

Housing Services – Disabled adaptations

Our promise to you



Medway Council Housing Service - Disabled adaptations

What is a disabled adaptation?

A disabled adaptation is for an existing property to make it easier and safer for a disabled person to stay in their home. Adaptations vary according to the needs of the person and can range from the installation of handrails to improving access to and from a property and solving bathing issues.

Adapting a home to make it more suitable to individual needs can be a complex and costly procedure. Medway Council can provide advice on making adaptations to a property and information on obtaining financial assistance to help cover the cost of work.

If you are planning to make a disabled adaptation to a property you may be entitled to financial assistance from Medway Council through a disabled facilities grant

What is a disabled facilities grant (DFG)?

A mandatory disabled facilities grant is a means tested grant available to help meet the cost of adapting a home to suit particular health or disability needs. The maximum amount for this type of grant is £30,000 (less your contribution as assessed by your means test). Disabled facilities grants for children (aged under 18) with disabilities, are not means tested.

You can apply for a DFG if you are:

- a homeowner;
- a tenant renting from a private landlord with a secure tenancy;
- a resident of a park home or houseboat (subject to survey).

If a property is rented from a housing association you will need to contact them first. It will tell you how you can get help with your adaptation.

Typical DFG works include:

- stair lift, through floor lifts and short rise lifts;
- bathroom adaptations and toilet facilities;
- ramps and handrails to improve access to properties;
- improved kitchen layouts for cooking and preparing food;
- improving or providing a heating system for the disabled person.

There may be other work, which can be included. We can advise you on this.

How to apply for a DFG

Your first approach should be made to Customer First on 01634 333333, which will pass your information onto the Occupational Therapy Service. The Occupational Therapy Service will contact you once they have received your referral to arrange a date to visit and access your home. The OT's assessment will look at your current home, the nature of the disability and, if relevant, the needs of your family and carers.

If the assessment indicates that you are likely to be eligible for a disabled facilities grant the occupational therapist will refer you to the Medway Council's Disabled Adaptation Service.

The means test

An early financial assessment form will need to be completed for Medway Council to calculate how much, if anything, you will have to contribute towards the proposed work and notify you of the result.

The application

It is likely a joint visit will take place with an occupational therapist and a adaptations officer from the council to see you at your home. The adaptations officer will make sure the works proposed are reasonable and practicable and will be able to indicate to you whether they will attract grant aid. The adaptations officer will then send an application pack with instructions on how to make your application, or to your agent if you wish.

If your home is not suitable for adaptations or you are not eligible for a DFG then Medway Council may be able to give you advice on alternative solutions.

You will need to decide whether you wish to complete the application yourself or whether you wish to appoint someone to act on your behalf, for example an agent such as *InTouch*.

What happens after I make my application?

Once we have assessed the application, it will send you or your agent written notice of its decision. **You must not start any of the work until you have received a formal, written notice of approval.**

The work must be completed within one year of grant approval. The adaptations officer will advise on and inspect the work to ensure it is up to standard and has been done in accordance with the occupational therapist's recommendations. Provided you too are satisfied with the work, payment will be made direct to your builder and/or agent.

Medway Council Housing Services Standards

The Disabled Adaptations Service is committed to providing excellent customer service by putting customers at the heart of everything it does.

Medway Council Housing Services promises:

“All customers will be treated fairly, regardless of race, ethnicity, nationality, ethnic or national origin, colour, disability, gender (including gender identity/presentation), marital status, family commitments, caring responsibilities, sexual orientation, age, HIV status, religious or political beliefs or social class.”

Our service standards set out the minimum level of performance that staff are committed to meeting. Medway Council Housing Services always listens to customers and will alter these standards if that will give residents a better service.

Whenever you contact Medway Council Housing Services you can expect us to:

- provide a professional service using knowledgeable and well-trained staff;
- listen to customers' views and continually use them to review our services;
- ensure that our policies and strategies are available in a variety of formats, make documents easy to read and jargon free and translate them when required;
- help clients fill in forms if needed;
- thoroughly and promptly investigate all complaints in accordance with the council's policy;
- take into account the personal and cultural needs of clients;
- only transfer you if we cannot deal with your enquiry and tell our colleague what you have already told us, so you do not have to repeat yourself;
- always carry and produce a valid identification card. If you are unsure that the identification is authentic then please contact Medway Council before allowing the caller into your home;
- treat your home with respect at all times but report any signs of illegal activity or abuse to the appropriate authority.

We will not:

- Knowingly give out incorrect information;
- be prejudicial or discriminatory, verbally or physically rude or behave inappropriately towards you at any time or in any way;
- lie on your behalf;
- enter your home if we do not feel it is safe or use your facilities without asking your permission.

In return, we expect you to be polite and respectful to staff, give us correct information and follow the rules and regulations set by the Disabled Adaptations Service. If you are writing on someone else's behalf, we expect you to provide their contact details as well as your own.

Medway Council Disabled Adaptations and Occupational Therapy Service Standards

We will:

- contact you within one working day of your initial enquiry;
- have an occupational therapist (OT) visit you and assess your needs within 28 days of receiving your referral to decide if work can be done;
- assign an OT to deal specifically with your case;
- assign a priority status to applications referred to Medway Council's Disabled Adaptations Service;
- contact applicants assigned high priority status within 10 working days of assessing your application and visit you within two weeks of assigning you high priority status;
- arrange for a consultation within one month of your enquiry being received to assess your options and agree a scheme of work;
- have an outside agent contact you within three weeks of a scheme of work being arranged to discuss and finalise your information;

- have outside agents schedule your work within eight weeks of finalising your information;
- validate approved grants submitted to the Disabled Adaptations Service within five working days
- within six months of the application being received, provide a valid approval for an adaptation for 12 months.
- Submit payment to contractors within 28 calendar days of receiving the invoice.

Who to contact to make an application

Please contact Customer First who will refer you to the Occupational Therapy Service. If you would like to know if you are eligible or for an application form:

Email : customerfirst@medway.gov.uk

Phone : 01634 333333

Write to : Customer First
Medway Council
Gun Wharf, Dock Road, Chatham
Kent ME4 4TR

Minicom : 01634 333111

If you want help to make an application contact:

InTouch Medway



Write to : Landsdown House
Landsdown Place
Perry Street
Northfleet
DA11 8HQ

Phone: 01474 535205

Website: www.intouchsupport.co.uk

To contact the Disabled Adaptations Service

Email : disabled.adaptations@medway.gov.uk

Phone : 01634 334466

Write to : Disabled Adaptation Service
Medway Council
Gun Wharf, Dock Road, Chatham
Kent ME4 4TR

Minicom : 01634 333111

Making a Complaint

If you are unhappy with our service in any way and want to make a complaint or suggestion please contact us:

Email: housing.complaints@medway.gov.uk

Telephone: 01634 334380

Write to: Quality monitoring and review officer
Medway Council
Gun Wharf
Dock Road
Chatham
Kent ME4 4TR

Alternatively you can make a complaint by going to www.medway.gov.uk/11104.html and complete the online form.

Who to contact



Housing Services: 01634 333600



Housing Services, Medway Council, Gun Wharf, Dock Road, Chatham,
Kent ME4 4TR



Email: housing@medway.gov.uk
Website: www.medway.gov.uk/housing



Minicom: 01634 333111

This information can be made available in other formats
from **01634 333333**

If you have any questions about this leaflet and you want to speak to someone in your own language
please ring **01634 335577**

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हिंदी 331783

کوردی 331841

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ਪੰਜਾਬੀ 331784

এংক্‌শফব 331786

Русский 332374

ગુજરાતી 331782

Polski 332373

ارو 331785

Lietuviškai 332372