

Help for Disabled Council Tenants with Adaptations and other Works

This leaflet describes the help available from Winchester City Council to make a property more suitable for a disabled person. It tells you the procedure you need to follow for the provision of adaptations and gives you contact details and telephone numbers.



Disabled adaptations

Adaptations are a range of works needed to help a disabled or infirm person live more independently in their home. The work could allow better freedom of movement in and around your home. This may include:

- Making it easier to get in or out of your home - for example, by widening doors or installing ramps;
- Making access easier to the living room, bedroom, kitchen and bathroom - for example by the installation of a stair-lift, ramps and handrails;
- Provide suitable kitchen facilities that you can use independently - for example at wheel chair height;
- Adapt heating or lighting controls to make them easier to use;
- Improve access and movement around the home to enable you to care for someone with you who is dependent on you for care;
- Provide suitable bathroom facilities - for example, installation of a level access shower.

Fast Track

This scheme covers small works under the value of £500 that the Council may approve directly, without the involvement of an Occupational Therapist. The tenant, a family member, a carer or even your Sheltered Housing Officer if you are in sheltered accommodation, can approach the Council and request items such items as grab rails, key safes, lever taps, additional electrical sockets etc.

Who can apply for adaptations?

- A disabled person can apply if they are a Council tenant.
- Anyone who is living with and dependent upon a Council tenant may also apply.



How do I apply?

For smaller items qualifying for the Fast Track system you, or your representative, should contact the Council direct on 01962 840 222. Otherwise, for larger adaptations, you should contact OT Direct on 0300 555 1378. This is a local rate number.

You will be put onto a waiting list for your needs to be assessed by your area Occupational Therapist. This assessment will be based on your needs only and not on your wishes.

The Occupational Therapist will make an application to the Council for your adaptation.

Once the level of your contribution has been assessed the Council will then issue an order for the work.

When will the Council approve my work?

On request from an Occupational Therapist, the Council will carry out work as instructed as long as the proposed work is:

- Necessary and appropriate to meet the disabled persons needs, provided the applicant meets current Winchester City Council and Social Services eligibility criteria
- Reasonable and practical given the age and layout of the property.

Limited budgets are allocated annually for this work, waiting times will depend on your assessed priority and these budgeting constraints. Priority will be given to those in urgent need of basic amenities.

Will I have to pay a contribution towards the cost?

- No - not if you are on Income Support or Guaranteed Pension Credit.
- No - not if the cost of the work is less than £4000.
- Maybe - if the cost is greater than £4000. If this is the case you will be sent a "means test" form by the Council.

What is a means test?

- This is where you are required to provide details of your income and savings.
- The majority of applicants are not required to pay anything towards the cost.
- You may cancel your application should you be required to make a contribution.

How long will it take for the work to be completed?

You will be advised by Adult Services/Child Services of the waiting list period. The Council will advise you when the order for the work has been placed and with which contractor. The Contractor will give you a date for the start and completion of the work.

**If you need further details, please contact the Council on
01962 848 400**

**Further information can also be found on the Winchester
City Council website www.winchester.gov.uk**

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City Offices, Colebrook Street, Winchester, SO23 9LJ.
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Email: housing@winchester.gov.uk
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If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information for example translation, interpreters, Braille, audio tape, large print, sign language - please contact the Customer Service Centre either by telephone **01962 840 222** or by email **customerservice@winchester.gov.uk**

Telephone calls may be recorded