



Council Housing Services

Adapting your Home

How we can help you or a member of your family to remain independent and active within your own home



This leaflet can be made available in large print, audio, Braille and other languages.

ABOUT ADAPTING YOUR HOME

Are you or a member of your family finding it difficult to remain active and independent in your council home because of a disability or ill health?

It may be that adaptations to your home could make it easier. Adaptations can be provided to assist you or a member of your family with daily living tasks such as getting up the stairs, turning on the taps or knowing there is someone at your door.

What do you need to do?

The first thing you will need is to be referred to an Occupational Therapist, by either your GP or Social Services.

Occupational Therapists are part of the Health Service and are specially trained to work out what adaptations will be the most appropriate.

The Occupational Therapist will arrange to visit you in your home to assess what you need. They will discuss this with you before they send their recommendations to Council Housing Services.

What happens once the recommendation has been sent to Council Housing Services?

If the recommendation is for large-scale alterations to your home, your Estate Manager may arrange a visit to discuss this with you. For example, it may be possible to move to a more suitable home.

If the estimated cost of the adaptations is more than £500 you will be sent a "Financial Assessment Form" to fill in and return to Council Housing.

Council Housing will then work out how much, if anything, you will have to pay towards the cost of the adaptations and send you this information in a letter.

If you do have to pay towards the cost of the adaptations, you will be asked to confirm whether or not you want to go ahead with them.

Council Housing also asks their contractor for a quotation to carry out the proposed adaptations.

If Planning Permission or Building Regulation Approval is needed, Council Housing arranges for the applications to be made.

What happens next?

When all the above information has been received, Council Housing will let the contractor know that they can order all the materials they need and carry out the adaptations. When the contractor is ready to start work on the adaptations, they will contact you to arrange access.

Once the adaptations have been completed, Council Housing let the Occupational Therapist know. The adaptations process is now complete.



Frequently asked questions

Q. Can Council Housing carry out adaptation work in my home that has not been recommended by an Occupational Therapist?

A. No

Q. Can changes be made to the Occupational Therapist's recommendations without their prior approval?

A. No

Q. If I have to pay a contribution towards the cost of the adaptation, how do I pay this?

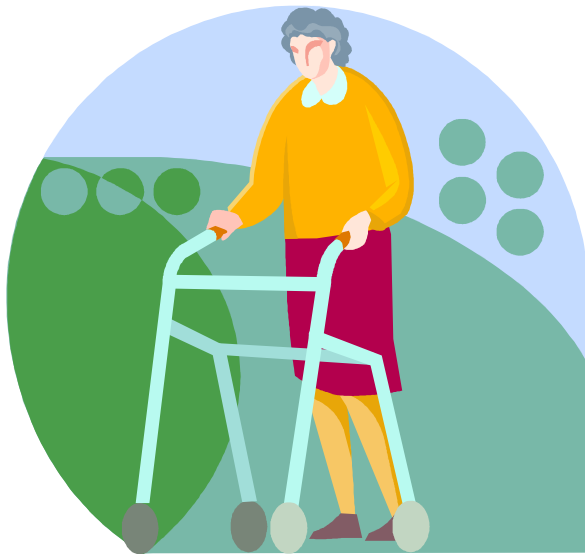
A. If you do have to pay a contribution, Council Housing will let you know about the different ways you can pay.

Q. Will Social Services get involved?

A. Social Services will get involved if the work involves the fitting of equipment, such as a stairlift or ceiling-track hoist. This is because they are responsible for the insurance and maintenance of this equipment and will also arrange for it to be taken out if it is no longer needed.

Q. What do I do if I need adaptations but I own my own home?

A. If you own your own home then the Occupational Therapists will contact Lancaster City Council's Strategic Housing Services on your behalf and they will process the grant for you (instead of Council Housing Services.)



USEFUL TELEPHONE NUMBERS

- **Social Services**

Lancaster (01524) 66246

Morecambe (01524) 512000

- **Occupational Therapy Services**

Lancaster (01524) 386114

Morecambe (01524) 405743

For children under 16 years of age (01524) 34331

For persons with learning difficulties (01524) 585792

- **Council Housing Services**

For further advice on adaptations (01524) 582458

For Estate Manager (01524) 582929

For Contractor (01524) 582454

For payment of contribution (01524) 582523

- **Strategic Housing Services**

(01524) 586814

CONTACT INFORMATION

Council Housing Services

38 Cable Street
LANCASTER
LA1 1HH



01524 582929

Our office hours are 8.45 am to 5.15 pm weekdays
(10.00 am to 5.15 pm Wednesdays)

In an emergency ring the Council's Central Control
Centre,
which is open 24 hours a day, 365 days a year.

The number to call is 01524 67099

Calls may be recorded to help improve our standard
of service and accuracy of information