



Aids and Adaptations



Building successful communities

North Lincolnshire Homes is committed to providing a quality housing service for the diverse needs of our residents with disabilities. Our aim is to support residents so that they can live independently within their communities, whilst ensuring their homes remain safe and suitable for their needs.

Home adaptations

If you have a disability we can help make your home suitable so that you can live independently. We can do this by providing a variety of adaptations. We will work closely with North Lincolnshire Council and the Occupational Therapy (OT) service to assess individuals' needs to make sure the right equipment is in the right place. We will also decide jointly what work will be done, when, and who will fund it.

There are two types of adaptations, minor and major.

Minor adaptations include:

- Grab rails
- Lever taps
- Bath poles

Even minor adaptations can make a big difference to your comfort and can make moving around your home much easier. We usually carry these out within four weeks of you making the request. This can be sooner if, for example, you are unable to leave hospital until the adaptations are completed.

Major adaptations include:

- Stair lifts
- Showers
- Disabled toilet facilities
- Access ramps and steps

A major adaptation costs more money and includes work that affects the structure of your home, such as installing a stair lift or level access shower.





Applying for an adaptation

Requests for an adaptation all have to be made through the:

Occupational Therapy (OT) Clinic,


Horkstow House Assessment
Centre, Brumby Resource
Centre, East Common Lane,
Scunthorpe

01724 298010

The OT team will talk to you about your requirements, assess your needs and may make a home visit. They will also decide what equipment you may need and where it should be fitted (if applicable).

The OT team can help you in many ways with advice, support and practical help. They can also make a referral to Social Services to provide additional care services if needed. This may be a short-term measure while you wait for a major adaptation, or where your disability is such that a re-design of your home would still not help you.

North Lincolnshire Homes or North Lincolnshire Council currently pay for all minor adaptation work that tenants need. However, if you require certain types of equipment there may be a charge. The Occupational Therapist will tell you if this is the case.



Visit us online
www.nlhomes.org.uk

Major adaptations

If the Occupational Therapist identifies a need for major adaptations to your home your application will be referred to North Lincolnshire Council. If the Council agrees to your referral, then someone from the Council's Home Improvement Team will contact you, provide you with information and help you to apply for a Disabled Facilities Grant.

In order to ensure the adaptation work is carried out correctly, North Lincolnshire Homes and North Lincolnshire Council have developed targets for delivering major adaptations within challenging timescales.

Within 6 months of being referred to North Lincolnshire Council you can expect:

- An application form posted out to you for you to complete – for those of you that cannot be assisted, you will be sent a letter stating that North Lincolnshire Council are unable to help.
- Allocation of the case to a surveyor who will visit your home to discuss the proposed work.
- On receipt of an acceptable schedule of works, the grant application will be put forward for approval. A letter will be sent to you confirming that the grant application has been approved and who the appointed contractor is.
- Contractor to complete work on site (surveyor will monitor progress on site and liaise with contractor to completion).
- Final inspection

*Please note in some cases where there are more complex issues that require planning, building control permission and/or provision of gas supply then the overall times could vary

If you would like to discuss this further then you can contact our Customer Centre on 01724 279900 or Freephone 0800 032 63 63



No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的信思，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

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