



A GUIDE TO...

Aids and Adaptations in Your Home

TRANSFORMING HOMES, LIVES AND NEIGHBOURHOODS



Trent & Dove Housing recognises that many of its customers and potential customers have different requirements due to their own disability or that of a family member.

We work closely with Social Services Disability Team, East Staffs Borough Council and The Home Improvement Agency at Orbit Housing, who carry out some of the work on behalf of ESBC, to provide aids and adaptations for people with a disability to assist them with their day to day living. This not only helps people maintain their independence but can also greatly improve their quality of life.

This leaflet explains what type of service we can provide and who else may be able to help.

Where to start

The first thing you should do is contact us and speak to your Area Manager or the Support and Disabilities Manager. They will tell you whether you will need to be assessed by an Occupational Therapist, or whether we may be able to help you following a basic letter from your GP or a visit from one of our Maintenance Officers. If you require an assessment from an Occupational Therapist, a referral can be made to Social Services by us on your behalf, or you may contact them yourself on 01283 233460.

The Assessment Process

A referral to Social Services for an assessment by an Occupational Therapist will be necessary if the type of adaptation being requested is classed as a major adaptation.

Some examples of major adaptations are:

Level access showers

Stair Lifts

Ramping to allow wheelchair access

Mechanical hoists and lifts

The assessment process is under the control of Social Services and will look at the long term need of the applicant. It will be carried out within your home and Social Services will send you a copy of their recommendations. The decision as to whether the work is necessary will be based on the outcome of this assessment.





Major Adaptations

If the recommendations from the assessment confirm the need for a major adaptation, an application will be made to East Staffordshire Borough Council for a Disabled Facilities Grant (DFG). A representative from East Staffs Borough Council or The Home Improvement Agency will contact you to carry out a means test (financial review) to assess whether full funding for the work will be made available or whether you must contribute towards the work. If the test finds that you must make a contribution, you will be informed at this stage. If the grant is approved, East Staffs Borough Council or The Home Improvement Agency will write to us to ask for our written permission for the work to go ahead. If the cost of the work is estimated at less than £4,000, they may also request that funding is made available from our Disabled Adaptations Budget. We reserve the right to refuse permission for a major adaptation if we feel that it would be inappropriate for your property.

If permission for the work is given, the installation process is then in the hands of The Home Improvement Agency. Once work is complete, they will contact us and a full inspection will be carried out. All manufacturers' warranties, guarantees, maintenance agreements or insurance documents should be passed to us. We will generally repair and maintain DFG funded aids and adaptations unless there is evidence of misuse or neglect. We will not however, maintain any items which have been fitted by you or a private organisation and strongly recommend that you have breakdown cover with any such item.

Minor adaptations

If the type of adaptation being requested is classed as a minor adaptation and will cost below £4,000 and there is money available, we may be able to help you directly. A maintenance officer will visit your home to ensure we are able to carry out the work and to prepare a quote. We may ask for supporting

evidence from your GP, to ensure we meet your requirements fully.

Some examples of minor adaptations are:

Grab rails

Stair rails

Lever taps

Half steps

If we install such items, we will take full responsibility for maintaining or replacing them.

If we have already spent our annual budget for aids and adaptations by the time you apply, your request will be carried over into the next financial year, subject to approval and future funding being available.

Need more help?

If you would like to know more about aids and adaptations, or are not sure how to proceed with a request, you can speak to the Support and Disabilities Manager. Call us on 01283 528528, email us at enquiries@trentanddove.org or write to us at the address on this leaflet.

If you would like information in another language or format, please ask us

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - *Hindi*

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - *Farsi*

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - *Urdu*

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - *Polish*

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - *Kurdish*

OTHER LEAFLETS AVAILABLE

How to Apply for a Garage

How to Deal with Anti-social behaviour or Nuisance

A Guide to Paying your Rent

How to Terminate your Tenancy

A Guide to Annual Safety Checks & Service Programme

Your Guide to Finding a Home

A Guide to Keeping Pets in your Home

A Guide to Making Alterations & Improvements

A Guide to Making Compliments Comments & Complaints

A Guide to Reporting a Repair

A Guide to Becoming Involved

Service Standards and Customer Care

Welcome to Trent & Dove Housing



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