

Housing Regeneration and Investment

Equipment Loan Charter

August 2019

Stockton-on-Tees Borough Council aim to assist residents with a disability by helping with home adaptations to help them live independently.

This Charter outlines the key stages in delivering our Equipment Loan Scheme, and the timescales involved. Further information is detailed in our **Equipment Loan Policy**.

The Equipment Loan Scheme responds to urgent requests for specific adaptations, namely stairlift and ramps, and can reduce waiting time.

The equipment provided will be recovered for re-use by Stockton-on-Tees Borough Council when no longer required.

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

They 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 and if you meet the criteria for urgent need, a referral will be made to the Housing Regeneration and Investment Service for loan equipment. The eligibility criteria applies to:

- People with a life limiting illness.
- To facilitate safe hospital discharge for people with advanced life limiting illness.
- To enable carers to continue with their caring role and prevent admission to residential care.

The following steps apply to delivery of the Equipment Loan Scheme:

Stage 1 - Initial Contact

On receiving a referral from the Occupational Therapy Department for the provision of a stairlift or ramp we will confirm receipt within 2 working days.

The Housing Regeneration and Investment Team provide an agency service to manage the delivery of our Equipment Loan scheme through the Council's approved contractors and will ensure all relevant documentation and information is collated to process applications.

Stage 2 - The Formal Stage

Stairlifts

We aim to carry out the following process within **2-5 working days**:

- Obtain an estimate and approve the referral for loan equipment
- Process the works order with the contractor

Ramps

We aim to carry out the following process within **10-15 working days**:

- Carrying out a survey of your property
- Obtain an estimate and approve the referral for loan equipment
- Process the works order with the contractor

Stage 3 - Work in Progress and Timescales

When your referral is approved, and the equipment ordered, installation should be within the following timescales:

- Straight Stairlifts installed within 7 working days (2 days if urgent)
- Curved Stairlifts/ Through floor lifts installed within 20 working days (10 days if urgent)
- Ramps installed within 20 working days (10 days if urgent)

Completion of works should be within:

- 1-2 working days for stairlifts
- 2-3 working days for ramps

If there are any unexpected delays, we will advise you of an updated timescale.

Stage 4 - Completion of works

Once the adaptation works have been completed, and the necessary certificates/ guarantees provided by the contractor we aim to inspect the works within 28 days to ensure they have been completed to a satisfactory standard.

Stairlifts are covered by a 5 - year warranty and following expiry of this, the Occupational Therapy Department will arrange for bi-annual service and maintenance of stairlifts. Ramps installed will be covered by a 12-month warranty.

Compliments and Complaints

We value your feedback on our services.

Write to us at:

Housing Regeneration and Investment
16 Church Road
Stockton-on-Tees
TS18 1TX

Email: housingregenerationinvestment@stockton.gov.uk

Telephone: 01642 526537