

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 that are carried out to improve access and mobility around the home, enabling customers to live independently and enjoy a better quality of life.

Adaptations fall into three categories: **minor adaptations** and **major adaptations**, which each require an assessment and referral by an occupational therapist, and **adaptations without delay**, which can be carried out without an Occupational Therapist referral.



Adaptations carried out by Beyond Housing

Adaptations without delay, don't require a formal occupational therapist assessment, and include the following:

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

If you feel you need an **adaptation without delay** please contact us on our main telephone number to discuss your needs.

Minor adaptations, are undertaken following an assessment and referral by an occupational therapist, and include the following:

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

Adaptations without delay and **minor adaptations** are carried out by professionally trained Beyond Housing colleagues, who will discuss your adaptations and needs with you.

If you require a **minor adaptation**, please contact your local authority and they will arrange for an occupational therapy assessment.

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.

If you have any questions about adaptations, any concerns, compliments or complaints on the service, please contact us.

Please note: Beyond Housing only provide permission for major adaptations, we do not carry out the work, and cannot influence the timeframe, or duration of the works, as this can be subject to other influences such as planning permission and building control.



Adaptations carried out by the local authority

Major adaptations fall outside the scope of Beyond Housing's adaptations policy. These are provided by the local authority and include the following:

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

Major adaptations are carried out by an approved private contractor appointed by the local authority, with the work fully overseen by the local authority's adaptations team.

*Over the value of the local authority financial threshold

**A service charge applies



How do I make a request for a minor or major adaptation?

For **minor** and **major adaptations**, the local authority offers information and advice, and may also provide financial support through a Disabled Facilities Grant (DFG) if **major adaptations** are required.

See contact details for your local authority on page 7.

If you wish to fund an adaptation yourself, you must apply for permission from Beyond Housing. Further information, including the alteration and improvement policy, can be found on our website. Or you can call us for further advice.



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. If you have any concerns about the length of time an adaptation will take to install, please contact us.



Other options available to meet your needs

Beyond Housing is committed to undertaking adaptations to support you in your current home, and to make best use of our 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.

Local authority information for major adaptations

Redcar & Cleveland Borough Council –
Home adaptations and handyperson
Website: redcar-cleveland.gov.uk
Telephone: 01642 771 500

North Yorkshire Council –
Housing adaptations
Website: northyorks.gov.uk
Telephone: 0300 131 2131



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