

A Guide to the **Adaptations Service**



What is an adaptation?

Long term illness or disability may mean that you or a family member need a few changes to your home. An adaptation could make a big difference to your comfort or quality of life.

An adaptation is a piece of equipment or alteration including:-

- Grab rail
- Hand rail
- Access Ramps
- Walk in shower
- Lever taps
- Wheelchair access kitchen
- Special bathroom equipment
- Stair lifts and lifting equipment

Our Commitment means that we will:

- Make the application process as simple as possible
- Set aside money each year to provide aids and adaptations
- Aim to process requests quickly
- Work with local authority partners to secure Disabled Facilities Grant where needed
- Fast track requests for small aids and adaptations through our repairs service
- Service stair lifts and hoists every 12 months (there may be a charge for this)
- Not refuse permission for major works to be carried out without good reason

How to apply

You can apply for an adaptation by contacting us at **0333 200 7304** or email **info@platformhg.com**

We will acknowledge receipt within 7 calendar days.

If there is a lot of work needed usually costing over £1,000 you will need to contact your local authority to request a Disabled Facilities Grant (DFG) and an Occupational Therapist assessment.

The £1000 limit varies by local authority and if you need to know what applies in your area or contact details of your local authority department please contact us at **0333 200 7304** or email **info@platformhg.com**

There is usually a high demand for this service and the average waiting time varies by local authority. Typically it can be a few months or up to a year.



How we can help

We want to meet your needs and make your home as suitable as possible and need to consider several things before making a decision to go ahead or give approval for major works

Sometimes we may not be able to approve your request for a number of reasons including the unsuitability of your home to accommodate the work that is required. In these circumstances we will help you find a more suitable home and do our best to make sure you are happy with your new home.

What we won't be able to do

- Install aids and adaptations in homes where there is a live application for the Right to Buy or Right to Acquire Schemes
- Install equipment in shared ownership or market rented properties
- Pay for medical evidence
- Progress requests where there has been a serious breach of tenancy
- Undertake adaptations to alleviate overcrowding
- Install equipment that is unsuitable or impractical
- Install equipment in homes that we are planning to sell or demolish
- Allocate homes that are unsuitable for a customer's needs

What Happens Next?

This depends on the type of adaptation. Requests are given priority, size, urgency and cost. Hospital discharge is given the highest priority.

Minor adaptations

These are simple aids and adaptations that cost less than £1,000 per property for PHG to complete. Examples include hand rails, grab rails and small access ramps. Requesting a minor adaptation is a simple process and can be started by contacting **0333 200 7304** or email **info@platformhg.com**



Major Adaptations

These are adaptations that cost over £1,000 such as adapted kitchens and bathrooms. Because of differing funding arrangements, requests are a little less straight forward as they may need to be referred to your local authority for funding through a Disabled Facilities Grant. Demand for this type of request is very high with hospital discharges given priority. Other types of request are generally undertaken in date order.

For those eligible requests only in the Worcester City Council area which are funded by PHG you can expect the **5 steps** below:

Step 1

We receive an Occupational Therapist referral. We will write to you within 7 calendar days confirming we have received it.

Step 2

We will contact you to talk to you about your needs and options available. We will do this within 7 calendar days of sending the letter in step 1.

Step 3

We will carry out a survey to assess the nature, suitability and cost of the work. Your request will then be added to our waiting list and we may want to offer you options if there is suitable alternative accommodation available. Depending on demand it may be quite a while before you hear anything from us.

Step 4

You will receive a letter confirming the name of the contractor and planned start and finish dates. Once started one of our technical staff will visit regularly to ensure you are satisfied with progress and answer any queries you may have.

Step 5

After the work has been completed we will ask you to complete a satisfaction survey, the results of which are used to further improve our aids and adaptations service.



Frequently Asked Questions

Do I have to pay for the minor adaptation work to be completed?

No, minor adaptations up to £1,000 will be paid for by us, subject to meeting our criteria. Some minor adaptations can be agreed over the phone, for example lever taps.

Do I have to pay for major adaptation?

Once assessed and approved, major adaptations will usually be funded through a Disabled Facilities Grant dependant on whether you meet the eligibility criteria and pass their financial assessment.

How do I request a minor adaptation?

You can request a minor adaptation by contacting PHG on **0333 200 7304** or email **info@platformhg.com**

Will I need to be referred to an Occupational Therapist before I can have the adaptation work completed?

For major adaptations you will need an Occupational Therapist referral, or if the request for minor adaptations is complex you may need to get an Occupational Therapist to assess you.

How long will it take for a minor adaptation to be completed?

We aim to complete all our minor adaptations within 21 calendar days from your request. More complex jobs may take longer.

Will I need an occupational referral for a major adaptation?

Requests for a major adaptation will always need to be accompanied by an Occupational Therapists assessment.

Will I have to pay for an Occupational Therapist assessment?

No, this assessment is free of charge.

How long will it take for a major adaptation to be completed?

The whole major adaptation process can be very long due to high demand on this service. We have no influence on how long it can take the Local Authorities to process Disabled Facilities Grant Funding, some are quicker than others. We say it takes up to 12 months to fit a major adaptation.

Frequently Asked Questions (continued)

How can I find out what's happening with my request for a major adaptation?

Most major adaptations are part funded by Disabled Facilities Grants therefore you can call the Local Authority direct for an update or you can call PHG on **0333 200 7304** or email **info@platformhg.com**

How will I know when the adaptation is being fitted?

Where the LA is carrying out the adaptation, they will keep you informed. Where the work is being managed by PHG either we or our contractor will keep you informed.

Will you always be able to meet my request for an adaptation?

No, sometimes it is not practical for us to carry out adaptations to your home, because of its size, construction, location or the amount of adaptations required. In these situations, we may encourage you to move to a property more suited to your needs, or one that is more easily adapted.

Are there any aids platform housing group are not able to help with?

Yes, we are unable to provide bathing aids, commodes, toilet frames, chair raisers these are provided by social services. We will let you know if this is the case and will be able to direct you to your local authority or health authority who may be able to assist.

What happens if my request for a disabled facilities grant is refused?

If your request for a Disabled Facilities Grant is refused, PHG may be able to fund the adaptations for you, subject to available budget and specific approvals.

Do I need to ask for permission to platform housing group to adapt my property if I am funding the adaptation myself?

Yes, you must ask for permission before making any major adaptations to your home by calling **0333 200 7304** or email **info@platformhg.com**

Will I be asked for feedback following completion of my adaptation work?

Yes, a member of PHG staff will call you to carry out a satisfaction survey to obtain feedback to improve our services. These surveys are optional.

If I am in rent arrears will my major adaptation be approved?

This will be dependent upon the amount of rent arrears and if you have been issued with a formal notice.