

# Adaptations Service

Helping you to live  
well and age well



Beyond Housing can help you to live more **comfortably** by **adapting** your home or by giving advice on other housing options available to you to **meet your needs.**

The service is provided through the Independent & Supported Living service area.



## What are adaptations?

Adaptations are works carried out to improve access and mobility around the home. The works undertaken support customers to maintain independent living and a better quality of life for themselves and their families.



## Adaptations carried out by Beyond Housing

The following adaptations are examples of work which can be undertaken for customers if there is an assessed need:

- Grab rails and handrails
- Banisters
- Half steps
- Lever taps
- Additional sockets
- Additional lights
- Key safes
- Ramps
- Door widening



## How do I make a request for an adaptation?

Many adaptations can be undertaken without the need for a formal assessment, known as Adaptations Without Delay (AWD) and include the following:

- Grab rails
- Lever taps
- Additional banister rails
- Key safes.

If you would like to make a request, or would like to know more about the adaptations service:

**Telephone: 0345 065 5656**

**Email: [enquiries@beyondhousing.co.uk](mailto:enquiries@beyondhousing.co.uk)**

**Visit our website: [beyondhousing.co.uk](http://beyondhousing.co.uk)**

For adaptations which require an assessment of need, the assessment is carried out by a health/social care professional, with a referral being forwarded to our adaptations team.



Major adaptations which fall outside of the scope of Beyond Housing's Adaptations Policy include the following:

- Ramps\*
- Level access showers
- Stair lifts\*\*
- Through floor lifts\*\*
- Ground floor extensions
- Over the bath showers
- Door entry systems.

\*Over the value of the local authority financial threshold £1000 in Redcar & Cleveland and £3596 in Scarborough Borough

\*\*A service charge applies



## How do I make a request for a major adaptation?

With regard to major adaptations, the council can offer information and advice; and in some circumstances, financial support through a Disabled Facilities Grant (DFG).

To find out more information, contact your local authority Redcar & Cleveland Council, Adult Social Care Single Point of Access on:

**01642 065070.**

North Yorkshire County Council Social Care on:

**01609 780780.**

Customers who are assessed as requiring adaptations outside of the scope of the policy can also apply for permission from Beyond Housing to self-fund the works required.





## How long will my adaptation take?

The following targets for completing adaptations are in place:

- Referrals involving hospital discharge or palliative care – 3 working days
- Urgent referrals – 10\* working days
- AWD – 10\* working days
- Normal referral – 20\* working days.

\*Targets are subject to the complexity of the adaptation and whether we can carry out the works ourselves or if a specialist contractor is required



## Other options available to meet your needs

Beyond Housing is committed to undertaking adaptations to support customers in their current homes, and to making best use of its housing stock.

**Where a request is made for an adaptation or for permission for the adaptation to be completed, consideration will be given to:**

- Whether your assessed needs can be met through a move to more suitable accommodation through the housing application process
- Whether you would be interested in/meet the criteria for one of our supported living schemes.

## Information about other services

Information about a range of services you may find useful can be found on Redcar and Cleveland People's Information Network (PIN) at [www.peoplesinonet.org.uk](http://www.peoplesinonet.org.uk).

**North Yorkshire County Council details:** [northyorks.gov.uk/advice-and-support-help-daily-living](http://northyorks.gov.uk/advice-and-support-help-daily-living)



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