



# HOUSING ASSISTANCE AND DISABLED ADAPTATIONS POLICY

(The Regulatory Reform (Housing Assistance) [England and Wales] Order 2002)

August 2019



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## 1. Introduction

- 1.1 This policy sets out how North East Lincolnshire Council ('the council') intends to use its powers under the Regulatory Reform Order (2002) to introduce a wider range of housing interventions to promote independent living and well-being. It sets out the assistance available for funding essential repairs to reduce injury and accidents in the home, to help eligible homeowners live in a safe, warm and dry home and to facilitate independent living through a broad scope of adaptations to improve clients' overall health and wellbeing.

A key aim of the policy is to provide greater flexibility on how the funding is used, to help deliver wider strategic projects that keep people warm, safe and well at home while reducing bureaucracy in the grant's administration. The policy also supports bringing empty homes back into use, to provide much needed quality housing to support families in need.

This policy is underpinned and informed through a number of key policies and legislation, most notably:

- The Care Act 2014
- The Housing and Regeneration Act 2008
- The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015
- The Children and Families Act 2014
- The Housing Act 2004
- The Disability Discrimination Act
- The Equality Act 2010

- 1.2 The council will be helpful to all potential applicants, providing appropriate guidance and advice regardless of whether they are eligible for financial assistance. During periods of heavy demand, the council will be obliged to prioritise the workload and may have to operate waiting lists.

To be directed to detailed information on the application process for any specific grant / loan, **please call: 01472 326296 then press option:**

<b>3</b>	<b>4</b>	<b>5</b>
for housing improvement grants and loans queries	for adaptations grants queries	for heating grants/energy efficiency queries

Alternatively, you can email [homeimprovementservice@nelincs.gov.uk](mailto:homeimprovementservice@nelincs.gov.uk) for information.

## 2. Policy implementation and review

- 2.1 This policy will remain in force until it is reviewed in 2020.
- 2.2 The policy will be available on the council's website; a summary document will also be available at [www.nelincs.gov.uk](http://www.nelincs.gov.uk). The policy is subject to funding and annual review, in accordance with the Better Care Board, who oversee funding decisions related to Housing and the Disabled Facilities Grant (DFG). This timescale will only change if legislation / local policy changes in such a way as to affect the contents of this policy. In this case, a review will be undertaken in order to refresh the policy contents.

### 3. Summary of grants and loans available under the Housing Assistance and Disabled Adaptations Policy

3.1 The list of available grants and loans under this policy are:

- Relocation assistance (enabling independent living).
- Safer homes scheme (to support residents receiving hospital / respite care who are prone to burglary).
- Safe, warm and dry emergency repair grant (available for repairs to eligible housing and adequate heating).
- Home appreciation loan (available for repairs to housing for eligible homeowners).
- Energy repayment loans (available for repairs / improvements helping to support living in a warmer home).
- Empty homes leasing scheme (available to bring empty homes back into use).
- Disabled facilities grant – major adaptations (enabling independent living).
- Disabled facilities further assistance (discretionary assistance, enabling independent living).
- Innovative person centred projects relating to discretionary DFG.
- Innovative area based regeneration schemes to improve inner urban areas and bring empty homes back into use.

3.2 Please note:

- Grants may be subject to repayment – please see section 4 below.
- All grants and loans under this policy are subject to eligibility.
- Funding cannot be provided for work already started.
- Funding to carry out essential repairs is only available to owner-occupiers. Residents living in rented accommodation who have outstanding essential repairs in their home should contact the property owner and inform them about the repair requirements.

If the property owner fails to carry out the work, residents are advised to contact the council via email ([homeimprovementteam@nelincs.gov.uk](mailto:homeimprovementteam@nelincs.gov.uk)) or by calling **01472 326296 (option 3)**.

Further information can be found at <https://www.nelincs.gov.uk/homes-and-property/private-rent/how-to-report-repairs-to-a-private-landlord>

#### 3.3 Relocation assistance

A grant of up to £4,000 can be provided to contribute towards relocating to a new home that will better suit the disabled applicant's needs. A move can reduce under-occupation, a situation where the applicant is often faced with large maintenance and fuel bills.

#### 3.4 Safer Homes Scheme

Assistance for eligible households, where residents have been admitted to hospital or are receiving respite care, to support works to carry out security measures to a property. The assistance will be subject to availability of funding and based on reports of an increase in burglaries in a specific high crime area. Funding assistance is up to £500.

#### 3.5 Safe, warm and dry emergency repair grant

A grant of up to £5,000 for emergency works, which can be used to quickly remedy urgent situations for vulnerable owner-occupiers.

#### 3.6 Home appreciation loan

Loan assistance of up to £20,000 (with repayment conditions on the sale of the house) to remedy hazards (see appendix 1) and serious disrepair, in exceptional circumstances.

### 3.7 Energy repayment loans

Loan assistance up to £4,000, to cover the cost of energy efficiency repairs, replacements or installations.

### 3.8 Empty Homes Leasing Scheme

Repayable funding available to owners of empty property, who are unable / unwilling to bring a property back into use. The scheme is subject to available funding and can help redevelop local areas, in conjunction with other schemes aimed at regeneration. Leasing to the council will be either voluntary or regulatory, and based on provisions within the Housing Act 2004 (Empty Dwelling Management Orders).

### 3.9 Disabled facilities grant

Grants of up to £30,000 for adaptations to homes for people with disabilities, to ensure that the disabled person can access their home. Examples include adapting suitable washing / bathing facilities, facilitating the preparation of food / cooking in the kitchen and improved heating / lighting controls. Please note, in NEL all DFGs will be 'discretionary' as means testing has been removed.

### 3.10 Disabled facilities further assistance (discretions)

The scheme provides further discretionary assistance to ensure people can remain independent in their own homes; it can be used to top up a DFG or to assist those who are ineligible for a DFG (within the boundaries of the discretionary criteria and assessment). Currently the council offer the following discretions (see section 4 for full details):

- Thermal warmth scheme.
- "Top up" of a DFG.
- Replacement of existing adaptations when they reach their end of life.
- Assistance for people with shared care of a disabled child.
- End of life speed tracked service.
- Dementia friendly home assistance.
- Minor adaptations and handy persons service.

### 3.11 Innovative person centred / community focused projects

The scheme provides discretionary assistance to projects which are innovative and support the council's wider objectives. Such projects could include:

- Projects that support the purpose of a DFG, such as:
  - The improvement of existing housing stock, to ensure a range of housing options are available in the borough which are fully accessible
  - Enhancing new build projects i.e. extra care housing developments to ensure an enhanced level of accessibility for those with disabilities.
  - Utilising other methods/technology to meet need that is less invasive/restrictive to the person/s with disabilities.
- Projects that support communities and improve our inner urban areas, i.e.:
  - Improve existing housing
  - Bring empty homes back into use
  - Provide street based improvements
  - Provide energy efficiency improvements

#### 4 Detailed breakdown for grants and loans

Where schemes on the below table refer to “appropriate” and / or “necessary” adaptations, each case is based on a clinical judgement of those unique circumstances. Where something needs to be “reasonable” and / or “practicable”, this refers to application of the housing policy by housing staff against the applicant’s unique circumstances. Therefore, required adaptations should be **necessary** and **appropriate** (as determined **clinically by social services**) to meet the needs of the disabled person, and it must be **reasonable** and **practicable** (as determined by the **housing department**) for the relevant works to be carried out (see Appendix 1).

	Purpose of grant/loan	Eligibility	Conditions and additional comments
<b>Relocation assistance</b>  (independent living)	<ul style="list-style-type: none"> <li>Assistance to enable a disabled person to move to a more suitable dwelling (inappropriate original dwelling for current and future needs and cannot be adapted)</li> <li>Relocation property will be fully suitable for current / probable needs or adaptable to be so</li> <li>Eligible costs include professional fees (e.g. legal or estate agency fees), rental deposit (minimum 12 month assured short hold tenancy), removal costs, contribution towards redecoration and floor coverings costs</li> <li>Costs must be approved in advance</li> <li>Maximum available is £4,000</li> </ul>	<ul style="list-style-type: none"> <li>Owner occupier / Tenanted (intend to purchase)</li> <li>Both the existing (currently residing in) and the proposed (to buy) properties must be in NEL.</li> <li>Applicant must be eligible for a DFG and have DFG panel approval; however the current property is not suitable to adapt</li> <li>Home Assistance Team to determine that the dwelling is not suitable for adaptations or it is not reasonable and practicable to carry out the works</li> <li>Subject to a financial assessment to work out how much the applicant can repay monthly.</li> </ul>	<ul style="list-style-type: none"> <li>Costs for aborted moves will not be considered</li> <li>There will be no retrospective payments made</li> <li>All payments will be for reasonable costs and evidence value for money</li> <li>Loans are repayable, according to the amount identified in the financial assessment. The maximum loan repayment period is 5 years</li> </ul>
<b>Safer homes scheme</b>  (funding to provide security measures)	<ul style="list-style-type: none"> <li>To help secure properties where occupants are admitted to hospital or a care home for respite care for more than 2 weeks</li> <li>Funding of up to £500 is available</li> <li>The scheme is in partnership with Humberside Police and based around increase in crime of this nature in a particular area</li> </ul>	<ul style="list-style-type: none"> <li>Household is in a high crime area, where the occupant is at increased risk of being burgled</li> <li>Occupant has been / will be admitted to hospital or a care home (for respite care) for a minimum of 2 weeks</li> </ul>	<ul style="list-style-type: none"> <li>Non-means tested</li> <li>No payback required</li> <li>The handy person service will install measures</li> </ul>

	Purpose of grant/loan	Eligibility	Conditions and additional comments
<p><b>Safe, warm and dry emergency repair grant</b></p> <p>(available for repairs to housing and adequate heating)</p>	<ul style="list-style-type: none"> <li>• A grant of up to £5,000 for emergency works, which can be administered quickly to remedy an urgent situation</li> <li>• Eligible works are emergency repairs, defined as making the property safe and secure (Category One Hazards)</li> <li>• No more than two grants up to the value of £7,000 can be given in a period of 5 years</li> </ul>	<ul style="list-style-type: none"> <li>• Applicants must: <ul style="list-style-type: none"> <li>◦ Be able to prove owner occupation for a minimum of 2 years</li> <li>◦ Meet the defined criteria for being vulnerable (see Appendix 1)</li> </ul> </li> <li>• Applicants will only be eligible for a grant if an Energy Repayment Loan / Home Appreciation Loan application has been declined</li> </ul>	<ul style="list-style-type: none"> <li>• Repayment of the grant is required if the property is sold / changes ownership within ten years of the grants completion date</li> <li>• Applicants requiring works that will improve the thermal efficiency of a property must apply for an Energy Repayment Loan</li> </ul>
<p><b>Home appreciation loan</b></p> <p>(available for repairs to housing)</p>	<ul style="list-style-type: none"> <li>• This is an equity release loan</li> <li>• The loan is to carry out essential home repairs to achieve decency, by removing Category 1 or high Category 2 Hazards (see Appendix 1)</li> <li>• A loan of up to £20,000 is available, to fund works which are assessed as an immediate risk to the health</li> <li>• This loan can be used to top up a DFG</li> <li>• The loan can be used to top up a DFG, where the service user is designing their own scheme</li> <li>• The loan can be used to fund Occupational Therapist approved adaptations where the service user is not eligible for a DFG</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant must be: <ul style="list-style-type: none"> <li>◦ Currently an owner occupier, and for a minimum period of 2 years</li> <li>◦ Intending to continue residing in the property</li> <li>◦ Aged 60+, or disabled, or in receipt of a means tested benefit or otherwise vulnerable (see Appendix 1)</li> <li>◦ Ineligible for a DFG</li> <li>◦ Unable to access mainstream lenders</li> </ul> </li> <li>• The applicant must have sufficient equity in the property, for example all secured borrowings (mortgage / secured personal loans) and the Home Appreciation Loan should not amount to more than 70% of the value of the property</li> <li>• The scheme must include all the elements within the Occupational Therapist's recommendation and be approved by the Occupational Therapists and the Home Assistance Team</li> <li>• Must be adaptations that would normally be funded through a DFG</li> </ul>	<ul style="list-style-type: none"> <li>• Loan to house value must be no greater than 70%</li> <li>• Home Appreciation Loans will only be offered in exceptional circumstances</li> <li>• Loans are repayable on sale or change of ownership</li> <li>• <b>For further information on the home appreciation loan, visit <a href="http://www.nelincs.gov.uk">www.nelincs.gov.uk</a></b></li> </ul>

	Purpose of grant/loan	Eligibility	Conditions and additional comments
<p><b>Energy repayment loan</b></p> <p>(available for repairs to housing and adequate heating)</p>	<ul style="list-style-type: none"> <li>• Funding is available to provide energy efficiency measures including insulation, or repairs / replacement or installation of a heating system</li> <li>• Funding can be used to top up Affordable Warmth / HHCRO assisted schemes</li> <li>• Available for owner occupiers who wish to upgrade their existing boiler or increase insulation measures to improve the energy efficiency of their home</li> <li>• Available to landlords to bring their property up to the Minimum Energy Efficiency Standard (MEES) on a change of tenancy or to meet current legislative requirements</li> <li>• £300 to £4,000 is available</li> </ul>	<ul style="list-style-type: none"> <li>• Applicants must be able to prove owner occupation for a minimum of 2 years.</li> <li>• Applicants must be: <ul style="list-style-type: none"> <li>◦ Aged 60+ years or disabled, or in receipt of a means tested benefit or is otherwise vulnerable</li> <li>◦ Financially assessed to ensure they can repay the loan</li> </ul> </li> <li>• Properties will be ineligible where there is current informal / formal enforcement activity</li> <li>• Landlords accessing the scheme must be accredited (subject to the availability of an accredited landlord scheme)</li> <li>• The loan is subject to a satisfactory credit check. Applicants must demonstrate the ability to pay the required monthly payments as calculated</li> </ul>	<ul style="list-style-type: none"> <li>• Repayment of the loan is required. Monthly payments must be made by direct debit</li> <li>• Fees charged can be incorporated in the loan or paid up front</li> <li>• Voluntary full or part lump sum payments can be made at any time</li> <li>• A legal charge remains in place until the loan is fully paid</li> <li>• <b>For further information on the energy repayment loan, visit <a href="http://www.nelincs.gov.uk">www.nelincs.gov.uk</a></b></li> </ul>
<p><b>Empty homes leasing scheme</b></p> <p>(bringing empty homes back into use)</p>	<ul style="list-style-type: none"> <li>• Funding assistance where owners of empty homes (vacant in excess of 6 months) are unable / unwilling to bring a property back into use</li> <li>• The scheme will fund works to bring the property up to decency standards, with floor coverings</li> <li>• The property will be leased (voluntarily or otherwise) for a period of up to 7 years to the council, who will arrange for the property to be let</li> <li>• Funding will be prioritised to areas with high levels of empty property, complementing other schemes aimed at improving the area</li> </ul>	<ul style="list-style-type: none"> <li>• Applicant must be an owner of empty property, and be either unable or unwilling to bring the home/s back into use</li> <li>• The scheme will target areas blighted by high numbers of empty homes, in conjunction with other schemes / interventions</li> </ul>	<ul style="list-style-type: none"> <li>• Loan is repayable, through rental income received during the period of the loan</li> <li>• The assistance will be in line with the Housing Act 2004, Part 4, Chapter 2 – Empty Dwelling Management Orders (EDMO – see Appendix 1)</li> <li>• Priority will be given to properties located in areas experiencing low housing demand and high levels of empty homes</li> <li>• Where an owner fails to bring a property back into use, the council reserves the right to take formal action to bring it back into use</li> <li>• The scheme can be voluntary / mandatory, using legislative powers available.</li> </ul>



	Purpose of grant/loan	Eligibility	Conditions and additional comments
<b>Disabled facilities grant</b>  (independent living)	<ul style="list-style-type: none"> <li>To meet the council's statutory obligation to assist disabled residents to live independently in their homes</li> <li>Generally the adaptations are to provide access to essential facilities within the dwelling, including accessing and egressing the property (independent living), i.e. stair lifts, wet rooms, ramps, widening doors, works to enable the applicant to bathe, cook, sleep and access and exit the home</li> <li>If the property is sold within ten years of the grant completion, the cost of the adaptation will be recovered</li> <li>The grant limit is £30,000</li> <li>Works to be completed within 12 months of grant approval</li> </ul>	<ul style="list-style-type: none"> <li>Applications considered from:               <ul style="list-style-type: none"> <li>Disabled home owners</li> <li>Disabled tenants (both in the private and social sectors)</li> <li>Disabled persons living at home with their family</li> <li>Parents or guardians of a disabled child / young person</li> <li>Landlords</li> </ul> </li> <li>Applicants must be referred by an Occupational Therapist and meet the eligibility criteria for a mandatory DFG</li> <li>Adaptation will only be completed on homes which are a permanent / main residence</li> </ul>	<ul style="list-style-type: none"> <li>Works will be costed on a value for money basis and only those works approved by the panel will be authorised</li> <li>The grant limit is £30,000</li> <li>DFGs in NEL are non-means tested</li> <li>The council has charges placed upon the person's property where the grant exceeds £5,000; this means the estate may be charged up to a limit of £10,000, should the property be sold or change ownership within 10 years (from completion of the adaptation). Children will not be charged</li> </ul>
<b>Disabled facilities further assistance (discretions)</b>  (enabling independent living)	General: Subject to the availability of funding, the council reserves the right to use its discretion under the Regulatory Reform Order to provide further works under a DFG that may otherwise not be eligible for assistance. See options below.		
	1. Thermal warmth scheme provides up to £7,000 towards heating and insulation for those with a medical need Works provided include: <ul style="list-style-type: none"> <li>Heating provision or repair</li> <li>Condensation control</li> <li>Damp proofing</li> <li>Double glazing in main habitable rooms</li> <li>Roof repairs to prevent damp ingress</li> </ul>	<ul style="list-style-type: none"> <li>Available to owner occupiers</li> <li>Referrals have to be made by a suitable medical clinician who can confirm that the project is required to address the client's condition and their conditions are exacerbated by living in a cold and / or damp environment AND, the project will support the achievement of improved health and wellbeing outcomes</li> <li>The health condition must be significantly affected (health condition directly impacted or cold / damp in the property is a main contributory factor)</li> </ul>	<ul style="list-style-type: none"> <li>Non-means tested</li> <li>No repayment required</li> </ul>
	2. DFG top up: In exceptional circumstances, provide a 'top-up' (max of £20,000) to the grant contribution where costs exceed the normal maximum of £30,000	<ul style="list-style-type: none"> <li>Owner occupiers, who need to top up DFGs for aids and adaptations</li> </ul>	

	<p>3. Existing adaptation replacement: The replacement of existing adaptations where they meet the end of their lifespan. These could include the replacement of:</p> <ul style="list-style-type: none"> <li>○ Stair lifts</li> <li>○ Through floor lifts</li> <li>○ Step lifts</li> <li>○ Rise and fall baths</li> <li>○ Ceiling track hoists</li> </ul>		<ul style="list-style-type: none"> <li>● Adaptations will only be replaced if they have reached their natural end of life (as determined by maintenance / manufacturers advice)</li> <li>● Adaptations needing replacement owing to misuse or purposeful destruction will not come under this discretionary assistance</li> </ul>
	<p>4. Shared care for a disabled child: In exceptional circumstances where there is shared care for a disabled child between those with parental responsibility and there is no 'main' property, then both homes can be adapted to support the disabled child to live across both homes</p>	<ul style="list-style-type: none"> <li>● Properties must be in the NEL area.</li> </ul>	
	<p>5. End of Life speed tracked service: The assistance is to aid the applicant to live well during their final journey, i.e.:</p> <ul style="list-style-type: none"> <li>○ Temporary shower cubicles</li> <li>○ Stair lifts</li> <li>○ Toileting facilities</li> </ul> <p>The scheme provides a speed tracked service to help households get assistance quickly (the process is less invasive than a traditional grant and can be completed in a matter of weeks not months)</p> <p>The grant also contributes to costs incurred in removing the provision and making good where necessary</p> <ul style="list-style-type: none"> <li>○ The grant provides up to £5,000</li> </ul>	<ul style="list-style-type: none"> <li>● People are 'approaching end of life' when they are likely to die within a year. This includes those whose death is imminent (expected within a few hours/ days) and those with: <ul style="list-style-type: none"> <li>○ advanced, progressive, incurable conditions</li> <li>○ general frailty and co-existing conditions that mean they are expected to die within a year</li> <li>○ existing conditions, if they are at risk of dying from a sudden acute crisis</li> <li>○ life-threatening acute conditions caused by sudden catastrophic events</li> <li>○ A DS1500</li> <li>○ A cancer diagnosis, where they are no longer receiving active medical intervention because it has been deemed ineffective</li> <li>○ The advanced stages of a progressive, incurable condition such as MND</li> <li>○ A life limiting and progressive, incurable condition, where the individual has a medical crisis e.g. respiratory condition, cardiac event or cerebral vascular event</li> <li>○ A palliative diagnosis</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● The items originally placed can be removed under the grant and items such as the original bath or W.C. replaced</li> <li>● The grant does cover making good the area, but does not cover costs towards redecorating areas that may be disturbed</li> <li>● Non-means tested</li> </ul>

	<p>6. Dementia friendly homes assistance provides home aids / adaptations to support people with dementia to manage their surroundings, retain independence and reduce feelings of confusion and anxiety, e.g. coloured flooring, improved signage, safety features within kitchens / bathrooms Maximum assistance is £5,000, inclusive of adaption service fee</p>	<ul style="list-style-type: none"> <li>Any person is eligible who: <ul style="list-style-type: none"> <li>Has a clinical diagnosis of dementia <b>and</b></li> <li>Has been referred to Social Services with a prescribed need</li> </ul> </li> <li>Works / adaptations / aids must be recommended as necessary and appropriate to manage the person's surroundings, retain their independence and reduce feelings of confusion and anxiety</li> </ul>	<ul style="list-style-type: none"> <li>Non-means tested</li> <li>No repayment required</li> </ul>
	<p>7. Minor adaptations and handy persons service - reasonable adaptation of the home, where adaptations do not alter the fundamental structure of the home (i.e. can easily be removed) - grab rails, bannister rails, half steps, etc.</p> <p>The adaptation will enable vulnerable older people and disabled individuals to remain in their own homes, living as independently as possible, for as long as is reasonably practicable</p> <p>Work must total less than £1,000</p>	<ul style="list-style-type: none"> <li>For all owner-occupiers, tenants (private / registered provider)</li> <li>The applicant must be: <ul style="list-style-type: none"> <li>Registered disabled or chronically sick</li> <li>Unable to access aspects of their home independently without assistance</li> </ul> </li> <li>The service is available through a referral via the Occupational Therapy Service</li> <li>Requires agreement from property owners to commence service</li> <li>Only in exceptional circumstances will this be available to Lincolnshire Housing Partnership tenants</li> </ul>	<ul style="list-style-type: none"> <li>Non-means tested</li> <li>No repayment required</li> <li>The handy persons service should not be used in place of a DFG application</li> </ul>

## 5 How we can help you

5.1 For information on any of the schemes listed, please email [www.homeimprovementservice@nelincs.gov.uk](mailto:www.homeimprovementservice@nelincs.gov.uk) or call: **01472 326296 then press option:**

<b>3</b> for housing improvement grants and loans queries	<b>4</b> for adaptations grants queries	<b>5</b> for heating grants/energy efficiency queries
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5.2 The council will be able to offer help and assistance with:

- Completing an initial application.
- Providing updates on your application upon request.
- Ensuring, with your consent, that any identified health and care elements requiring additional support (i.e. to promote independence and wellbeing) are highlighted to relevant colleagues to take forward outside of the Housing Allocations process.
- Drawing up plans and schedules of work.

- Securing quotations / estimates from appropriate builders / contractors.
- Liaising with Building Control / Planning and neighbours where necessary.
- Ensuring builders:
  - Start work when they say they will.
  - Keep the site clean.
  - Work in a safe manner.
  - Are respectful and polite.
  - Complete the work to a satisfactory standard.
  - Adhere to appropriate safeguarding standards.
- Resolving disputes with builders / contractors.

## 6 Timescales

6.1 The applicant has up to 12 months for the works to be completed and can choose to delay the works within this period, if they require.

- Stage 1** – Initial enquiry to be triaged with recommendations being made by adaptation delivery service on the appropriate delivery route.
- Stage 2** – OT recommendation to approval of scheme (grant approval or issue of works contract / order).
- Stage 3** – Approval of scheme to completion of works.

<b>Duration</b>	<b>Urgent (working days)</b>	<b>Non-Urgent (working days)</b>
<b>Stage One</b>	5	28
<b>Stage Two</b>	30	50
<b>Stage Three</b>	20	80

6.2 The above targets are for guidance only. Where demand for the service is greater than the amount of resource available, waiting times for an adaptation may be affected.

6.3 Situations exist that are outside the control / influence of the service. For example:

- Sudden increase in demand and activity in the service.
- Delays in documentation being returned.
- Delays in the planning application process.

In such circumstances, waiting times for the service will be unavoidably affected.

## **7 Applications outside the policy**

- 7.1 Whilst it is legitimate for the council to refuse assistance outside of this policy, all applications will be considered on their merit. This means that in exceptional circumstances the council may use its discretion to provide assistance that meets the aims and objectives of this policy. Applications must prove beyond reasonable doubt that all other options have been considered prior to application.
- 7.2 The Council is committed to finding innovative ways of using its powers under the Regulatory Reform Order (2002) to ensure that the most vulnerable in NEL are supported to live independently, safely and in the best possible health. The council may explore options through this policy (where appropriate) to meet the needs of the client by investing in the client's home or through removal of barriers preventing a move to more appropriate housing. For more information / advice, please email [homeimprovementteam@nelincs.gov.uk](mailto:homeimprovementteam@nelincs.gov.uk), or call the council on **01472 326296 (option 4)**.

## **8 Compliments / complaints about the policy and its implementation**

- 8.1 Residents who have a compliment / complaint relating to the policy or about the level of service they have received will be able to use the council's corporate feedback system to have their compliment / complaint dealt with. Details of how to make a compliment / complaint are available from either the council's Customer Access Points (01472) 313131 or through the council's website ([www.nelincs.gov.uk](http://www.nelincs.gov.uk)).

## Appendix 1 – Definitions of Terms

Term	Definition
Affordable Warmth and HHCRO	Affordable Warmth and Home Heating Cost Reduction Obligation (also known as the Affordable Warmth Obligation) offers support to eligible applicants to enable them to reduce the cost of their heating through the installation of energy efficiency measures. The Electricity and Gas (Energy Company Obligation) Order 2014, as amended by the Electricity and Gas (Energy Company Obligation) (Amendment) Order 2017, sets out the schemes criteria. Further information can be found in the following guidance. <a href="https://www.energysavingtrust.org.uk/scotland/grants-loans/energy-company-obligation">https://www.energysavingtrust.org.uk/scotland/grants-loans/energy-company-obligation</a>
Category 1 and 2 hazards	The Housing Health and Safety Rating System is a method of calculating what level of risk, disrepair can have on the occupant and/or their visitors. Further details can be found in the in the Housing Act 2004, Supplementary Guidance. <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/7853/safetyratingsystem.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/7853/safetyratingsystem.pdf</a>
Decent Homes Standard	The Decent Homes Standard sets out the minimum expectations a property should meet. Further details can be found in the following guidance. <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/7812/138355.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/7812/138355.pdf</a>
DFG	Disabled facilities grant – see section 4 grid
EDMO	Empty Dwelling Management Order – is a provision within the Housing Act 2004. Further details can be found in the Housing Act 2004 guidance. <a href="https://www.gov.uk/government/publications/empty-dwelling-management-orders-guidance">https://www.gov.uk/government/publications/empty-dwelling-management-orders-guidance</a>
MEES	Privately Rented “Minimum Energy Efficient Standards” set minimum standards for letting domestic property. Further guidance can be found in the operation of Part Three of the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 (“the Regulations”) in relation to domestic property, as amended by the Energy Efficiency (Private Rented Property) (England and Wales) (Amendment) Regulations 2019. <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/794253/domestic-prs-minimum-standard-guidance.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/794253/domestic-prs-minimum-standard-guidance.pdf</a>
Vulnerable person	The Government defines a ‘vulnerable’ person as someone who is in receipt of the following state benefits: <ul style="list-style-type: none"> <li>• universal credit;</li> <li>• disability living allowance and or personal independence payment;</li> <li>• war disablement pension (including constant attendance allowance);</li> <li>• pension credit guarantee;</li> <li>• attendance allowance;</li> <li>• working tax credit, which includes a disability element and where recipient has a relevant income of less than £15,050 gross.</li> </ul>
Appropriate	Each case will be based on a clinical judgement of the applicant’s set of unique circumstances, and must meet the needs of the disabled person. The clinical judgement will be provided by social services.
Necessary	Each case will be based on a clinical judgement of the applicant’s set of unique circumstances, and must be required to meet the needs of the disabled person. The clinical judgement will be provided by social services.
Reasonable	The request must be “reasonable” when referenced against the limits of the housing policy, i.e. it will be within the scope of the policy as determined by the Housing department of the council.
Practicable	The request must be “practicable” for the situation when referenced against the limits of the housing policy – the Housing department of the council will determine this.
CCG	Clinical Commissioning Group - clinically led statutory NHS body responsible for the planning and commissioning of health care services for the local area.
OT	Occupational Therapist - help people of all ages to improve their ability to perform tasks in their daily living and working environments. They work with individuals who have conditions that are mentally, physically, developmentally, socially or emotionally disabling.
Adaptation Delivery Service	On receipt of a referral, the Adaptation Delivery Service will process from support to complete the application, through to completion of the final works to adapt the home.