

Housing Regeneration and Investment

Disabled Facilities Grant Charter

August 2019



Stockton-on-Tees
BOROUGH COUNCIL

Stockton-on-Tees Borough Council aim to assist eligible residents with a disability by helping with home adaptations to help them live independently. This Charter outlines the key stages in delivering our Disabled Facilities Grant, and the timescales involved.

Further information is detailed in our **Disabled Facilities Grant Policy** and **Disabled Facilities Grant Customer Information Guide**.

First Contact Team

The first step in the process is to get in touch with the First Contact Team for an assessment.

Telephone: 01642 527764

Fax: 01642 527756

Minicom: 01642 527769

Email: FirstContactAdults@stockton.gov.uk

The First Contact Team will complete a referral form on your behalf and forward your request to the Occupational Therapy Team who will then contact you to assess your needs.

Depending on your financial circumstances there may be a charge for the equipment or adaptation. Stockton-on-Tees Borough Council can provide a Disabled Facilities Grant or an Equipment Loan Scheme to help in certain circumstances.

Following the occupational therapy assessment, a referral will be made to the Housing Regeneration and Investment Service if assistance through either a Disabled Facilities Grant or Equipment Loan Scheme is appropriate.

Please see the **Equipment Loan Charter** for further information of this service.

The following steps apply to delivery of our Disabled Facilities Grant:

Stage 1 - Initial Contact from the Housing Regeneration and Investment Service

On receiving a referral from the Occupational Therapy Team, we will confirm receipt and send out an Initial Test of Resources Form within 5 working days. This will allow us to complete a means test and give you an indication of any likely contribution for the adaptation.

If your circumstances are assessed by the Occupational Therapist as urgent you may be moved directly to the formal stage of the process.

Please note: We will require verification of your income to confirm the means test assessment and contribution. This will be carried out at the formal stage. We will also give you an indication of waiting time.

Stage 2 - Interim stage

We will contact you on a regular basis to keep you updated about the progress of your application and arrange a visit from our Technical Officer to progress your application.

Please note: Depending on the number of applications we have at any time; the average waiting time may vary.

Stage 3 - Formal Assessment

Our Technical Officer will carry out an inspection of your property to start the formal process which involves:

- Carrying out a survey of your property.
- Preparing and tendering the schedule of works.
- Completing all the necessary documents and paperwork. This includes verifying your income and confirming any contribution required from you.
- Undertaking any necessary pre-work required such as asbestos surveys/ permissions.
- Approving your Disabled facilities Grant.

Please note: Stockton-on-Tees Borough Council offer an agency service to manage the process for applicants. This is optional, and people can choose to make their own application. Please see the **Disabled Facilities Grant Customer Information Guide** for further information.

We aim to carry out the above process and approve your Disabled Facilities Grant within 2 months of our inspection of your home.

- Subject to grant approval you will progress to stage 4.
- Grant approval will be within 6 months of receipt of a valid application.

Stage 4 - Work in progress and anticipated timescales.

Once you have received your formal notice of approval from us, we aim to commence works in your home within 3 months.

When works have started they should take no longer than:

- 1 - 2 working days for stairlifts
- 2 - 3 working days for ramps
- 4 - 6 working days for level access showers
- Around 12 - 14 weeks for extension works.

Stage 5 - Completion of works

When the adaptations are complete, and the contractor has provided the necessary certification and guarantees, we aim to inspect that works have been completed to your satisfaction within 28 days.

Stairlifts are covered by a 5-year warranty and other adaptations by a 12-month warranty.

We will provide you with information on who to contact should there be a problem or concern with works carried out.

Please note: You will be responsible for maintenance and repair of any adaptations following the warranty period.

Compliments and Complaints

We value your feedback on our services.

Please write to us at:

Housing Regeneration and Investment

16 Church Road

Stockton-on-Tees

TS18 1TX

Email: housingregenerationinvestment@stockton.gov.uk

Telephone: 01642 526537