

Housing Regeneration and Investment

Equipment Loan

Customer Information Guide

August 2019



Stockton-on-Tees
BOROUGH COUNCIL

Introduction

The Housing Grants, Construction and Regeneration Act 1996 (HGCRA) puts a statutory duty on Local Authorities to provide grant aid to disabled people for a range of adaptations to their home.

Further information regarding Disabled Facilities Grants can be found at:

<https://www.gov.uk/disabled-facilities-grants>

Stockton-on-Tees Borough Council **Disabled Facilities Grant Policy** provides the framework adopted for delivering help with home adaptations in the most effective, efficient and equitable ways.

Due to increasing demands for Disabled Facilities Grants (DFGs), Stockton-on-Tees Council aim to limit the time people may have to wait for certain adaptations by offering an Equipment Loan Scheme to eligible people.

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

What adaptations does the Equipment Loan Scheme apply to?

The Equipment Loan Scheme provides for the supply and installation of stair lifts or ramps and any other associated works e.g. if a new front door is required to enable a ramp to be installed.

Who can apply for assistance?

Applications for loan equipment can only be made to the Council by residents of the Borough in order to meet an urgent need. The qualifying criteria is set out as follows:

- People with a life limiting illness such as COPD, Neurological conditions. MND, MS, muscular dystrophy, cancer, stroke, complex co-morbidities;
Or
- To facilitate safe hospital discharge for people with advanced life limiting illness when other temporary options have been assessed and identified as not suitable to meet their needs;
Or
- To enable carers to continue with their caring role and prevent admission to residential care.

What is the application process

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

First Contact Team

Telephone: 01642 527764

Fax: 01642 527756

Minicom: 01642 527769

Email: FirstContactAdults@stockton.gov.uk

If you meet the criteria for urgent need, a referral will be made to the Housing Regeneration and Investment Service for loan equipment.

The Housing Regeneration & Investment team are responsible for deciding whether the requested works are *reasonable and practicable* to meet the needs of the disabled person taking into consideration the age and condition of any building where the equipment is to be installed.

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.

This includes:

- Particulars of the work.
- An estimate from the Council's approved contractors for carrying out the works.
 - Ramps - Easiaccess
 - Stairlifts - ThyssenKrupp Encasa Limited
- Preliminary or ancillary services and charges. Certain fees and charges are eligible under the scheme. Eligible services include:
 - Obtaining Land Registry Information
 - Asbestos survey and removal works
 - Architects Fees

Proof of ownership or written consent from your landlord is required before any adaptations can be provided.

Works in progress

To ensure a high quality of work is achieved, close controls over the process are in place.

Other than technical issues, any work being provided can only be varied with the consent of the persons affected and confirmation from the Occupational Therapy department that the variation meets their needs.

In respect of the provision of ramp equipment clients will also be asked to sign a letter of satisfaction to confirm they are satisfied with the completed works.

An Occupational Therapist will check all stair lifts to ensure the lift is fit for purpose and can be used safely by the client.

Where a client is not satisfied with the completed works a senior officer from the Housing Regeneration & Investment team will determine whether remedial works are required.

Repairs and Maintenance

Stairlifts are covered by a 5-year warranty and thereafter will be serviced on a bi-annual basis and maintained as necessary through contract with the provider.

Ramps are covered by a 12-month warranty.

Service Standards

We currently aim to achieve the following service standards.

Receipt of Referrals	Acknowledged within 2 days
Approval	Within 28 days of valid application
Work Start	
Straight Stair lifts - Urgent	Within 2 working days from receipt of works order
Straight Stair lifts- Non-Urgent	Within 7 working days from receipt of works order
Curved/ Through floor lift- Urgent	Within 10 working days from receipt of works order
Curved/ through floor lift- Non-Urgent	Within 20 working days from receipt of works order
Ramp – Fast track	Within 10 working days from receipt of works order
Ramp- Standard	Within 20 working days from receipt of works order
Completion	
Stairlifts	1-2 days *
Ramps	2-3 days*

* Should there be any unexpected delays we will contact you to provide an updated timescale.

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