

A guide to Housing Adaptations and Grants



Pembrokeshire County Council

What is an adaptation?

An adaptation is where changes or additions are made to the home of a person with a disability so that it is suitable for them to live in. Adaptations are carried out so that disabled residents can use all necessary areas of their home and live as independently as possible.

What sort of works may be done?

The Council will assess your needs and where it is agreed that the works are both necessary and appropriate we will look at the most practical way of helping you. We will take your views into account when doing this.

The Council may be able to assist you with adaptations for:

- Access to and from your home e.g. permanent ramping to front door.
- Ensuring your home is safe for you e.g. hand rails.
- Access to your main living room.
- Access to your bedroom.
- Access to toileting and washing facilities.
- Access to appropriate bathing facilities.
- Access to enable the cooking of food e.g. adaptations to your kitchen.
- Making sure you can use power, light or heating systems.
- Adapting your home so that one disabled person may care for another resident.

What do I do next?

1. Contact the Council's Contact Centre on 01437 764551. They will take you through a questionnaire over the telephone to assess your circumstances.
2. If you meet the criteria, an Occupational Therapist and/or member of the Private Sector Housing team (who deal with grants and adaptations for private and public sector tenants) will visit your home to carry out an assessment. Alternatively your referral may be passed to a more appropriate service e.g. the Hywel Dda Health Board.
3. These visits will make sure that you are given the best help and advice possible.
4. If you are a Housing Association Tenant then the outcome of this assessment will, with your consent, be forwarded to your Landlord for action.

For more information please see the separate leaflet, 'Occupational Therapy Service'.

Will I receive assistance?

We will carefully consider whether an adaptation to your home is the best option for you. We may look at other options first such as providing equipment e.g. specialist bathing equipment or mechanical hoists, or helping you to move to a more suitable home.

Following assessment the Private Sector Housing team will look at your situation and let you know if you are eligible for any of the help listed overleaf. Further details about the criteria for each option are given on separate fact sheets.

What help is available?

There are various options available to help meet your assessed needs. The different options depend on whether you are an eligible Council, Housing Association or private tenant or homeowner and are listed below.

Council Tenant

If you are a Council tenant then you may be eligible for one of the following depending on your needs and what work needs doing:

- A Disabled Facilities Grant (DFG) (generally for major works);
or
- Direct Works. These are minor works carried out by the Council as your landlord, on your behalf.

Housing Association Tenant

Because the process is slightly different for Housing Association tenants, please contact your own landlord for help and advice about grants and adaptations.

Homeowner or a tenant renting from the private sector (i.e. not from the Council or Housing Association).

If you are a homeowner or renting from the private sector then you may be eligible for one of the following depending on your needs and what work needs doing:

- A Disabled Facilities Grant (DFG) for works typically costing more than £1000.
- Fast Track Grant for works typically costing less than £1000.
- Care and Repair Rapid Response Adaptations Programme (RRAP). For works costing less than £350.

What is a Disabled Facilities Grant (DFG)?

The Disabled Facilities Grant is there to provide financial help for those who can least afford to pay for work to adapt their home. The current maximum grant available is £25,000. The grant is for essential work to a property to help people stay living in their own home.

What are Direct Works?

Direct Works are carried out to your home if you are a Council tenant, by the Building Maintenance Section or specialist sub contractors employed by the Council. They are relatively minor works that can be done to help make it easier for tenants to live in their home. For example this may include fitting accessible showers in place of baths, straight stair-lifts, hand-rails or ramps.

What are Fast Track Grants?

Small works grants are there to help homeowners and private sector tenants carry out relatively minor works (typically costing up to £1000 or up to £3000 where a Disabled Facilities Grant is not appropriate) in their homes such as putting in accessible showers in place of baths, straight stair-lifts, handrails or ramps.

For further information we have the following fact sheets available:

Note that the type of tenancy you have may affect what form of grant assistance can be made available to you.

‘A guide to grants and adaptations for Council tenants’

‘A guide to grants and adaptations for homeowners and private sector tenants’

What is the Care and Repair Service?

Care and Repair are a private charitable agency. They are set up to help older (over 60 yrs) and disabled or vulnerable homeowners or private renting tenants to live independently in their own home. Some of the services Care and Repair offer include:

- Carrying out low-cost works under their Rapid Response Adaptations Programme (RRAP) and their Handyperson Service e.g. fitting grab rails.

This provides a service that involves:

- Giving advice and support and sign posting to other organisations.
- Helping to get quotes for work and completing application forms.
- Ensuring you are claiming all the welfare benefits you are entitled to.
- Helping with home security.
- Home Safety Assessments for Falls Prevention.

They are a separate organisation from the Council.

Their contact details are given at the bottom of this leaflet.

Will we have to pay anything?

This depends on your personal circumstances and the type of assistance you are getting. Unless you are receiving a qualifying benefit, you will need to undertake a resources test as part of the grant process. More information and examples are given on your separate fact sheet.

How long will it take?

This depends on the kind of work and assistance you are getting. We have target times for completing all works, see fact sheet for more details. We also rely on our customers to get information back to us as quickly as possible to help speed up the process e.g. filling in application forms, deciding on builders etc.

Who will be my point of contact?

Your main point of contact will be the Private Sector Housing team who deal with grants and adaptations for both owner occupiers and tenants in the private sector. There is an advice service available between 9.00am and 5.00pm, Monday to Friday. If you have any questions or queries then please contact the following:

Private Sector Housing Team

Pembrokeshire County Council,
County Hall,
Freemans Way,
Haverfordwest,
Pembrokeshire,
SA61 1TP.

Tel: 01437 775738 or 01437 775625

e-mail: psh@pembrokeshire.gov.uk

www.pembrokeshire.gov.uk/housing

Occupational Therapy or general advice and assistance

01437 775738 or 01437 775481

e-mail: psh@pembrokeshire.gov.uk

The grants application process

Technical Clerks

01437 775649 or 01437 775625

e-mail: psh@pembrokeshire.gov.uk

Pembrokeshire Care and Repair

Meyler House,
Haverfordwest,
Pembrokeshire,
SA61 1QP
Tel: 01437 766717
www.pembs-ha.co.uk

How do I make a compliment or complaint?

We always try to meet your needs as fully as possible. If we have done something well then please tell us so that we can copy this way of working elsewhere. If you would like to make a suggestion for improvement or make a complaint then please contact the Customer Liaison Officer on the details given below:

01437 776556
Room 2A, County Hall, Haverfordwest, SA61 1TP
enquiries@pembrokeshire.gov.uk

**For a copy of this leaflet in large print, Braille,
audio tape or a different language, please contact
Pembrokeshire County Council on (01437) 776613**