



Telford & Wrekin
COUNCIL



Home
Improvement
Agency

Making Homes Warm, Safe & Secure

Occupational Therapy Team, Adult & Consumer Care



Adapting your home to meet your needs

A six-step guide for people with a
physical disability, and their carers, on
how to get adaptations for your home.

改造您的住家來適應您的需求

殘障人士與其護理人員如何獲准改造住家的六步驟指南

ਤੁਹਾਡੇ ਘਰ ਨੂੰ ਤੁਹਾਡੀਆਂ ਜ਼ਰੂਰਤਾਂ ਦੇ ਅਨੁਕੂਲ ਬਣਾਉਣਾ

ਸਰੀਰਕ ਤੌਰ ਤੇ ਅਯੋਗ ਅਤੇ ਉਹਨਾਂ ਦੀ ਸੰਭਾਲ ਕਰਨ ਵਾਲਿਆਂ ਲਈ ਇਸ ਸਲੀਮ ਦੇ ਕਿਸ ਤਰ੍ਹਾਂ ਯੋਗ ਹੋਣਾ ਹੈ
ਬਾਰੇ ਛੇ ਪੜਾਵਾਂ ਵਾਲੀ ਕਾਈਡ

آپ کے گھر میں آپ کی ضروریات کے مطابق سہولیات فراہم کرنا
جسمانی معذوری والے افراد اور ان کی دیکھ بھال کرنے والوں کے لیے چھ اقدام پر مشتمل ایک ہدایت نامہ جس میں بتایا گیا ہے کہ آپ
اپنے گھر میں اپنی معذوری کے مطابق مناسب تبدیلیاں کروانے کا حق کیسے حاصل کر سکتے ہیں۔

Adaptacja miejsca zamieszkania do Państwa potrzeb

Sześć etapów instrukcji dla osób niepełnosprawnych fizycznie oraz ich opiekunów o tym, jak zakwalifikować się do adaptacji miejsca zamieszkania

Today many disabled people enjoy greater independence in their own homes thanks to special equipment and adaptations. Carers find their task is made easier by caring for a disabled person in surroundings which are designed to meet their needs.

There are many factors that you and the Council must consider before starting on this process.

This leaflet explains how to get your home successfully adapted - the criteria the disabled person will have to meet, how to apply for a grant, planning the alterations and getting the work done. We can help you at every step along the way.

Adaptations are made to help you or the disabled person you care for, to maintain or improve their independence. If you are a carer, the aim is to make it easier for you to provide care.

What is provided will depend on what problems you have and how easily your home can be adapted. Adaptations are only provided to overcome problems related to your disability, not any other problems like a home in poor repair or overcrowding.

In some cases, you might want to think about moving to another home that suits you better. We can offer advice and assistance on the options that may be available to you.

Step 1 - Qualifying

Who qualifies for help with adaptations to their home?

To be able to qualify for an adaptation to your home, you must meet the following criteria:

1. You must live in the Borough of Telford & Wrekin and the adaptations must be at your main, or only home.
2. You must have a permanent and substantial physical disability and the adaptations must be designed to meet your needs.
3. You must be having difficulty living in your home, for example using the stairs, bath or shower.



Step 2 - Assessment

If you make an enquiry and we think you might qualify for an adaptation, an Occupational Therapist (OT) from the Council will visit your home to see how you manage and discuss your needs.

They are professionally qualified in assessing your needs and giving advice on how they can best be met. The OT will discuss with you or your carer what is available. They will advise you of the kind of work that could be carried out and how this will affect you. Most importantly, they will talk about how your quality of life can be improved.

Any adaptation must be:

- necessary
- appropriate
- practical and
- possible

In planning an adaptation, the OT will consider both your current and long-term needs. The OT will discuss the recommendations with you before moving on to the next stage.

If you rent your home from a Housing Association, the OT will send the recommendation to them. The Housing Association will then consider whether they can help you.

If you live in a private house, the OT will make a recommendation on the type adaptation that you need to the Council's Home Improvement Agency.

Step 3 - Getting help with the cost

You may be able to get a grant towards the cost of work. This is called a Disabled Facilities Grant (DFG). We will look at your financial circumstances to assess how much, if anything, you would have to contribute.

A Caseworker from the Home Improvement Agency will visit you and discuss how your enquiry can be turned into a full DFG application. They will also look at any other problems you may have with your home and agree with you a list of things that we can help with.

The Caseworker will calculate your average weekly income (and that of your spouse or partner), taking into account savings above £6,000 (figure correct at time of publication - January 2008). We then use a Government formula to work out your contribution, if any. If you receive Income Support or Pension Credit Guarantee and have less than £6,000 in savings, you will not usually pay anything.

The Caseworker will be happy to explain how we calculate your contribution and give you any other information you need on the Disabled Facilities Grant.

Once we have calculated your contribution, we will write to tell you the amount and you can then decide if you wish to go ahead with the adaptation to your home. If you feel you are unable to pay the contribution, we can give advice and assistance on other ways of paying for the work.

Step 4 - Planning the alterations

If you wish to go ahead with the adaptation a team of Council staff, including your OT and a Technical Officer from the Home Improvement Agency, can help you turn the plans into reality.

Together with you, we will agree what work is to be carried out and plans will be drawn up by the Technical Officer. Planning and Building Regulation permissions may be needed for some work and the Technical Officer will arrange this for you.

Once everything has been agreed, we can arrange quotes from local builders for the work.

Alternatively, you may prefer to obtain quotes from three builders yourself or use your own Architect. If you wish to have additional work carried out, you will normally be expected to pay for it yourself.

We can also arrange for a stairlift to be fitted in your home if you need one.



Step 5 - Getting the work done

If you have to pay anything towards the cost of work, the Home Improvement Agency will write and ask for your contribution. We will then approve the Disabled Facilities Grant.

Next, we will arrange a meeting at your home with the builder who has provided the best quote, to make the arrangements for the work to start. The contract for the work is between you and the builder but a Technical Officer from the Home Improvement Agency can oversee the work on your behalf.

If you feel any changes are necessary while the work is being carried out, contact your OT or Technical Officer who can offer help and advice.

Step 6 - Once the work is completed

The Technical Officer will make sure that the work has been carried out properly and the OT will visit to make sure that we have done everything that we said we would do. The work is guaranteed for at least 6 months.

Contact Details

To make an enquiry about adaptations to your home contact the Duty Officer on 381380. For other repairs and improvements to your home, you can also contact the Home Improvement Agency on 381855.

Email: privatesectorhousing@telford.gov.uk

web: www.telford.gov.uk

Compliments, comments and complaints

We are happy to hear when things go well and whether you have any ideas or suggestions to improve our services in the future. If you are not happy with the service provided by us please contact the Service Standards Unit on freephone 0800 083 1680 to discuss your complaint.

We want to provide a fair service to everyone, whatever their background. Tell us if you think we are not and we'll try to put it right.

If you would like free help to understand this document in your own language, please phone us on 01952 382121. You can also get this information in large print, in Braille and on audio tape.

如果你想利用我們的免費中文協助來幫助你明白這份資訊，請打電話 01952 382121 與泰爾福 & 瑞慶區政府聯絡。

ਜੇ ਭਰਸ਼ੀ ਇਸ ਜਾਣਕਾਰੀ ਜਾਂ ਪਰਚੇ ਨੂੰ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਸਮਝਣ ਵਾਸਤੇ, ਟੈਲਫੋਰਡ ਐਂਡ ਰੀਕਿਨ ਕਾਉਂਸਿਲ ਦੀ ਮੁਫਤ ਸੇਵਾ ਛੋਟੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹਨਾਂ ਨੂੰ 01952 382121 ਉੱਤੇ ਫੋਨ ਕਰੋ

اگر آپ کو اس دستاویز میں دی گئی معلومات کو اپنی زبان میں سمجھنے کے لیے کسی بھی قسم کی مدد کی ضرورت ہے تو ہمارے مہربانی پلنور ڈوائیڈر کیمن کو آئل کو 01952 382121 پر فون کریں۔

Jeżeli chciałby Państwo bezpłatnie uzyskać te informacje w swoim języku ojczystym, prosimy o skontaktowanie się z nami pod numerem: 01952 382121.

