

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**. This is provided through the Supported Living service.



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 fall into three categories: Adaptations Without Delay, Minor Adaptations and Major Adaptations.



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, these are known as Minor Adaptations:

- 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?

Some adaptations can be undertaken without the need for a formal Occupational Therapist assessment, these are known as Adaptations Without Delay, and include the following:

- Grab rails
- Additional banister rails
- Lever taps
- 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

Visit our website:

beyondhousing.co.uk/my-home/adaptations-service

For adaptations which require an assessment of need, the assessment is carried out by a health/social care professional, from the Local Authority, and a referral is sent to our adaptations team.



Major adaptations which fall outside of the scope of Beyond Housing's Adaptations Policy and are provided by the Local Authority, 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

**A service charge applies



How do I make a request for a major adaptation?

For major adaptations, the Local Authority 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:

North Yorkshire Council
Social Care on:

01642 771500

0300 131 2131

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 through our alteration and improvement policy, please contact us for further details.





How long will my adaptation take?

The following targets for completing Minor Adaptations are in place:

- Referrals involving hospital discharge or palliative care – 3 working days
- Urgent referrals – 10* working days
- Adaptations Without Delay – 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

Adaptations Services in Redcar & Cleveland: www.redcar-cleveland.gov.uk/adult-social-care/support-in-your-home/home-adaptations-and-handyperson

Adaptations through North Yorkshire Council Home Improvement Agency: www.northyorks.gov.uk/housing-and-homelessness/white-rose-home-improvement-agency



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