & fitting so will incur greater costs. Some contractors may refuse to fit.	

Parking Permits

Contractors are unable to apply for parking permits for you. Only the resident can do so using an online system called MiPermit.

You, or someone who supports you, will need to set up a MiPermit account and apply for parking permits for the contractor.

We will not ask a contractor to visit until you have confirmed that you have set up a MiPermit account. Delay in setting up the account may delay the works starting.

Once a start date is agreed, the contractor will provide you with the registration number of their vehicle(s) so that you can apply for the permit(s) as required.

The contractor will reimburse you the cost of the parking permits.

During Works On Site

Do I need to move out?

Although, there will be some noise and dust associated with the works, our contractors will do their best to keep this contained and most people will not need to relocate for the duration of work.

Will I be able to use my toilet?

Most of the time, yes. Just let the contractor know when you need it.

It is likely that your toilet will need to be disconnected for a short while to allow flooring to be laid. Our contractors will always let you know before they do this.

If required, your OT can arrange for you to have a commode for the duration of work**.**

What about dust?

Our contractors will use protective coverings to protect your home and will clean the area to a reasonable degree on completion of work.

However, it is not possible to carry out construction work without some dust residue left around the house and we would expect you to deal with this as you do your usual cleaning.

What will my contractor require?

Your contractor will need to use

- your electric supply
- your toilet

What if other problems arise?

In the majority of cases, the work completes with no issues. On occasion though, construction work reveals existing problems that require attention.

For example, removal of bathroom tiles may reveal that there is a damp problem or structural issues or installation of a new radiator may reveal a problem with your existing boiler or central heating system.

We will always do our best to achieve a satisfactory outcome and leave you with working facilities; however, works not covered by any available grant funding may be required to ensure they continue in good repair.

This may be a damp-proof course, boiler repairs, or leaky roof repairs.

If possible, we will make sure you know what work is required so that you or the property owner can follow up.

Please note that we will not hold our contractors to be responsible for the failure of facilities if the homeowner has not carried out identified repairs.

After Works Are Completed

What about maintenance?

All construction work has a defects liability period during which the contractor must return to put right any defects with the installation.

However, all facilities require ongoing maintenance to keep them in good condition and this is your responsibility.

The contractor is not responsible for repairs due to wear & tear or accidental damage. When any warranties and/or the defects period have ended, you will have to arrange & pay for any required repairs. You may wish to obtain an additional servicing contract for your stairlift or other equipment with the supplier. It is our expectation that your disability benefits contribute towards costs of this nature.

How much will my new pump / fan / shower / stairlift cost to run?

It is very important to **keep your pump and/or extract fan turned on**. Failing to do so can cause excess humidity that can lead to mould or flooding!

These items are designed to be kept on to work effectively and are therefore very cost efficient to run; for example, the manufacturer of our preferred extract fan has informed us that the running costs for the fan is circa £2 annually.

How much do electric showers cost to run? This depends on the wattage of the shower unit as well as your electricity tariff, but as a guide an 8.5kWh shower unit at the current (1 April – 30 June 2024) energy price cap of 24.5p per kWH (source: Ofgem) will cost approximately 17p for a 5 minute shower.

Don't unplug your stairlift: When in use, your stairlift uses up very little energy and unplugging the machine can damage the battery pack, so leave it all turned on, and you should get longer out of your battery life.

Depending on the stairlift model and the rail length, it will cost approximately £35 - £55 to run annually.

Will I have to pay call-out charges?

Stairlift

We pay for extended warranties on equipment provided so that you can enjoy peace of mind. However, these warranties are limited. You can find details of what the warranty does or does not cover on your warranty certificate.

There is a trouble-shooting guide in the user manual. We recommend checking this before calling out the supplier as the supplier can charge a fee for a 'non-fault' call-out. Pump / Shower Unit

You will be provided with instructions on how to care for the installation; however, if you call out the contractor and the issue is found to be user error e.g. you have not maintained or cleared out the gulley as instructed you may have to pay a call out charge!

Mixer Showers & Water Temperature

As the temperature of the incoming water supply changes with the seasons, this can affect the temperature of the shower.

Winter - As we move towards Winter and the colder months, the incoming water supply becomes cooler. This can cause a corresponding drop in the shower temperature. **Summer** - As we move towards Summer, the incoming water supply will be warmer. If the incoming water is heated up in a Combi boiler, this could cause the shower to run 'too hot'.

Seasonal effects can sometimes be wrongly assumed to be a product fault e.g. "my shower isn't working", or "my mixer shower is running too hot or too cool".

Therefore, it is important to remember that during the summer the settings of the shower can normally be set to cooler temperature then you would have them in winter while still achieving good results.

Will Newham Council put a land charge against my property?

Under DFG legislation, we can register a land charge against your property.
This means that some or all of the grant funding could be repayable to the council if you sell or transfer your property to a new owner.
We understand that this can sound scary so want to make sure you are aware of the following:

1. In Newham, we only put a charge against a property when the amount of grant funding awarded is £15,000 or over.

2. Most of the grants awarded are less than the maximum grant amount of £30,000 and fall under what we call ‘mandatory’ grants.
Mandatory Grant Funding (up to £30,000)
• The maximum amount repayable on a grant up to the maximum of £30,000 is £10,000
• Time after which the charge will be removed: 10 years

3. Where the works required are likely to cost over £30,000 we will arrange to discuss alternative funding options with you. However, if discretionary funding is agreed the land charge for this funding is dealt with differently
Discretionary Grant Funding (anything over £30,000)
• Any and all discretionary grant funding awarded is repayable
• Time after which the charge will be removed: Unlimited

4. When notified of a change of ownership, the council have the discretion to collect or not. The council will consider each case individually.

We would love to hear from you!

We hope this brochure has been helpful to you when considering applying for a home adaptation.
We would be delighted to hear from you - did you find all of the information useful to you, did you miss anything or was some of it not relevant to you? Please tear this page off, fill in the form, pop it in an envelope and send it to:

The Home Adaptation for
In- dependent Living
(HAIL) Team The
Community Resource
Centre
200 Chargeable Lane
London
E13 8DW

1. Did you find the Disability equipment and home adaptations brochure useful?

Yes: ❑

No: ❑

More:

2. Was there any information that was unclear or you did not understand?

Yes: ❑

No: ❑

More:

3. Is there any information you would have liked to see that was missing in the brochure?

Yes: ❑
No: ❑

More:

4. Are you planning to have an adaptation to your home, are you currently having one or have you had one in the past?

I am planning to have an adaptation: ❑
I am currently going through the process: ❑
I have had an adaptation in the past: ❑
No, I will not be having an adaptation: ❑

More:







Call-out Charges & AbortiveCosts – Resident Agreement

NAME:	
ADDRESS:	

DFGs fund home adaptations to make carrying out daily activities easier and safer if you have a permanent and substantial disability.

You have been referred to the Home Adaptations for Independent Living (HAIL) Team because an Occupational Therapist has assessed you and recommended major adaptations.

You should have already signed a consent form from the OT agreeing to the adaptations described below:

Abortive Costs

If you change your mind about wanting the recommended adaptations after we have placed the order or do not allow access when the contractor arrives to carry out the work you will be liable for any abortive costs resulting from this.

For equipment only: I understand that I may be liable for an additional cancellation fee should I change my mind following completion of installation.

Call-out Charges

All work carried out is under warranty for at least one year from completion of work and in many cases we provide an extended warranty. This means that if anything goes wrong with the installation within one year of completion of work the contractor should return and put it right.

No fault call-outs are not covered under the warranty and will incur a cost to you as the customer.

This means that if you report a problem that is unrelated to the work we carried out or has happened because you have not used or maintained the facility properly, you will be responsible for paying any resulting call-out or repair costs.

By signing below, you confirm that you have understood the above.

DATE:	**RESIDENT SIGNATURE:**

RESIDENT CHOICES & CONSENT TO TECHNICAL ASPECTS OF WORK
Note to Resident: The contractor should discuss the following items with you and provide you with the name and contact details of your allocated HAIL Surveyor.

If you have any questions or concerns, please ask for them to be explained or contact your allocated surveyor as soon as possible.

ADDRESS:

OVERALL SCHEME & LAYOUT
Note: You will have been provided with a copy of the OT's recommended scheme & layout for the proposed adaptations. Subject to technical feasibility we must adhere to these recommendations and OT approval will need to be obtained for any changes required to the proposed scheme or layout.

FLOORING		
Resident Information: The layout & type of flooring will depend on the OT recommendation. You can choose your preferred colour from the choices available.		
Flooring Layout:	☐ CAP & COVE	☐ BUTT JOINT
Flooring Type:	☐ ALTRO AQUARIUS	☐ ALTRO WALKWAY
Colour:		

TILING		
Resident Information: The grant will fund a maximum amount of 11sqm of standard white tiles. This may not be enough to fully tile your bathroom. If you would like additional tiling or would like to choose your own tiles, you can agree to pay for the difference in cost privately. Please discuss with the contractor. Porcelain tiles create additional labour costs as it is hard to work with. Some contractors will not fit porcelain tiles.		
Amount of Tiling to be included in Grant (maximum 11sqm):		
Does the resident want extra tiling done at their own cost? YES ☐ NO ☐ If YES, amount:		
Style and Size of Tile:		
Colour:		
Border Colour:		
Resident Supplying Tiles: YES ☐ NO ☐	To be purchased before work starts	

DECORATIONS

Resident Information: If the OT specification requires the door to be changed, we cannot guarantee an exact match to your existing doors.

You can choose to purchase your own choice of door by topping up the funding available. This will need to be agreed before works start on site.

Wall Colour:

Ceiling Colour:

Woodwork Colour:

Is the bathroom door to be replaced? YES ☐ NO ☐

If YES, attempt to match colour & style of other doors in the vicinity. Customer may wish to top up for a specific door.

Does the resident wish to purchase their own choice of door? YES ☐ NO ☐ N/A ☐

SHOWER UNIT

Resident Information: Your preference will be considered wherever technically possible.
Please note that a thermostatic shower with a maximum temperature of 43° will be fitted as standard.

An electric shower can overheat if used for long periods at a time causing it to cut out to cool down. It may not be suitable for multiple users or if you tend to shower for longer than 20 minutes at a time.

☐ MIXER	If mixer is preferred, is boiler suitable?	YES ☐	NO ☐
☐ ELECTRIC	If electric is preferred, number of users	☐	

SHOWER TYPE

Resident Information: The layout, size & type of shower tray is specified within the OT recommended scheme of works and will take into consideration your potential long-term needs. This means that level access is often preferred to a stepped shower tray.

☐ LEVEL ACCESS	☐ LOW LEVEL TRAY	☐ OVER BATH

PUMP

Resident Information: A pump will always be avoided if possible. However, in some cases a pump will be needed. **Pumps make noise when functioning and they must be left on to avoid flooding. Please note that by signing this document you are agreeing to a pump being installed if required.**

Is a pump required?

	☐ Yes	☐ No	☐ Maybe

WC	
Resident Information: If it needs replacing, the type of WC will be included in the OT specification of work. A certain type may be requested to ensure compatibility with any equipment you use. Your contractor will be able to show you pictures of the different types of WC as mentioned below.	
WC replacement included in OT recommendation?	YES ☐ NO ☐
☐ Close Coupled	☐ Low Level Cistern
☐ Push Button Flush	☐ Spatulate Handle Flush

WASH HAND BASIN		
Resident Information: If it needs to be replaced, the type of WHB will be included in the OT specification of work. Your contractor will be able to show you pictures of the different types of WHB as mentioned below. **Vanity Units:** We do not fit vanity units as part of the grant funded works. If the WHB needs to be replaced and you have an existing fitted vanity unit, it will be removed and not replaced. If you wish for a replacement you will need to fund this privately. Please discuss with the contractor.		
WHB replacement included in OT recommendation?	YES ☐ NO ☐	
☐ Wall Hung	☐ Pedestal	☐ Corner

PRIVATELY FUNDED WORKS
Resident Information: If you wish, the contractor may agree to carry out additional works privately alongside the grant funded works. The contractor may request funds upfront for this.

Any additional Comments:

Name of Person Signing:	
Relationship to Resident:	
Date:	Signature:

Notes

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