



Wirral Council Interim Housing Adaptations Assistance Statement

January 2022

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Section 1

1.1 Statement Aim

This statement aims to identify the range of assistance that is offered as part of the Council's Housing Financial Assistance (relating to Housing Adaptations) and the different criteria applicable to each type of assistance as well as the grant thresholds. It aims to be clear and transparent about what is offered and how residents can apply to ensure that the Council continues to provide much needed assistance and support to residents in need across the Borough.

1.2 Introduction

The quality and suitability of a home can have significant impacts on our lives. Our health, safety and welfare can all be affected if our basic needs and requirements are not being met. Everyone is different and it is recognised we all have different needs and priorities, which can help to maximise our quality of life, and the daily enjoyment we can get from our homes. Therefore, by ensuring our homes have the necessary adaptations we require, it can help us to live healthier, happier lives with the support and independence we want and need.

The financial assistance available from Wirral Council aims to support **disabled residents, older people, children and the families of children with adaptation needs** to be independent whilst enabling carers to continue to support our residents safely. We understand that many people wish to stay in their own home with appropriate help and support when required.

If you (or someone living with you) are disabled, you may qualify for a grant. These grants are available to help make the homes of disabled and/or older people more suitable for them to live in, and to help them manage more independently.

Who can apply?

If you own your own home, or if you rent it from a private landlord or housing association, you can apply for a grant. Private landlords can also apply on behalf of their tenants.

Anyone who does apply will have to sign a certificate confirming that for the next five years (the grant condition period), the disabled person will continue to live in that same property. In other words, we need to know that, for the foreseeable future, unless there are circumstances outside the applicant's control the property to be adapted will be the disabled person's only or main home.

Who qualifies for a grant?

Anyone with a disability who lives or is moving into the district can apply for a disabled facilities grant or other grant depending on their needs. The parents or guardian of a disabled person can also apply on their behalf.

To make sure that help goes to the people in greatest need, the amount of grant you receive for a Disabled Facilities Grant is decided after your own financial resources have been considered. This test of financial resources is the way we work out how much, if anything, you should pay towards the proposed adaptations.

There is also a range of assistance available on a discretionary basis which is not means tested which is listed in section 2 of this statement

Local Context on the Need/Demand for Adaptations

*The Wirral Borough has an **estimated population of 323,200** and this figure is set to increase due to the growing number and proportion of older residents.*

Ageing population

Over the period of 2019 to 2035, the **population aged 65+ is expected to increase by +30.0% from 70,700 in 2019 to 91,900 in 2035**. In Wirral, the household survey carried out in 2019 found that for those **aged 65 years or over the majority (74.8%)** wanted to continue to stay in their own homes with help and support when needed.

Wirral residents with disabilities

The household survey (2019) which has informed Wirral's 2021 Strategic Housing Market assessment indicates that 9.1% of households live in properties that have been adapted or purpose built for those with an illness/disability. Analysis of demographic data also suggested the number of generally adapted properties will need to increase by around 2,000 over the plan period, up until 2037.

Learning Disabilities and Autism

It is estimated that there are **7,922 people living with Learning Disabilities** and **3772 people living with Autistic Spectrum Disorder** in the Wirral.

1.3 Our Commitment

This statement and the home adaptations undertaken by the Council will support the Active and Healthy Lives theme of the Wirral Plan 2021 - 26, specifically the aim to 'support people to live independently' and to meet its ambition of offering 'services which will help people live happy, healthy, independent, and active lives'. This will include supporting more people with disabilities living in unsuitable housing across the Wirral Borough to live independent lives in adapted properties.

We aim to work with a wide range of partners, agencies, and stakeholders to improve the quality of housing through access to support and financial assistance for local people. The assistance as set out in this policy has been produced in collaboration across Housing Services, Health & Social Care and Children's Services, to ensure a range of assistance is available that meets the outcomes of the Government's Better Care Fund.

The Council has a statutory Duty to provide Disabled Facilities Grants under the Housing, Grants, Construction & Regeneration Act 1986. The qualifying criteria and guidance for delivering these grants is prescribed in detail under statute. This legislation is now considered to be outdated, and further guidance and consultation has been promised by government during 2022 after which this interim statement will be reviewed and altered accordingly.

Flexibilities introduced with Better Care Funding has given Local Councils, in consultation with Health & Wellbeing Boards, additional flexibility to apply funding so that it is more responsive to local population needs and to satisfy the following broader strategic objectives:

- Enable independence at home
- Reduce delayed transfer of care (e.g., enable faster hospital discharge to a suitable home environment and reduce readmissions)
- Prevent escalation of need e.g., Injuries and falls
- Support maintenance of physical and mental well-being
- Reduce pressure on both acute and institutional services
- Reduce instances of non-elective admissions and Emergency Department attendances for frail and high intensity service users

Wirral Council is committed to assisting those who need their homes adapted so they can remain independent for as long as possible. It intends to do this by using its powers under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 to help improve the homes of disabled and/or older Wirral residents and supporting them to live safely. The Regulatory Reform Order (RRO) gives the Council the power to adopt a Housing Assistance Policy to improve homes in the community across the Borough to provide financial assistance in a way which best suits local circumstances within the financial resources available.

This document sits under the Housing & Regeneration Financial Assistance Policy and provides more detail on assistance specifically relating to adaptations in the home. The types of assistance available from the Council is listed below and demonstrates the amount of discretionary assistance (assistance that is agreed at a local level by the Council and is reliant on available budgets being available each year) in addition to the Mandatory Disabled Facilities Grant (grants that the Council *must* provide). The funding limits and criteria for awarding this assistance is detailed in Appendix 2 of this statement. Assistance can be accessed by homeowners, those who rent their property and private renting landlords subject to them meeting the criteria set.

Grant Assistance Available	Mandatory or discretionary
Disabled Facility Grant (DFG)	Mandatory
Discretionary DFG 'Top up' Grant	Discretionary
Rapid Adaptations Grant	Discretionary
Minor Works	Discretionary
Time Critical Adaptations Grant	Discretionary
Adaptation Scheme Enabling Grant	Discretionary
Repair and Replace Grant	Discretionary

Except for mandatory Disabled Facilities Grants, all other types of assistance are based on priority and will rely on the availability of resources.

Examples of common home adaptations that the Council may be able to help with include stair lifts, level access showers, widening doors, installing ramps, improving access to rooms and facilities, adapting access to controls such as light switches, ceiling track hoists and automatic door openers.

Section 2-Financial Assistance Available

Below is a summary of the financial assistance available for Wirral Residents. For more detailed information on assistance available and eligibility criteria see appendix 2.

<h3>Disabled Facility Grant (DFG)</h3>	<p>The funding for this mandatory grant (the Council must provide it if the applicant meets the qualifying criteria) is designed to help meet the cost of adaptations to a property for disabled occupants, adults, or children. The funding is means tested for adults but not for children.</p> <p>Any applicant who receives a qualifying benefit, should be aware that some people may have to pay a contribution towards the required work themselves.</p> <p>In order to qualify for a DFG the required adaptations need to be 'necessary and appropriate' to meet the needs of the disabled person(s). It must also be reasonable and practicable for relevant works to be carried out. The maximum mandatory award for a DFG is currently £30,000 in England.</p>
<h3>DFG 'Top Up' Grant</h3>	<p>In cases where the DFG limit of £30,000 is exceeded, the Council will consider providing such additional assistance of a grant-funded top up payment. This discretionary fund can be up to a maximum of £30,000 on top of the maximum mandatory award to facilitate the adaptation works deemed necessary to meet the identified need. It is important to note that funding from the Council will only be made available as a last resort or in cases where delays posed by applicants having to seek additional funding would be likely to incur significant potential costs to key health or social care services costs.</p>
<h3>Minor Adaptations & Fast Track Hospital Discharge Service</h3>	<p>Minor adaptations (with a total value up to £1,200) to facilitate independence within the home. Requests for minor adaptations must be supported by an assessment of need from an Occupational Therapist (OT), Physiotherapist or trusted Assessor with referrals usually made by admission prevention services, falls prevention services, or Hospital & community OT's.</p> <p>There are three elements to the minor adaptations service: -</p> <ol style="list-style-type: none"> 1. Minor adaptation (general) consist of items such as grab rails at front/rear of home, within the home environment or on the stairs to enable safer mobility. 2. Minor adaptations (complex) which consists of changes to the fabrication of the building i.e., provision of external steps or ramps, extending steps, additional steps and galvanised rails, internal floor fixed rails, widening of doorways. This needs to be bespoke to both the client and accommodation. 3. Urgent Minor Adaptations required to support Hospital Discharge which we aim to deliver within 48hrs which also include installation of grab rails/stair rails etc within the home environment to enable safer mobility.

- *Serious Hazards are defined as Category 1 Hazards under the Housing Health & Safety Rating System https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/9425/150940.pdf

<p>Rapid Adaptation Grant (RAG)</p>	<p>This fast tracked non-means tested assistance grant is available to support Wirral residents who are at risk of nonelective admission or readmission to hospital (i.e., through falls). It enables a faster response for the provision of uncomplicated to install adaptations such as: -</p> <ul style="list-style-type: none"> • Stair lift (straight & curved) • Ramped access to property (including door widening & level access door) • Level access shower • Ceiling Track Hoist • Or a combination of 2 of the adaptations outlined above not exceeding a combined value of £15,000
<p>Time Critical Adaptation Grant (TCAG)</p>	<p>The TCAG is an urgent priority, none-means tested grant to support Wirral residents with an End-of-Life diagnosis or fast paced degenerative conditions (including MND and Cancers requiring palliative care). This grant also includes complex cases where Hospital Discharge (HD) or relevant Community Setting Discharge cannot be authorised swiftly and temporary risk reduction methods are not deemed appropriate by Health professionals so clients can get home in the shortest time possible.</p> <p>The TCAG aims to support the disabled applicant as well as assisting families and carer(s) to support the disabled person through the assignment of a client liaison officer, improving mental health at difficult times and enabling a degree of independence to be retained.</p>
<p>Repair or Replace Grant</p>	<p>Fast tracked, non-means tested Repair or Replace Grant, available to all Wirral Residents often when at a crisis point during an emergency for the re-instatement of their adaptation equipment through repair / replacement.</p> <p>Applicants must have a need as identified or confirmed by Occupational Therapist (OT) in-line with current mandatory DFG criteria and/or have previously received a grant via the Housing Adaptation Service on equipment such as Stairlifts, Ceiling Track Hoists, Vertical Lifts or Step lifts without a valid or appropriate warranty.</p>
<p>Adaptation Enabling Grant (AEG)</p>	<p>The AEG is none means tested discretionary financial assistance designed to facilitate the timely installation of DFG/RAG funded adaptation schemes, which may otherwise stall or close if disrepair is identified at the property or there is an accumulation of items which may hinder the timely installation of adaptations.</p> <p>If either issue requires assistance to enable the adaptation installation to be delivered in a timely manner, this assistance will be provided in the form of a grant with a maximum available funding of £10k.</p> <p>Assistance will be based the outcome on the HHSRS, Health and safety at work regulations and CDM 2015 to facilitate the works in a safe manner.</p>

Section 3

1 How do I apply ?

If you are eligible for a Disabled Facilities Grant and wish to make an application, there are two ways to apply:

- **If you are not currently linked to an Occupational Therapist or Assistant, please click on the hyperlink below to complete an online self-assessment form or contact the Adaptations Team on 0151 691 8090 and an officer will be able to assist with your query.**
- <https://www.wirral.gov.uk/housing/help-your-home/making-changes-your-home-if-you-are-disabled>
- **If you are linked to an Occupational Therapist or Assistant, please kindly request that they make a referral to the Council; as they are best placed to refer in, in relation to the need following their assessment.**

2 Who carries out the works?

The Adaptation Service has developed an approved list of experienced local contractors who specialise in the delivery of Adaptation Scheme works which enables a Rolling Programme approach. This approach enables the Service to ensure that the Contractors deliver the necessary works to the appropriate standards & specification so meeting the identified needs,

- to an agreed schedule of rates,
- in line with relevant legislation and guidance
- in reasonable timeframes
- with appropriate recourse in relation to any defects.

This approach is designed to provide access to bona fide contractors with experience of delivering specialist adaptation schemes; providing peace of mind to applicants at a difficult time and that the works will be delivered appropriately.

If however applicants wish to nominate their own contractor they can do so however, the relevant works must still be completed to the Council's specification to ensure the needs are met and the Council's Technical Officer must be satisfied that the works have been delivered to the specification before any approved grant funding is released.

The Council's Technical Officer will be able to provide more information on this once assigned to your case.

3 How are payments made?

When the Adaptation work is complete the relevant contractor will submit the final invoice to the Council. The Council will only release the applicant's approved grant money allocation to pay the contractor(s) on behalf of the applicant on the Council's

confirmation of satisfactory completion of the specified works required to meet the needs of the applicant. The Authorities Technical Officer must be satisfied the work has been completed appropriately and to the correct standard and the applicant must also agree the works are satisfactory. Payments will be delayed until such time as any issues identified have been resolved.

4 Exemptions Statement/Discretion on cases that fall outside this statement.

This statement has aimed to set out the key information and the Council's intentions regarding the allocation of resources and the criteria to be met for the provision of financial assistance by the Local Authority. Whilst this Statement has endeavoured to be comprehensive in its scope and coverage, exceptional circumstances may arise in which discretion maybe required. In these cases, the Disabled Adaptations Service Manager, Senior Manager & Head of Service will use their judgement in keeping with the principles of this Statement and relevant policies to make decisions on issues which fall outside this statement if appropriate.

GUARANTEE PERIODS

Labour- 6 months

Electrical- 12 months

Lifts/ceiling track hoist- 60 months

5 Guarantees and liabilities

The contract for the Adaptation works is between the applicant and the contractor (*except when the Council has a sole provider of Adaptation(s) works/equipment*).

It is important that no changes are made to the agreed schedule/scheme, or the contractor is asked for extra work to be carried out without consulting the Council first. If this happens the applicant will be liable for the cost of any work that is carried out without authorisation from the Council.

The Council is **not** responsible for insuring, repairing, servicing, or maintaining any adaptations installed with a Rapid Adaptation Grant once the original guarantee period has elapsed.

The Council will not usually carry out '*like for like*' adaptations within 5 years. Applicants are advised to take out service contracts and/or insurance on all adaptations as once installed they are owned by the individual. However, under certain circumstances there maybe assistance available provided by the Repair/replacement of Adaptations (Equipment) Grant (RAG) – please see Appendix 2 for more information.

For further guarantee information please see appendix 3.

6 Your Complaints and Redress- to the Team

The Council aims to provide the highest possible levels of customer service and satisfaction. We see any complaint or feedback as an opportunity to improve our services so that our customers can have confidence in us to deliver the services they expect. However, if you find that you are not happy with the service provided, please follow the complaints procedures below.

- For complaints in relation to a specific case, please initially discuss with the designated case officer in the Adaptations Service at **homeadaptationsteam@wirral.gov.uk**.
- Complaints regarding any aspect of this **statement** are dealt with by the Disabled Adaptations Service Manager. Please send all complaints for the attention of the Service Manager to **homeadaptationsteam@wirral.gov.uk**.

If you have concerns that your complaint hasn't been resolved via the Adaptations Service, you can follow the Council's formal complaint procedure. The quickest and simplest way to make a complaint is via the www.wirral.gov.uk website, however if you prefer you can make your complaint by email or letter, also you can leave a voicemail for the Customer Feedback Team to contact you.

Our contact details are: Customer Services – TC/Feedback Team, PO Box 290 Brighton Street Wallasey Wirral CH27 9FQ Tel: 0151 666 3117

This will be logged as a formal **Stage 1 complaint**. Most complaints are resolved at this level, and we will ask the Team Manager or a Senior Manager responsible for the service you have complained about to investigate and respond within 15 working days. If this is not achievable, we will contact to let you know.

If you aren't satisfied with the response you received at Stage 1 you can request that the Council carries out an independent review and this will be undertaken by a Senior Manager from another Service that has had no involvement in the Service, you have complained about. This is called a **Stage 2 complaint**. You need to be clear on the points that you disagree with and why the response was not what you were expecting.

7 Review

This Policy will be subject to ongoing monitoring and review ensuring it is responsive to working procedures, national and regional housing agendas and customer service needs and targets, however the next full review will be conducted following the anticipated Government guidance in relation to DFG's which is expected to be released in the last quarter of 2021 or 12 months from the date of this policy.

Appendix 1- Background

This statement and the home adaptations undertaken by the Council will support the Active and Healthy Lives theme of the Wirral Plan 2021 - 26, specifically the aim to 'support people to live independently' and to meet its ambition of offering 'services which will help people live happy, healthy, independent, and active lives'. This will include supporting more people with disabilities across the Wirral Borough to live independent lives.

1.1 Core Principles

There are 6 core principles at the heart of the CIPFA/SOLACE governance framework which the Local Authority works to, and these principles are:

1. Focusing on the purpose of the authority and on outcomes for the community and creating and implementing a vision for the local area.
2. Members and officers working together to achieve a common purpose with clearly defined functions and roles.
3. Promoting the values for the authority and demonstrating the values of good governance through upholding high standards of conduct and behaviour.
4. Taking informed and transparent decisions which are subject to effective scrutiny and managing risk.
5. Developing the capacity and capability of members and officers to be effective; and
6. Engaging with local people and other stakeholders to ensure robust public accountability.

1.2 Legal and Regulatory Framework

This Statement sets out how the Council intends to use its powers under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 to help improve the homes of disabled Wirral residents, supporting them to live independently and safely. The Regulatory Reform Order (RRO) gives the Council the power to adopt a Housing Assistance Policy to improve homes in the community across the Wirral Borough in order to provide financial assistance in a way which best suits local circumstances and the financial resources available. Alongside the RRO is the Better Care Fund (BCF) which represents a collaboration between the Department of Health and Social Care, The Ministry of Housing, Communities and Local Government, NHS England, and The Local Government Association. At a local level Wirral has a BCF Joint Plan which has been created to deliver better alignment of Health, Social Care & the Local Housing Authority policy to improve outcomes. This activity is essential in supporting and maintaining sustainable and healthy communities and supports Wirral Council's long-term vision.

1.3 Prioritisation

The amount of assistance available each year will be determined by the Council and will be dependent upon the level of resources available.

The allocation of funding is based on priority. This statement sets out that the priority for funding will be given to those residents with disability needs applying for a mandatory Disabled Facilities Grant (DFG) to improve or adapt their home. As detailed in this Statement all other types of assistance are discretionary and will be subject to the availability of funding.

1.4 Statement Aim

This statement aims to meet the requirements of the RRO and outlines under what circumstances the Council may provide assistance to Wirral residents for housing adaptations. It sets out in broad terms, how the Council intends to exercise its powers under the RRO. The assistance which may be provided under the RRO is separate and in addition to any assistance which may be provided under the Housing Grants, Construction and Regeneration Act 1996.

1.5 Statement Outcome

This Statement is designed to provide guidance for both officers of the local authority and members of the public seeking assistance. It identifies the types of financial assistance available from the Council as well as the eligibility criteria in appendix 2 and the terms upon which the assistance is provided. Through implementing this statement, the Council endeavours to meet the need(s), support independence and improve the quality of life and health and wellbeing of some of the most vulnerable Wirral residents by offering financial assistance and facilitating delivery for homeowners and tenants to adapt their homes.

1.6 Principles of the Assistance Available

The Council has a statutory duty to respond to requests for Disabled Facility Grant applications to fund necessary adaptation schemes to meet the determined need, in line with the relevant legislation and guidance. Also, Wirral Council will consider provision of other local home adaptation assistance and discretionary funding requests to meet determined need as set out in this statement document.



Appendix 2: Summary of Financial Assistance Products Available

Eligibility Criteria	Conditions	Financial Amount	Examples
Disabled Facilities Grant			
<ul style="list-style-type: none"> • Needs assessment and a referral by an Occupational Therapist confirming that work is necessary and appropriate. • Adaptation is the most satisfactory course of action subject to a 'reasonable and practicable assessment'. • Available across all tenures. • Eligible works are as set out in S. 23 Housing Grants, Construction and Regeneration Act 1996. • Works commenced prior to grant approval will not be eligible (S29 HGCR Act 1996) 	<p>As set out in the Housing Grants, Construction and Regeneration Act 1996 Part 1. All applications to provide certificate of intended occupation.</p> <p>Registered provider applications must first be made to the association who will then refer the case to the department.</p> <p><u>Permission may also be required from anyone who has an interest in the property such as the landlord, co-owners, and occupants. So, Consent for the work is sought by the adaptations team through owner, occupiers, or tenants' certificates (this is requested by the council).</u></p> <p><u>The contract for delivery of the adaption works is between the applicant and the contractor (except when the Council has a sole provider arrangement in place for adaptation(s) works/equipment); the Adaptation Service play a facilitating role.</u></p>	<p>Maximum funding amount is £30,000</p> <p>Subject to means test or 'client passport'.</p>	<p>To make it easier and safer to access your home e.g., ramps/lifts door widening.</p> <p>To help with access to a toilet, wash hand basin, or washing facilities or to facilitate the use of such amenities by the disabled occupant. E.g., level access shower.</p> <p>To access a room which is used as the main family room.</p> <p>To assist in the preparation and cooking of food.</p> <p>To provide access to sleeping facilities e.g., stair lift.</p> <p>To make the dwelling safe for the disabled occupant and other persons residing with them.</p> <p>To facilitate the use by the disabled occupant of light switches, heating controls and power sources by altering the position of one or more means of access (or to provide additional means of control to that source).</p> <p>To assist with access to the garden.</p>
Disabled Facilities Grant 'Discretionary Top Up' Grant			
<p>Available in cases where the statutory DFG limit is exceeded the Council will consider providing such additional assistance in the form of a grant funded discretionary top up payment up to £30,000 to facilitate the adaptation works deemed to be necessary to meet the need.</p>	<p>Discretionary funding from the Council will only be made available as a last resort or in cases were delays posed by applicants having to seek additional funding would leave key health/social care priorities at risk of not being supported with associated risks, at significant potential cost to health & social care budgets.</p>	<p>Maximum funding amount is £30,000</p> <p>Discretionary funding requests up to £5,000</p>	<ul style="list-style-type: none"> - Ground Floor Extension - Vertical Lift

<p>Only available in cases where households/applicants are eligible for mandatory DFG and where alternative funding sources are not available. Such wider discretionary grant assistance will only be considered where the Council is advised that, if not supported, it would leave health/social care priorities at risk of not being supported with associated risks; risks, at significant potential cost to health & social care budgets.</p> <p>Funding can be made available to both owner-occupiers and tenants that qualify for a mandatory DFG in cases where the cost of the adaptation exceeds the grant limit of £30,000. The cost of the work must be verified by a Council Technical Officer to be more than £30,000 either because of unforeseen works or the extent of the original adaptation scheme schedule of work.</p> <p>Method of Application Application is facilitated by the Disabled Adaptation Service.</p>	<p>Key Health & Social Care priorities would include: -</p> <ul style="list-style-type: none"> • At risk of admission to Hospital in next 12 months • At risk of readmission to hospital • DTOC - Significant projected costs to health & social care • Facilitate hospital discharge • Risk of carer break down/carer break down <p>Opinion of a senior health/social care professional that advises that delays associated with seeking additional funding will detrimentally affect Health & Social Care priorities will be sought.</p>	<p>must be considered and approved by the Service Manager and Senior Manager</p> <p>Requests over £5,000 must be considered and approved by the Head of Service.</p>	
<p>Minor Adaptations including Fast Track Hospital Discharges</p>			
<p>Minor adaptations are provided to Wirral residents following assessed need to enable independence within their home environment. Minor Adaptations are only available residents within the Wirral Council boundary. Health boundaries may differ.</p>	<p>Hospital Occupational Therapist or Practitioner must fill in a specific referral form and send it to the Adaptations Service Team.</p> <p>Registered Providers (public sector landlords) are usually responsible for installing such minor adaptation requests – in such cases any referral from an appropriate OT will be forwarded to them by the Council following review.</p>	<p>Maximum funding amount is £1,200.</p>	<ul style="list-style-type: none"> - Grabrails - Stair rails
<p>Rapid Adaptation Grant (RAG)</p>			
<ul style="list-style-type: none"> • Fast tracked non-means tested grant assistance is available to support Better Care Fund (BCF) outcomes – in particular the HAG will assist with supporting Wirral residents who are at risk of non-elective admission or readmission to hospital i.e., through falls by enabling a more rapid response for the provision of such straight forward to install adaptations. • Available to those who reside in or are planning to relocate to a property of any tenure in the Wirral Borough Council boundary. 	<p>Consent for the work is sought by the adaptations team through owner, occupiers, or tenants' certificates (this is requested by the council).</p> <p>The contract for delivery of the adaptations works is between the applicant and the contractor (except when the Council has a sole provider arrangement in place for</p>	<p>Up to £15,000 (Head of Service can authorise 10% variance on this maximum amount in response to unforeseen circumstances).</p>	<ul style="list-style-type: none"> - Stairlift (straight & curved) - Ramped Access to property (including door widening) - Level Access Shower

<ul style="list-style-type: none"> The applicant must have a need identified or confirmed by an Occupational Therapist in-line with current mandatory DFG criteria. The client must have a need that can be met by the installation of the following adaptation(s): - <p>-Stair lift (straight & curved) -Ramped Access to Property (including door widening) -Level Access Shower -Ceiling Track Hoist</p> <p>Or a combination of two of the adaptations outlined above not exceeding a combined value of £15,000.</p> <p><u>Method of application</u></p> <ul style="list-style-type: none"> Through a direct referral from an external Occupational Therapist. Through the Self-Assessment route by submitting the necessary documentation to the department with a further assessment by an in- house housing Occupational Therapist. 	adaptation(s) works/equipment); the Adaptation Service play a facilitating role.		<ul style="list-style-type: none"> Ceiling Track Hoist
Adaptations Scheme Enabling Grant (ASEG)			
<p>The ASEG is discretionary financial assistance designed to facilitate the timely installation of DFG/HAG funded adaptation schemes which may otherwise stall or close due to the identification of disrepair or discovery of accumulations of items at the property which must be addressed to enable the adaptation installation to be delivered in a timely manner to the appropriate standards</p> <p>Available to those who reside in or are planning to relocate to a property of any tenure in the Wirral Borough Council boundary.</p> <p>The client must have an open DFG/ HAG which is funded or partly funded by the adaptation scheme, and they must live with a parent, guardian, partner, family member who has an owner's interest in the subject property.</p>	<p>This assistance is in the form of a grant with a maximum available funding of £10k. Available to those who reside in or are planning to relocate to a property of any tenure in the Wirral Borough Council boundary</p> <p>The client must have an open DFG/ HAG which is funded or partly funded by the adaptation scheme, and they must live with a parent, guardian, partner, family member who has an owner's interest in the subject property</p>	<p><u>Maximum funding £10,000 with approval from Service Manager/Snr Manager under £5k & HOS if over £5k</u></p>	<p><u>Repairs to stairs, ceilings & floors</u></p> <p><u>Electrical Installation works</u></p> <p><u>Waste accumulation removal to enable contractor access to deliver works</u></p> <ul style="list-style-type: none"> -

<p>Method of application</p> <ul style="list-style-type: none"> - Through direct referral from an external Occupational Therapist. - Through the Self-Assessment route by submitting the necessary documentation to the department and assessment by an in- house housing Occupational Therapist - As referred by Adaptation Service during DFG/HAG application/feasibility /delivery process. 			
<p>Time Critical Adaptation Grant (TCAG)</p>			
<p>Urgent priority non-means tested grant assistance is available to support Better Care Fund (BCF) – in particular the TCAG will assist with supporting Wirral residents with an End-of-Life diagnosis & other complex cases where Hospital Discharge (HD) can't be enabled swiftly with interim measures in place at home to remain in/return safely to their home in the shortest time possible with independence and dignity when time is particularly precious. The TCAG also aims to support the disabled applicant as well as assisting families and carer(s) to support the disabled person through assignment of a client liaison officer, improving mental health at a difficult time.</p> <p>Funding is available for time critical cases such as residents with End-of-Life diagnosis.</p> <p>1. Have a need as identified or confirmed by an Occupational Therapist (OT) in-line with current mandatory DFG criteria.</p> <p>2. Have a condition with a diagnosis which is confirmed by the OT which falls into the following categories: -</p> <ul style="list-style-type: none"> • Motor Neurone Disease • Other end stage conditions leading to applicant being registered with the Palliative Care Service within the Health Trust. • Presentation of Government Benefits correspondence T1500 - which classifies applicant as terminally ill. 	<p>1. The work is delivered by an appropriate experienced contractor(s) as nominated/arranged by the Council's Adaptation Service.</p> <p>2. The contract for delivery of the adaptations works is between the applicant and the contractor (except when the Council has a sole provider arrangement in place for adaptation(s) works/equipment); the Adaptation Service play a facilitating role.</p> <p>3. Consent is obtained for the necessary works (as sought by Adaptation Service) either owner/occ certificate or tenant's certificate.</p> <p>4. Applicant agrees to TCAG product conditions documentation (accompanies application correspondence/pack). By applying for a TCAG the Council assumes the applicant has agreed to the conditions inclusive of co-operation with contractors regarding required access and the Council regarding final inspection of works and provision of the required conditions i.e., necessary consents (owners certificate/tenants' certificate), customer feedback and future evaluation studies.</p> <p>5. The Council will always consider the most cost-effective option when choosing a scheme to meet the needs.</p> <p>6. Schemes with a value of £30k- £40k will be reviewed and approved by the Service manager & Snr Manager, however any proposed scheme with a value above £40,000 must be considered and agreed by the Head of Service prior to approval.</p> <p>7. The Council will always consider the views of the applicant, impact of relevant delivery/life expectancy timeframes when considering scheme design / proposals, which is likely to influence the Council's</p>	<p>None-Means Tested</p> <p>Schemes with a value of £30k- £40k will be reviewed and approved by the Service manager & Snr Manager, however any proposed scheme with a value above £40,000 must be considered and agreed by the Head of Service prior to approval</p>	<p>Access to 1st floor facilities via Stair lifts, Vertical Lift</p> <p>Access to the property via Ramps, Step Lift</p> <p>Provision of Ground Floor Living</p> <p>Access to appropriate & specialist bathing & toilet facilities including level access showers.</p>

<ul style="list-style-type: none"> Other relevant conditions as determined by the service manager with an end-of-life diagnoses confirmed by an OT of less than 2 years. 3. Be unable to be discharged from a Hospital/Health Trust setting or other relevant community social care setting (as confirmed by a senior health/social care professional) as this can't be enabled with interim risk reduction measures in place at home. 4. Reside in or is planning to relocate to a property of any tenure in Wirral Borough Council boundary. <p>Method of application</p> <ul style="list-style-type: none"> Referrals are made through the client's specific Medical Professional department e.g., palliative care. 	<p>proposed scheme as determined by the Service Manager.</p>		
<p>Repair/replacement of Adaptations (Equipment) Grant (RAG)</p>			-
<p>Fast tracked, non-means tested financial assistance product (RAG) available to all tenures will enable some of the most vulnerable Wirral residents to access support, often when at crisis point for the re-instatement of their adaptation equipment through repair or replacement.</p> <p>Applicants must:</p> <ol style="list-style-type: none"> Have a need as identified or confirmed by Occupational Therapist (OT) in-line with current mandatory DFG criteria and/or have previously received a grant via the Housing Adaptation Service on equipment such as Stairlifts, Ceiling Track Hoists, Vertical Lifts or Step lifts without a valid or appropriate warranty. Have a need(s) that is not currently being met by the relevant equipment in place due to its failure. Require a diagnostic report in relation to relevant failed equipment. Require the re-instatement of their adaptation equipment through repair or replacement. Reside in a property of any tenure in Wirral Borough Council boundary. <p>Available to those who reside in or are planning to relocate to a property of any tenure in the Wirral Borough Council boundary.</p>	<p>Conditions</p> <ol style="list-style-type: none"> Council is presented with documented evidence of equipment failure (condition/diagnostic report) either funded via the grant or other and associated appropriate quote for necessary repair works required and confirmation there is no valid or appropriate warranty in existence. The Council determine if the relevant equipment is obsolete, beyond economical repair and/or whether the replacement or repair of equipment in the circumstances is the best investment of grant funding; any complex case or appeal would be dealt with by the Service Manager. The relevant work/equipment is delivered by an appropriate contractor(s) as nominated/arranged by the Council's Adaptation Service with regards to replacement via RAG or existing HAG route or the applicants chosen relevant & appropriate contractor (usually original installer/manufacture in line with the quote presented by the applicant or sought by the Council) in the case of a repair as agreed with the Council. The contract for delivery of the adaptations works is between the applicant and the contractor (except when the Council has a sole provider arrangement in place for adaptation(s) works/equipment); the Adaptation Service play a facilitating role. 	<p>None means tested</p>	<ul style="list-style-type: none"> Stairlifts Ceiling Track Hoists Vertical Lifts <p><u>Provision of funding for a diagnostic report for lifting solution which is not working.</u></p> <p><u>-Replacement Stairlift or other lifting solution (step lift, vertical lift, Ceiling track Hoist).</u></p> <p><u>-Repair to a stairlift or other lifting solution</u></p>

<p>Method of application</p> <ul style="list-style-type: none"> - 1. Through direct referral from external OT professional - 2. Through Self-Assessment route and subsequent assessment/review by Housing Services OT - 3. Through referral from relevant Registered Provider - 4. Through direct contact with the Adaptation Service by the applicant 	<p>5. Consent is obtained for the necessary works (as sought by Adaptation Service) either owner/occ certificate or tenant's certificate.</p> <p>6. Applicant agrees to RAG product conditions documentation (accompanies application correspondence/pack). By applying for a RAG, the Council assumes the applicant has agreed to the conditions inclusive of co-operation with contractors regarding required access and the Council regarding final inspection of works and provision of the required conditions i.e., necessary consents (owners certificate/tenants' certificate), customer feedback and future evaluation studies.</p>		
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Appendix 3- Guarantee Information

NB: The contract for the Adaptation works is between you and the contractor (except when the Council has a sole provider of Adaptation(s) works/equipment). It is important that you do not make any changes to the agreed schedule/scheme or ask the contractor for extra works without consulting the Council on the number provided. If you do, you will be liable for the cost of any work that is carried out without authorisation from the Council.

Guarantee Periods:

Labour- 6 months

Electrical- 12 months

Lifts/ceiling track hoists- 60 months

Client's Liability

*The Council is **not** responsible for insuring, repairing, servicing, or maintaining any adaptations installed, once the original guarantee period has elapsed.*

The Council will not carry out 'like for like' adaptations within 5 years. Applicants are advised to take out service contracts and/or insurance on all adaptations.

The client must make anyone visiting or working on their property aware of any risks or dangers.

The Client is responsible for letting their insurance know that they are having works carried out as this may invalidate their Building / Contents insurance.

Decoration

Your existing décor may be disturbed as a result of adaptation works; any new plaster will be left sealed ready to decorate. Please note that the Grant does not cover redecoration.

Soft Furnishings and Furniture

Following the adaptation, your carpets, curtains etc, may be disturbed and some items may no longer fit. The Grant does not cover the supply, repair or replacement of furniture or soft furnishings.

Choice of Materials

The Grant may not enable you to match or complement your existing décor or materials for further information please speak to the Contractor.

Disruption

The Council's approved contractors are encouraged to minimise disruption, whilst the adaptations are being carried out. Other than legitimate contractors and Council officers, you are advised to restrict entry to the work area, at all times. Failure to do so may invalidate insurance or health and safety claims and policies. During the working day whilst Contractors are on site, they are responsible for Health and Safety.