



# Disabled adaptations

*...a guide*



## What is the disabled adaptations service?

If you have a disability you may find that simple adaptations to your home would make living an independent life much easier.

All requests for disabled adaptations are considered by the North East Lincolnshire Council Home Improvement Agency through the Disabled Facilities Grant (DFG) process.

## Who can qualify for a Disabled Facilities Grant?

You (or your family member) must be registered or capable of being registered as a disabled person.

Unless your application for an adaptation is for the benefit of children aged under 19, your application will be subject to a means test. This means that your income and assets will be taken into account before the Agency decide if you are entitled to any help.

An Agency officer will visit you in your own home and decide what type of adaptation you need, taking into account your views and those of your family and carers. As your landlord, we will need to approve the work before it is carried out.

## What adaptations are available?

The adaptations carried out depend upon what the Agency class as necessary and appropriate to meet your specific needs as well as what is reasonable and practical.

Some of the adaptations they may consider include:

- making it easier to get in and out of your home by widening doors, providing steps or installing a ramp
- providing or improving access to the bedroom, kitchen, toilet, washbasin and bath and/ or shower facilities by installing a stair lift or providing a downstairs bedroom or bath/ shower room
- improving or providing a heating system in your home which is suitable to the needs of the disabled person
- adapting heating or lighting controls to make them easier to use

- improving access and movement around the home to allow the disabled person to care for another person who lives in the property, such as a partner, child or another person for whom the disabled person cares.

An extension to your home will only be considered if more suitable and appropriate housing cannot be found.

## So, how do I apply for a Disabled Facilities Grant?

You will need to contact the North East Lincolnshire Council Home Improvement Agency by telephoning **01472 324777** or email **[home.imp.agency@nelincs.gov.uk](mailto:home.imp.agency@nelincs.gov.uk)**

You will be supported through the whole process including completing your application form, designing the adaptations and organising the work by the North East Lincolnshire Council Home Improvement Agency.

If you are on the Shoreline waiting list for an adaptation you do not need to apply again. All outstanding cases have been placed on the existing Disabled Facilities Grant waiting list.

## What do you think of our service?

If you have a problem with our service, you feel you have not been treated correctly or you have any suggestions as to how we can improve our service please let us know. We use customer feedback to improve the services we provide.

To make a complaint, compliment a service or make a suggestion please telephone **0845 849 2000**, email **[letusknow@shorelinehp.com](mailto:letusknow@shorelinehp.com)**, visit **[www.shorelinehp.com](http://www.shorelinehp.com)** or complete a 'let us know' form available from any of our offices.

**If you would like to receive this information in another language or in another format such as large print, Braille or audio, please contact communications on 0845 849 2000 or email [communications@shorelinehp.com](mailto:communications@shorelinehp.com).**

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