

Subject: Revised Private Sector Housing Adaptation and Improvement Policy

Report to: ELT 1st September 2021
Housing and Neighbourhoods Committee 23rd September 2021

Report by: Vicky George: Independent Living Service Manager

SUBJECT MATTER

This report outlines the revisions to the current Private Sector Housing Adaptation and Improvement Policy.

RECOMMENDATIONS

That Committee:

1. Approve the Private Sector Adaptation and Improvement Policy.

1. INTRODUCTION / BACKGROUND

1.1 The Housing Grants Construction and Regeneration Act 1996 confers a statutory duty on the Council to provide Disabled Facilities Grants to eligible applicants. The Regulatory Reform (Housing Assistance) Order 2002 requires Councils to publish a policy detailing the financial assistance available to privately owned dwellings, who is eligible to receive financial assistance and how the assistance will be delivered.

1.2 Great Yarmouth Borough Council's Private Sector Housing Adaptations and Improvement Policy sets out the:

- legislation governing the assistance available,
- national and local policy context,
- type of assistance available to applicants (both mandatory and discretionary)
- eligibility criteria for assistance; and the
- capital resource available to deliver the various types of assistance.

- 1.3 The current policy, which was revised in July 2019 following a Report to Housing and Neighbourhoods Committee, has been reviewed again and the recommended amendments and additions are set out in following section.

2. Summary of Key Policy Amendments

- 2.1 Section 2.2 Priorities: Updated to encompass support to people with cognitive and neurological impairment as well as a priority on meeting the needs of disabled residents by supporting delivery of one-off capital projects. For example, adapting temporary accommodation to support disabled homeless households.
- 2.2 Section 3 National Policy: Updated to reflect the most recent developments in National Policy that refer to the importance of adaptations in supporting disabled children and adults to live fulfilling lives.
- 2.3 Section 4 Local Strategic Context: Updated to include the Council's Plan and how this Policy contributes to the key strategic priority of improved housing and stronger communities. It also now references the Disabled Facilities Grant – A Protocol for Joint Working in Norfolk.
- 2.4 Section 6 Assistance Available: Lists the mandatory and discretionary assistance available to residents. Updates in this section are:

- Mandatory Disabled Facilities Grant (DFG) (Appendix 1). Using the powers conferred by the Regulatory Reform (Housing Assistance) Order 2002, the first £5,000 of an applicant's calculated means test contribution will be met by the DFG. This will enable more residents to access much needed adaptations who are currently dropping out of the process because they have a calculated contribution. The National Review of DFG highlights several issues with the current means test, suggesting that it is overhauled as it is limiting those eligible for help and excluding some people in greatest need, especially adults of working age and those with small occupational pensions and little or no savings for whom even a modest contribution would be too much to find. This finding is borne out by Council's own data. In previous two years 37 cases did not proceed as a result of a means tested contribution of less than £5,000.

Discretionary eligible cost has been added to allow a contribution to a personal wheelchair budget where this would negate the need to undertake adaptations to the property.

- Discretionary Disabled Facilities Grant Top Up Grant (Appendix 2) Using the powers conferred by the Regulatory Reform (Housing Assistance) Order 2002 a discretionary grant of up to £20,000 will be available to applicants who have been awarded a mandatory DFG and the cost of the works exceeds the statutory maximum grant of £30,000. The DFG review has highlighted that the maximum mandatory grant has been set at £30,000 since 2008. During that time the cost of building work has increased as well as the complexity of adaptations being delivered. More applicants now require two or more adaptations to meet their assessed needs. Providing a discretionary grant will enable more applicants to access essential works quickly that otherwise may not go ahead or be delayed while alternative sources of funding are identified from charities.
- Discretionary Equity Loan Scheme (Appendix 4) Has been aligned to the Norfolk and Waveney Equity Loan scheme (NWELS). This provides the Council with an alternative

loan scheme to (NWELS) that can be used when the NWELS recycled loan pot is fully committed. This will enable more residents to access Equity Loans to remedy serious hazards in their home or to relocate to a home that is adapted or can be adapted to meet their needs.

- Discretionary Be at Home Adaptations (Appendix 5). The upper limit of the grant available has been raised to £5,000 for essential works that facilitate hospital discharge or prevent imminent hospital admission. This grant is focused on carrying out minor adaptations quickly that remove an immediate risk. In addition, the grant now allows for minor adaptations to be carried out for patients who have been waiting for orthopedic surgery for more than 6-months. This is a new scheme that the Council piloting with the James Paget University Hospital.
- Discretionary Top Up Grants for Heating and Energy Efficiency Measures (Appendix 8). A new discretionary grant that provides a top-up to support government and other energy industry backed initiatives. This grant can be used to make up a shortfall in funding to increase take up of these initiatives, helping residents out of fuel poverty by improving insulation and heating systems.

The Appendices have been updated to provide detail on the assistance available.

- 2.5 Section 10: Key Service Standards: Updated to include the legislative service standards and those set out in the document, Disabled Facilities Grant – A Protocol for Joint Working in Norfolk, which sets out timescales that all Norfolk Councils and their partners aspire to meet for delivery of 95% of DFGs.

3. CURRENT SERVICE

- 3.1 The service is still recovering from the effects of the pandemic and continues to work in a Covid safe way, which has impacted delivery. In 2019/20 the Council received £1,188,068 and a further £118,350 in December for the delivery of DFG adaptations. It spent £1,118,076 and delivered 112 DFGs and 188 Be at Home adaptations. It carried forward a commitment of £382,854. In 2020/21 the Council received £1,188,068 and a further £159,977 in December. It spent £518,053 and delivered 43 DFGs and 160 Be at Home adaptations and carried forward a commitment of £253,899. The underspend from 2020/21 has been carried forward, which has provided a budget of £1.9 million for the current year.
- 3.2 As the service continues to recover from the effects of the pandemic the number of DFG completions remain low, which continues to impact on spend. In terms of demand in the system for DFG there are currently 48 applicants waiting for an OT assessment with further 18 currently being assessed by the OT. There are a further 45 cases where a recommendation for works has been received that are either at application stage, pending a survey or on site. Minor adaptation works provided by Be at Home continue to be delivered swiftly with minimal waiting time to enable patients to be safely discharged from hospital or to prevent an imminent hospital admission.
- 3.3 The service is working with colleagues at Norfolk County Council to address the level of recommendations being received and the time taken to provide them. The service is also

currently carrying two Technical Officer vacancies and will be recruiting to these as soon as possible. In addition, the contractor framework, which is used to price works is being reviewed to reflect rising costs in construction to ensure that the service retains existing contractors, and the team are looking to procure additional contractor capacity to deliver works.

4. FINANCIAL IMPLICATIONS

- 3.1 The Council receives an annual allocation from government via the BCF to deliver DFG. For 2021/22 that allocation is just over £1.3 million. In 2020/21 there was an underspend of £600,000 on that year's allocation as a result of work being stopped or delayed by the pandemic. This amount has been rolled forward giving total pot of £1.9 million. The discretionary top up grants for heating and energy efficiency measures are eligible through this Policy to be funded from DFG.
- 3.2 The Council also uses its own capital to provide loans to residents. These loans are repaid when the property is sold, and the money is recycled to help other residents. The loan portfolio comprises of £1 million, Norfolk and Waveney Equity Loan scheme (NWELS) and £1.9 million in the Council's own loan scheme. Currently there is £164,034 available in NWELS and £630,583 in the Councils loan schemes. There is also £400,000 for DFG top up grants and loans. This money was made available following the last review of this policy, which was agreed at Housing and Neighbourhoods Committee in July 2019.
- 3.3 The revenue budget for delivery of Disabled Facilities Grants and loans to the private sector sits in the General Fund and the service is provided by the Independent Living Team. The Independent Living Team operates a Home Improvement Agency that supports applicants through the entire Disabled Facilities Grant process from initial application to completion of the works. There is a fee for this service, which is set against the Disabled Facilities Grant. These fees provide income for the council, to off-set against the cost of providing the service. In addition, Norfolk and Waveney Clinical Commissioning Group provide annual funding of £30,000, which contributes towards the cost of a caseworker to help people through the Disabled Facilities Grant process and towards the cost of the delivery of the Handyperson service.
- 3.4 Monthly statistics of building materials and components produced by the Government Department for Business, Energy, and Industrial Strategy (BIES) show a year-on-year change (July 2020 and July 2021) of 20.1% overall in the cost of materials and components. In addition, contractors have supplied evidence of increasing costs. The framework contract does not allow for an automatic inflationary uplift, clause 23.3 states that the contractor cannot implement increases in charges without prior consultation with and approval of the Council. The contractor framework will need to increase to reflect the rising cost of building materials. Reflecting the current material prices, an uplift will be applied to the framework contract prices. Officers will continue to monitor and review building costs bi-annually to ensure the contractor framework reflects the current costs being incurred by the contractors.

4. RISK IMPLICATIONS

- 4.1 Introducing discretionary assistance is likely to increase the uptake of grants and therefore spend. However, level of spend is dependent on the capacity to deliver and as the service continues to work in a Covid safe way in order to protect the vulnerable client group spend will continue to be a challenge. Officers will monitor spend and if required the discretionary assistance available could be withdrawn should the demand for mandatory DFG increase and place pressure on the budget.
- 4.2 The additional discretionary spend will, in part be mitigated by the repayment arrangements for discretionary assistance above £5,000 whereby this element of the grant is repaid in full when the ownership of the property is transferred.
- 4.3 The increase in building material costs will impact the budget and is necessary to ensure the Council can continue to retain contractors to deliver this work. Reviewing the cost of materials bi-annually will allow the Council to adjust the framework accordingly.
- 4.4 Government has consistently increased the DFG budget since 2016 in recognition of the vital role it plays in supporting the health and care agenda. It appears unlikely that the budget will be reduced considering the launch of the National Disability Strategy and indicating that guidance, informed by the 2018 DFG Review will follow by the end of the year that will support delivery of the DFG.

5. LEGAL IMPLICATIONS

- 5.1 The Council has a statutory duty to provide Disabled Facilities Grants under the Housing Grants Construction and Regeneration Act 1996.
- 5.2 There is a requirement to publish a policy detailing the assistance provided in accordance with the Regulatory Reform (Housing Assistance) Order 2002.
- 5.3 The Equality Act 2010 prohibits discrimination against people with protected characteristics that are specified in section 4 of the Act. Disability is one of the specified characteristics.

6. CONCLUSIONS

- 6.1 The policy has been updated to reflect best practice and current thinking on delivery of DFG and discretionary assistance. Publishing this policy allows the Council to use the capital allocation to provide a wider range of housing adaptation and improvement solutions in support of resident's health and wellbeing, enabling them to remain living in their own homes.

Area for consideration Comment	Comment
Monitoring Officer Consultation	Through ELT
Section 151 Officer Consultation	Through ELT
Existing Council Policies See background papers	Private Sector Adaptation and Improvement Policy 2019
Financial Implications Within existing budgets	Included in section 3
Legal Implications (including human rights)	Included in section 5
Risk Implications	Included in section 4
Equality Issues/EQIA assessment	Considered – Disabled residents are covered by the Equalities Act 2011
Crime & Disorder	N/A
Every Child Matters	Considered – Adaptations for children are covered by this policy



PRIVATE SECTOR ADAPTATIONS AND IMPROVEMENT POLICY 2021

Author	Vicky George
Date	September 2021
Document Status	Draft

Contents

1. Introduction	9
2. Policy Aims and Priorities.....	9
2. Legislation Informing this Policy	10
3. National Policy	11
4. Local Strategic Context	13
5. Capital Resource.....	15
6. Assistance Available	15
7. Repayment of Grant and/or Loan	16
8. Contacting the Independent Living Service, Comments, Compliments.....	18
and Complaints	18
9. Applicants not covered by this Policy	19
10. Key Service Standards.....	19
11. Monitoring	20

Appendices 1-9

1. Introduction

The quality and suitability of a person's home can have a major impact on their quality of life and general wellbeing. There are direct links between unsatisfactory housing and poor health particularly in older people, residents with disabilities or chronic illness and households with young children. Local authorities have a responsibility to deal with private sector housing that is in poor condition or needs adaptations to meet the needs of those with disabilities.

This policy sets out the financial and other assistance available to residents who are eligible to receive it and how it is delivered. The financial assistance set out in this policy covers both statutory Disabled Facilities Grants and other discretionary grants and loans the Council can provide.

2. Policy Aims and Priorities

2.1. Aims

The Council seeks to improve the health, wellbeing and safety of residents of the Borough who live in private sector housing, through the promotion and delivery of a range of assistance that supports residents to live independently and well by providing statutory Disabled Facilities Grants (DFG) and other discretionary assistance that helps to improve and maintain the condition of properties.

The Council will ensure that the available capital resources are focussed on meeting the needs of the most vulnerable. This focus needs to be set in the context of greater demands on DFG resources and increasing pressures on some of the most vulnerable households in relation to the costs of maintaining and heating their homes.

2.2. Priorities

The key priorities for this policy are to:

- facilitate disabled and people with mobility issues to live independently in their own homes.
- facilitate people living with cognitive, neuro-diverse and sensory impairments to live independently in their own homes.
- facilitate safe hospital discharge that enables people to receive on-going health care at home.
- prevent imminent hospital admission or the need for admission to care where health and care needs can be met safely at home.
- support the provision of measures that will help vulnerable households feel safe and secure in their own homes and contribute towards maintaining independent living.
- tackle housing conditions that represent a hazard to the occupier's health and wellbeing, focusing on the most vulnerable households to achieve a solution that will meet their longer-term needs.
- meet the needs of disabled residents by supporting the delivery of one-off capital projects.

2. Legislation Informing this Policy

Housing Act 1985

Under Section 8 of the act the council has a duty to consider housing conditions in its district and the needs of the district for the provision of further housing.

Housing Grants Construction and Regeneration Act 1996

Under this act the Council has a duty to provide Disabled Facilities Grants (DFG) to eligible applicants.

Regulatory Reform (Housing Assistance) Order 2002

This Order provides a wide-ranging power to provide 'assistance in any form' 'either directly or indirectly to enable a person:

- to acquire living accommodation (whether within or outside their area)
- to adapt or improve living accommodation (whether by alteration, conversion or enlargement)
- to repair living accommodation
- to demolish buildings comprising or including living accommodation
- where buildings comprising or including living accommodation have been demolished, to construct buildings that comprise or include replacement living accommodation.

Under this legislation the Council is required to publish a renewals policy stating how it intends to use its powers to offer assistance to enable improvements to private sector housing, and who is eligible to receive it.

Housing Act 2004

This Act introduced several new provisions, which included Under Part 1 of the Act the introduction of a new Housing Health and Safety Rating Scheme (HHSRS) to replace the Housing Fitness Standard. This gave Councils the powers to take enforcement action based on assessments carried out under the HHSRS. These assessments focused on hazards that are most likely to occur in housing. This has helped Councils target some of the poorest-condition properties that are often housing some of the most vulnerable residents.

The Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008

This consent sets out when a Council may request repayment of a mandatory Disabled Facilities Grant the applicable amount that can be reclaimed and the factors the Council will have considered in deciding whether to require repayment.

Equality Act 2010

The Equality Act 2010 prohibits discrimination against people with the protected characteristics that are specified in section 4 of the Act. Disability is one of the specified characteristics.

The Care Act 2014

The Care Act 2014, which came into effect from 1st April 2015, is a significant piece of legislation that will determine the future direction and quality of care and support. It aims to:

- provide a single, clearer framework for the provision of care and support,
- promote a preventative approach with services built around an individual's wellbeing,
- give carers a right to assessment for support
- promote integration of health and social care
- make statutory provision for Safeguarding Adults Boards.

The Care Act includes local housing authorities and providers as important partners for health and social care. The statutory guidance sets out how and when housing provision and options should be included into the processes in place to support wellbeing and address care and support needs.

Services that support people to maintain and adapt their homes are key to preventing, reducing and delaying care and support needs and acknowledgement has been given to the vital work that Home Improvement Agencies support people to live safely and independently in their own homes

3. National Policy

National Policy consistently highlights the importance of housing and the fundamental role it plays in prevention, promoting independence health and wellbeing. Councils have several statutory obligations in respect of private sector housing including those relating to housing standards and eradication of risk through to the delivery of Disabled Facilities Grants.

Lifetime Homes, Lifetime Neighbourhoods

A National Strategy for Housing in an Ageing Society is about improving living standards for older people. The strategy recognises that housing, health and care need to be increasingly interdependent as no sector can deal with the challenges of an ageing population alone.

In relation to this document Chapters 5 and 6 are the most relevant, emphasising the importance and cost effectiveness of access to 'that little bit of help' which enables people to remain living in their home in comfort and safety. That help can be in the form of Handy Person services, which meet the needs of vulnerable and older people requiring minor repairs and small household jobs, through to the delivery of Disabled Facilities Grants to fund adaptations that enable disabled people and people with mobility issues to continue to live independently in their own homes.

Better Care Fund

The Better Care Fund (BCF) is a pooled budget that enables the NHS and local authorities to jointly commission health and social care services, to drive development of integration locally.

The BCF includes Disabled Facilities Grant (DFG) monies. The budget for DFGs is no longer ring-fenced therefore it is vital that the district council, whose statutory responsibility it is to deliver DFGs is linked into the process of developing and delivering the BCF with the lead

agencies within health and social care. To this end a locality plan has been jointly developed by Great Yarmouth Borough Council, Norfolk County Council and Norfolk & Waveney CCG.

DFG and Other Adaptations External Review¹

An external review of DFGs was carried out in 2018 to look at their operation and provide evidence-based recommendations to meet two key aims:

- to support people to live in suitable housing so they can remain independent for longer
- to develop the case for increased joined up action across housing, health and social care.

The review report (Dec 2018) makes 45 recommendations and it is now expected that Central Government will now issue guidance to local authorities by the end of the year.

Managing Transfers of Care – A High Impact Change Model²

The High Impact Change Model refreshed in 2019 is designed to support system partners to improve health and wellbeing, minimise unnecessary hospital stays and encourage consideration of new interventions. Change 9 of the model refers to housing and related services and highlights the importance of having effective mechanisms in place that address housing issues early in discharge planning, which maximise independence and support people to go home. Change 9 mentions the need for housing and homelessness services, home adaptations and equipment services to enable a safe effective discharge. The District Direct and Be at Home services have proven consistently that the Council is delivering on Change 9.

National Disability Strategy³

Published July 2021 this strategy sets out the action's government will take to improve the lives of disabled people. One of the key actions is creating more accessible, adapted and safer homes. In pursuit of this goal government are seeking to accelerate the delivery of home adaptations by improving local delivery of Disabled Facilities Grant. Therefore, following the Independent Review published in December 2018 (mentioned above), MHCLG and DHSC will, during 2021 jointly publish new government guidance for local authorities in England on the effective delivery of DFG.

National Strategy for Autistic Children, Young people and Adults: 2021 to 2026⁴

The governments refreshed national strategy for improving the lives of autistic people and the families and carers. The strategy seeks to improve autistic people's access to housing

¹ <https://www.gov.uk/government/publications/disabled-facilities-grant-and-other-adaptations-external-review>

² <https://local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/systems-resilience/refreshing-high/about>

³ <https://www.gov.uk/government/publications/national-disability-strategy>

⁴ <https://www.gov.uk/government/publications/national-strategy-for-autistic-children-young-people-and-adults-2021-to-2026>

that, meets their needs, by increasing the provision supported housing, enabling more people to access adaptations to their homes. Working with Foundations the National Body for Home Improvement Agencies, support will be offered to local authority DFG services and autism charities to raise awareness of how DFG can support autistic people.

4. Local Strategic Context

The policy contributes to the following local strategies:

Great Yarmouth Borough Council's Housing Strategy 2018-2023

Great Yarmouth Borough Council's Housing Strategy's commits to providing 'Decent Homes' across all housing tenures. The Housing Strategy Action Plan includes specific actions to work with commissioners to develop services to meet current and future needs of specific client groups and to work with partners from health and social care to offer solutions to enable people to remain at home.

Better Care Fund (BCF) & Disabled Facilities Grant (DFG) Locality Plan

A locality plan is jointly developed annually by Great Yarmouth Borough Council, Norfolk County Council and Norfolk and Waveney CCG in accordance with the BCF guidance.

The Locality Plan sets out the agreed approach to delivery of Disabled Facilities Grants and other schemes that support the Borough's residents to remain living independently within their own homes.

Great Yarmouth Borough Council's Corporate Plan 2020-2025

This policy plays a part in contributing to the Council's priority area of Improved Housing and Stronger Communities, which recognises that having access to a good quality home plays a fundamental part in a person's quality of life. The key outcomes of this priority include:

- Improve the health and wellbeing of residents through better access to facilities and an inclusive approach to addressing physical and mental wellbeing, and reduce health inequalities
- For residents to feel safe in their homes and communities and share a sense of pride in their immediate community and the wider borough.

Strategic priorities to meet these outcomes relevant to this policy include:

- Enable residents to remain in their own homes and live independent lives through a comprehensive adaptations programme and working closely with health partners.
- To continue to develop our partnership approach to early help and prevention services to support our most vulnerable residents.
- To support residents to live in high quality warm homes.

Norfolk DFG Protocol for Joint Working

This protocol sets out the principles of the shared ambition for delivery of Disabled Facilities Grants in Norfolk. It covers the:

- Shared responsibilities and aspirations to support people in Norfolk through the use of DFG's.
- Principles for joint working to deliver better outcomes for people needing DFG adaptations.
- The context and framework for cross-sector partnerships in Norfolk to shape and deliver DFG for people who need them.
- Shared success criteria to deliver and measure outputs.

The protocol has been signed by the 7 District Councils and Norfolk County Council.

4.1. Data informing the Policy

The mix of housing in Great Yarmouth includes 63% owner occupied, 18% Social rented and 17% Privately rented.⁵

Government data⁶ estimates that out of a total Great Yarmouth population of 99,417, 30,024 (30.2%) are 60 or over, 23,738 (23.9%) are 65 or over and 6268 (6.3%) are 80 or over. It is estimated that 7.1%⁷ of the total Great Yarmouth population assesses their health as bad (5.5%) or very bad (1.6%), which is higher than for Norfolk and England.

This policy draws on the findings of the Building Research Establishment (BRE) Borough wide Private Sector Housing Stock Model Study and Housing Health Impact Assessment. Their reports received in June 2017 gave the following headline figures:

- Total number of private sector dwellings - 37,210
- 19 % of dwellings have a HHSRS category 1 hazard (7,002)
- 20 % of dwellings in the private rented sector have a HHSRS category 1 hazard (1,808)
- 11% of dwellings have a HHSRS category 1 excess cold hazard (SAP rating below 33.5) (3,980)
- 8% of dwellings have a HHSRS category 1 falls hazard (3,111)
- Estimated cost to remedy all HHSRS category 1 hazards £26.8 million
- 3% of dwellings are in disrepair (Decent homes definition) (1,226)
- Number of low-income households living in private sector housing (2,763)

⁵ Office for National Statistics (ONS) Census Data (2011) from Norfolk Insight, Great Yarmouth District <https://www.norfolkinsight.org.uk/housing/report/view/11bece55ce704b33969aacc8036f8426/E07000145>

⁶ Office for National Statistics (ONS) Population Estimates (2017), from Norfolk Insight, Great Yarmouth District; <https://www.norfolkinsight.org.uk/population/report/view/b15822d80ec54439bb12134b7c857bb9/E07000145>

⁷ Office for National Statistics (ONS) Population Estimates (2017), from Norfolk Insight, Great Yarmouth District; <https://www.norfolkinsight.org.uk/health-and-social-care/report/view/8bb7569ba83b42678dfb5d02ec6d3688/E07000145>

- Number of households in fuel poverty (Low Income High Cost (LIHC)) (5,718)
- Number of dwellings below EPC band E (5,328)
- Average simple SAP rating 54 (EPC band E)

5. Capital Resource

The Council receives an annual allocation from the Better Care Fund to deliver DFGs based on Government's reflection on the level of need and previous spend on DFGs. If required, to meet the statutory obligation to deliver DFG in any year the Council will borrow to meet the demand above the level funded from the Better Care Fund.

In a typical year the Council supports over 300 private sector households with essential adaptations to their homes, allowing residents to remain living independently, be safely discharged from hospital or prevent them being admitted to hospital.

6. Assistance Available

The Council will provide both financial assistance and advice and information to applicants as set out below.

Financial assistance available to eligible applicants is contained in the appendices as follows:

- Appendix 1: Mandatory Disabled Facilities Grant
- Appendix 2: Discretionary Disabled Facilities Grant Top Up Grant
- Appendix 3: Discretionary Norfolk and Waveney Equity Loan Scheme
- Appendix 4: Discretionary Equity Loan
- Appendix 5: Discretionary 'Be at Home' Adaptations Scheme
- Appendix 6: Discretionary Handy Person Scheme
- Appendix 7: Discretionary Forget Me Not Grants
- Appendix 8: Discretionary Top-up Grants for Heating and Energy Efficiency Measures
- Appendix 9: Discretionary 'Be at Home' Alarms Scheme.

All assistance is subject to the applicant meeting eligibility criteria and for discretionary assistance will be subject to funding availability.

6.1 Practical Assistance and Advice

The Council provides a range of advice and information to assist owner occupiers, tenants renting privately and private sector landlords to support housing standards within the borough.

- **Independent Living Service**
The Council provides support to older or vulnerable people to enable them to remain in their own homes. The service delivers tailored advice and support, linking clients to independent advice and financial help to deal with repairs, improvement and adaptations needs. The service also provides advice and information on alternative sources of funding including supporting residents to apply for charitable funding.
- **Community Hubs**
Through the Community Hubs clients can be put in touch with a wide range of voluntary sector support agencies and projects.
- **Handy Person**
A trusted service to support residents to make small scale adaptations and undertake low level home maintenance works to ensure they can maintain their independence or to keep their homes at a suitable standard.
- **Environmental Services**
Advice and information to landlords and tenants plus as necessary enforcement action to ensure properties are safe and not presenting a risk to tenants.
- **Housing Advice**
Where a person's home cannot be made suitable for their needs or there is an identified housing need the Housing Options Team can provide advice and support on the options available. This team also deals with customers who are at risk of homelessness and administers the Council's Allocation Scheme.
- **District Direct**
A service where a Council Housing Officer works in the discharge hub in the James Paget University Hospital providing a range housing advice and support to patients to enable safe discharge or to prevent admission.

7. Repayment of Grant and/or Loan

7.1. Repayment of Disabled Facilities Grant

Housing Grant, Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or repayment of grant) General Consent 2008, allows for repayment of individual mandatory DFG's that exceed £5,000 up to the maximum statutory award of £30,000. The maximum amount that the Council can require to be repaid in respect of a mandatory grant is £10,000. However, where a discretionary grant is provided over above the £30,000 to facilitate works the Council is also able to require repayment of this amount.

The Council will secure the amount to be repaid by applying a limited charge to the property registered with Land Registry. The limited charge will last for 10 years from completion of the works and if the property is disposed through sale, assigned or transferred to another person the Council will seek repayment of the grant. In relation to discretionary grant, the limited charge will have no time limit and will require repayment of the grant when the property is assigned, transferred or sold.

The General Consent Order 2008 sets out the factors that the Council will have considered in deciding whether to require repayment, those are:

- i) The extent to which the recipient of the grant would suffer financial hardship where he to be required to repay all or any of the grant.
- ii) Whether the disposal of the premises is to enable the recipient of the grant to take up employment, or to change the location of their employment;
- iii) Whether the disposal is made for reasons connected with the physical or mental health or wellbeing of the recipient of the grant or of a disabled occupant of the premises; and
- iv) Whether the disposal is made to enable the recipient of the grant to live with, or near, any person who is disabled or infirm and in need of care, or who is intending to provide care of which the recipient of the grant is in need by reason of disability or infirmity.⁸

Having considered the above circumstances, the Council may at its discretion, considering all the facts available to it, make a decision that the recipient should not be required to repay some or all of the grant. In making decisions as to whether this discretion will be exercised the recipient may be asked for additional information, including financial information.

7.2. Repayment of Discretionary Loans

Where an equity share loan is provided the Council's interest is lodged on the property's title deeds with Land Registry. The cost of doing this is included in the loan.

Previously issued Council Loans that were registered as a charge with Local Land Charges are being registered with Land Registry through the application of a unilateral notice.

Repayment of the full amount of the loan is required:

- On sale or transfer of ownership of the property
- If the property ceases to be the applicant's principal residence
- If the property remains vacant for more than six months.

The Council may decide not to demand full repayment or may defer its demand for repayment under the following circumstances:

- i) Where the loan is in joint names and one of the applicants has died and the other named person is still in residence or the ownership of the property is transferred to a person who lives there as their only place of residence and who was in residence at the time of the applicant's death.

⁸https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/7811/general-consent2008.pdf

- ii) Where it is satisfied that the applicant is so elderly and infirm that they are disposing of the dwelling with the intention of going to live in a hospital, a hospice, a nursing care home where care will be provided.
- iii) Where the applicant has been forced to move due to racial or other harassment or domestic violence.
- iv) Moving to a property that facilitates a more appropriate care setting for the applicant.

All decisions are at the discretion of the Council when considering all the facts of the cases and whether the recipient would suffer financial hardship should they be required to repay all or any part of the loan. In making decisions as to whether this discretion will be exercised the recipient may be asked for additional information, including financial information.

8. Contacting the Independent Living Service, Comments, Compliments and Complaints

For further information or to apply for a DFG or a discretionary grant or loan detailed in this policy or assistance from the Handy Person Service contact the Independent Living Service. Feedback on the services outlined in this policy or any of the Councils Services can be given:

- By email: adaptations@great-yarmouth.gov.uk
- By telephone: 01493 846371
- In writing to: Independent Living Service, 105 Caister Road Great Yarmouth NR30 4DG

A complaint is defined as a situation where there is dissatisfaction with the service provided or dissatisfaction with a response to a request for a service

The Council operates a three-part complaints procedure. In the first instance the complaint is investigated and responded to by the relevant Team Leader/Manager. If the complainant is unhappy with that outcome the complaint moves to the second stage where it is re-investigated by the Head of Department. If the complainant is still dissatisfied with the response the complaint is taken to a third stage and dealt with by a Director or the Chief Executive. The complainant can refer their complaint to the Local Government and Social Care Ombudsman (LGO) <https://www.lgo.org.uk/>.

Comments, complaints or compliments about the services detailed in this policy can be made:

- By email: complaints@great-yarmouth.gov.uk
- By telephone: 01493 856100
- In writing to: Complaints, Member Services, Town Hall, Hall Plain, Great Yarmouth NR30 2QF
- In person: at the Town Hall or Greyfriars House

- Online www.great-yarmouth.gov.uk/commentscomplimentsandcomplaints

9. Applicants not covered by this Policy

Applicants living in the following properties are not included within the provisions of this policy:

- those owned by Registered Providers, unless the application is for a DFG
- those owned by property developers and speculators
- Council owned properties within the Housing Revenue Account⁹
- commercial premises
- second homes
- holiday homes
- buildings which when purchased by the applicant were in a state of repair or were unfit for human habitation.

10. Key Service Standards

Legislation states that the Council is required to :

- provide a decision whether or not to approve a DFG within 6 months of receiving a full application (this includes all necessary information, e.g. proof of home ownership or landlord consent)
- aim to complete the installation of the adaptations within 12 months from the date of the grant approval.

In addition to the legislative service standards, 'The DFG: A Protocol for Joint Working in Norfolk', sets out timescales that all Norfolk Councils and their partners aspire to meet for delivery of 95% of DFGs. They are:

- | | |
|---|--|
| • Initial enquiry to Occupational Therapist recommendation provided to adaptations service. | 20 working days (urgent cases 5 working days) |
| • Occupational Therapist recommendation to approval of works. | 50 working days (urgent cases 30 working days) |

⁹ These are covered by the Council's Adaptation Policy for Council Tenants.

- Approval to completion of works. 150 working days (urgent cases 55 working days)

These standards are aspirational as differences in how long activities can take will depend on the complexity of the job and the number of stakeholders involved. Some works will comfortably proceed within the timescales while others involving extension and or multiple works will take longer.

The level of customer satisfaction with the services provided will be monitored and the information used to help review the policy in future years to meet customer needs.

The policy and procedures will be reviewed at regular intervals to retain flexibility to ensure the service provided is improved upon and is able to adapt to changing social and economic trends.

11. Monitoring

The policy will be monitored against the following outputs:

Disabled Facilities Grants

- Number of referrals
- Number of approvals
- Number of completions
- Profile of spend against total budget
- Works under £10,000 number of calendar days from initial request to works complete in the quarter (All cases)
- Works over £10,000 number of calendar days from initial request to works complete in the quarter (All cases)

Handy Person Scheme

- Number of enquiries
- Number of jobs completed

Be at Home Adaptations

- Number of referrals
- Number of completions
- Number of bed days saved

Be at Home Alarms

- Number of referrals received
- Number of packs issued
- Number of bed days saved

Forget-me-not Grants

- Number of referrals
- Number of approvals
- Number of grants completed
- Total spend against total budget

Appendix 1

DISABLED FACILITY GRANT (DFG)	
Purpose of assistance	To help with the cost of essential adaptations to give an occupant better freedom of movement into and around their home and to access essential facilities within it.
Maximum Grant	<ul style="list-style-type: none"> £30,000 for mandatory works subject to a statutory means test. If the Means Test demonstrates an applicant's income exceeds the threshold, the grant will be reduced by the amount the applicant is required to contribute.
Discretionary Assistance	<ul style="list-style-type: none"> The Council will pay the first £5,000 of the means tested contribution.
Eligible Persons	<ul style="list-style-type: none"> Any disabled person, as described by the Housing Grants, Construction and Regeneration Act 1996 s100. Applicants can be owner-occupiers, private tenants, or tenants of a Registered Provider. Tenants will be required to have a tenancy agreement and for their landlord to confirm that subject to tenancy breaches they can remain in the property for a minimum of 5 years.
Eligible Properties	<ul style="list-style-type: none"> Houses Flats Bungalows Mobile homes Residential boats
Eligible Costs	<ul style="list-style-type: none"> Works that are essential for access, personal care, bedroom, kitchen, safety and services as described in the Housing Grants Construction and Regeneration Act 1996 s 23 Works must be necessary and appropriate to meet the needs of the disabled person; and Works must be reasonable and practical to carry out having regard to the age and condition of the dwelling or building and the maximum grant available. Fees for costs and professional services in connection with the scheme. Cost of a five-year stair-lift, through floor lift or external lift warranty and wash-dry toilets warranty as part of the overall installation cost.
Discretionary Eligible Costs	<ul style="list-style-type: none"> Contribution to a personal wheelchair budget, to provide a wheelchair that would meet the assessed needs and where providing such financial assistance is more cost effective than providing some or all of the adaptations.

Assessment of costs of works	<p>For clients of the Home Improvement Agency, eligible costs will be determined by the tendered contract framework or through a competitive tender process for large scale works (where several works are required to adapt the property or where small extensions are required).</p> <p>For clients not using the Home Improvement Agency eligible costs will be determined by the submission of a minimum of two independent quotes for the recommended works, which will then be assessed for reasonable cost. These quotes should include, where appropriate, professional fees for example a structural surveyor.</p>
Scope of Works	<ul style="list-style-type: none"> • Improving access to the home and garden and to principal rooms within the home as described in section 23 of the Housing Grants Construction and Regeneration Act 1996. This includes dropped kerbs from the public highway subject to the Highways Authority approval. • Improving access to principal rooms within the home • Making the dwelling safe for use by the disabled person • Providing washing, toilet and cooking facilities where necessary • Improving or providing heating • Adapting controls to power, light and heating to make them easier to use • Cost of extended warranties on stair-lift, through floor lift, external lift and wash-dry toilets.
Scope of Works (Discretionary)	<ul style="list-style-type: none"> • Necessary works to facilitate the DFG such as carrying out essential repairs to enable the adaptation such as investigation and works to remediate damp in a bathroom being converted to provide a level access shower. • Necessary works to enable a live in carer to support the disabled person by providing sleeping, bathing or essential family space
Overview of the Process	<ul style="list-style-type: none"> • Applications for adaptations can be made to Norfolk County Council Adult Social Care, or directly to the Council's Independent Living Service • Applications are processed and if eligible a home visit is booked to gather the necessary information. • Where adaptations are identified the applicant will be invited to complete a financial assessment to identify if the client is eligible for a grant and if so, the level of any contribution the client will make. If the client's contribution exceeds the costs of the works required, no grant will be provided • A grant will only be approved if the applicant is eligible and where the works are both necessary and appropriate and reasonable and practical. • The complete application process can be found on the Council's website: www.great-yarmouth.gov.uk/disabledfacilitiesgrant
Repayment of Grant	Mandatory DFG grants of £5,000 or less do not have to be repaid.

	<p>Mandatory DFG grants exceeding £5,000 up to the maximum statutory award of £30,000 will be subject to repayment. The maximum amount the Council can require to be repaid is £10,000.</p> <p>Discretionary top-up grants to cover costs over £30,000 will be required to be repaid in full.</p> <p>The Council will secure the amount to be repaid by applying a limited charge to the property registered with Land Registry.</p> <p>For mandatory DFG up to £30,000 the limited charge will last for 10 years from completion of the works and will require to be repaid if the property is disposed through sale, assigned or transferred to another person during that time.</p>
--	--

Appendix 2

DISCRETIONARY DISABLED FACILITIES GRANT TOP UP GRANT	
Purpose of assistance	Where a client has been awarded a mandatory DFG, a discretionary support grant may also be provided where the cost of works exceeds the statutory maximum grant of £30,000.
Maximum Grant	<p>Maximum discretionary grant available is £20,000</p> <p>Subject to funds being available a discretionary grant may be provided if the cost of works exceeds £30,000.</p>
Eligible Persons	<ul style="list-style-type: none"> Any disabled person, as described by the Housing Grants, Construction and Regeneration Act 1996 s100 The applicant must own the property.
Eligible Properties	<ul style="list-style-type: none"> Houses Flats Bungalows Mobile homes Residential boats
Eligible Costs	<ul style="list-style-type: none"> Works that are essential for access, personal care, bedroom, kitchen, safety and services as described in the Housing Grants Construction and Regeneration Act 1996 s 23 Works must be necessary and appropriate to meet the needs of the disabled person; and Works must be reasonable and practical to carry out having regard to the age and condition of the dwelling or building. Fees for costs and professional services in connection with the scheme. Cost of a five-year stair-lift, through floor lift or external lift warranty and wash-dry toilets warranty as part of the overall installation cost.
Scope of Works	<ul style="list-style-type: none"> All works (including discretionary) set out in Appendix 1: Disabled Facilities Grants
Overview of the Application Process	<ul style="list-style-type: none"> To be eligible for a discretionary support grant the applicant must already have completed a DFG application for the works required, please see Appendix 1 DFG, and all costs for the works must have been established. No further information is required from the applicant.
Repayment of Grant	Discretionary support grants will be required to be repaid in full.

	<p>The Council will secure the amount to be repaid by applying a limited charge to the property registered with Land Registry.</p> <p>The limited charge will remain in place until it is discharged (repaid) when the property is disposed through sale, assigned or transferred to another person.</p>
--	--

Appendix 3

DISCRETIONARY NORFOLK AND WAVENEY EQUITY LOAN SCHEME	
Purpose of assistance	This discretionary loan can be used in situations where relocation could be a more suitable solution for some applicants in preference to repair or adaptation of their existing dwelling or to fund works required to free their home of serious hazards, which would affect the health and safety of the occupants.
Maximum Loan	Subject to funds being available, loans up to a maximum £50,000 are possible with the advance being no more than 35% of the free equity in the property and secured on the property. This means the loan is secured on the property and no scheduled repayments are due.
Repayment of Loan	<p>Repayment of the full amount of the loan is required:</p> <ul style="list-style-type: none"> • On sale or transfer of ownership of the property • If the property ceases to be the applicant's principal residence • If the property remains vacant for more than six months. <p>The value of the loan will increase in line with the value of the property. The loan amount will never decrease below the original sum.</p>
Eligible Persons	<p>The scheme is open to owner occupiers residing in Norfolk or the Borough of Waveney and who are in receipt of one or more benefits including:</p> <ul style="list-style-type: none"> • Housing Benefit • Council Tax Benefit • Income-based Job Seekers Allowance • Universal Credit • Child Tax Credit (with a household income less than £16,040) • Working Tax Credit (with a disability element and a household income of less than £15,500) • Attendance Allowance • Disability Living Allowance • Personal Independence Payment • Industrial Injuries Disablement Benefit • War Disablement Pension • Pension Credit Guarantee
Eligible Properties	<ul style="list-style-type: none"> • Houses • Flats • Bungalows

Eligible Costs	<ul style="list-style-type: none"> • Works to remedy significant hazards in the home including the removal of Category 1 Hazards • Fees for Certificates and Professional Services in connection with the above. • Contribution towards the purchase cost of a suitable property and can include costs associated with moving such as solicitors' fees
Overview of the Process	Applications should be made directly to the Independent Living Service at Great Yarmouth Borough Council who administer and manage the scheme on behalf of the other district councils.

Appendix 4

DISCRETIONARY EQUITY LOAN	
Purpose of assistance	This discretionary loan can be used in situations where relocation could be a more suitable solution for some applicants in preference to repair or adaptation of their existing dwelling or to fund works required to free their home of serious hazards, which would affect the health and safety of the occupants.
Maximum Loan	Subject to funds being available, loans up to a maximum £50,000 are possible with the advance being no more than 35% of the free equity in the property and secured on the property. This means the loan is secured on the property and no scheduled repayments are due.
Repayment of Loan	<p>Repayment of the full amount of the loan is required:</p> <ul style="list-style-type: none"> • On sale or transfer of ownership of the property • If the property ceases to be the applicant's principal residence • If the property remains vacant for more than six months. <p>The value of the loan will increase in line with the value of the property. The loan amount will never decrease below the original sum.</p>
Eligible Persons	<p>An applicant must either:</p> <ul style="list-style-type: none"> • Own the property or • Be a private tenant responsible for carrying out the works as set out in the tenancy agreement <p>And have lived in the property as their only or main residence for at least 24 months and be in receipt of a qualifying benefit, including:</p> <ul style="list-style-type: none"> • Housing Benefit • Council Tax Benefit • Income-based Job Seekers Allowance • Universal Credit • Child Tax Credit (with a household income less than £16,040) • Working Tax Credit (with a disability element and a household income of less than £15,500) • Attendance Allowance • Disability Living Allowance • Personal Independence Payment • Industrial Injuries Disablement Benefit • War Disablement Pension • Pension Credit Guarantee

Eligible Properties	<ul style="list-style-type: none"> • Houses • Flats • Bungalows
Eligible Costs	<ul style="list-style-type: none"> • Works to remedy significant hazards in the home including the removal of Category 1 Hazards • Fees for Certificates and Professional Services in connection with the above. • Contribution towards the purchase cost of a suitable property and can include costs associated with moving such as solicitors' fees
Scope of Works	<p>This could include:</p> <ul style="list-style-type: none"> • Electrical/gas safety work • Plumbing • Boiler replacement • Leaking roof • Emergency structural repairs (non-insurable) • Relocation.
Overview of the Application Process	<ul style="list-style-type: none"> • Applications should be made directly to the Independent Living Service at Great Yarmouth Borough Council. • Once confirmation that both the applicant and the dwelling that they live in are eligible for assistance a technical officer from Independent Living Services will inspect the property and raise a schedule of eligible works. • The applicant will be asked to supply a minimum of 2 estimates covering the scope of the scheduled works plus any additional costs such as agent or structural engineer fees. The applicant will also need to provide information on all borrowings secured against the property such as a mortgage, the approximate amount left to repay and confirm that the property title is registered. If the property is not registered with Land Registry the applicant will have to instruct their own solicitor to have the property title registered before the loan application can proceed. • Independent Living Services will carry out an initial assessment to see if the amount of loan required does not exceed £50,000 and/or is no more than 35% of the free equity in the property. • Once satisfied that the loan amount requested is unlikely to exceed the maximum limits set out in the step above Independent Living Services will confirm the title registration with Land Registry and instruct an independent surveyor to value the property. • Existing lenders will be contacted and their agreement to a further charge on the property sought. • Once the valuation is received and other lenders consent to the charge is obtained, along with confirmation of the amount of outstanding mortgage/loan outstanding, Independent Living Services will draw up the Loan Agreement in duplicate for the applicant to sign and the council to sign and seal. • Independent Living Services will check with Land Registry that no further charges have been placed against the property during this process. If a further charge has been

	<p>placed upon the property this will delay or prevent the Equity Loan from being registered.</p> <ul style="list-style-type: none">• Once confirmation is received from Land Registry that no additional charges have been placed upon the property Independent Living Services will register the Equity Loan and the relevant funds can be released.• One copy of the Loan Agreement will be sent to the applicant for them to retain and the other will be retained by the Council.
--	---

Appendix 5

DISCRETIONARY 'BE AT HOME' ADAPTATIONS	
Purpose of Assistance	To either enable timely hospital discharge or provide a proactive prevention service that prevents hospital admission.
Grant Available	<ul style="list-style-type: none"> Grants of up to £5,000 are available for works that have been identified as both necessary and urgent by a health or social care professional Assistance via this route is capped at £5,000 in any twelve-month period.
Eligible Persons	<p>Residents of the borough who are:</p> <ul style="list-style-type: none"> Hospital discharge cases identified by District Direct or other hospital referral routes. At risk of an imminent admission to a hospital or care setting. At risk of a fall that will result in an emergency service attendance. Waiting more than 6 months for non-elective surgery for a condition that is impacting a person's mobility. <p>Applicants must be referred by a health or social care professional using the 'Be at Home' Referral Form.</p>
Eligible Properties	<ul style="list-style-type: none"> Houses Flats Bungalows Mobile homes Residential boats
Scope of Works	<ul style="list-style-type: none"> Improving access to the home – providing grab rails, additional banister rails lowering thresholds Making the dwelling safe – removing trip hazards, installing security measures Providing washing, toilet and cooking facilities where necessary Improving or repairing heating Adapting controls to power, light and heating to make them easier to use Moving or relocating furniture to facilitate necessary works Decluttering or clearance to facilitate necessary works One-off garden tidy and clearance to facilitate access
Overview of the Process	Applicants must be referred by a health or social care professional using the 'Be at Home' Referral Form.

Appendix 6

DISCRETIONARY HANDY PERSON SCHEME	
Purpose of assistance	The Handy Person service provides clients with help to do small jobs around the home that will help them to continue to live independently in safety, comfort and warmth.
Maximum Value of Works	The service will undertake works up to the value of £300 including the cost of materials, which will normally be supplied by the customer.
Eligible Persons	Borough residents who are over 60 or who are disabled and are at least 18 years old.
Eligible Properties	<ul style="list-style-type: none"> • Houses • Flats • Bungalows • Mobile homes • Residential boats
Eligible Costs	<ul style="list-style-type: none"> • Residents who are over 60 or disabled and not on an income related benefit will be charged an hourly rate for the service of £30. This is the hourly rate for 2021/22 and is subject to annual review. • Residents who are over 60 or disabled and; on an income related benefit will be charged a subsidised hourly rate for the service of £15. This is the subsidised hourly rate for 2021/22 and is subject to annual review. • Up to date and full details of the charges can be found on the Council's website: https://www.great-yarmouth.gov.uk/handyperson
Scope of Works	<p>The scheme assists clients with a range of small jobs such as:</p> <ul style="list-style-type: none"> • Replacing tap washers and ball valves • Fixing grab rails, removing trip hazards • Easing doors and windows or changing door handles • Replacing light bulbs • Bleeding radiators • Unblocking waste pipes and refitting rainwater pipes • Fitting smoke detectors and security locks • Replacing broken light fittings or socket covers. • Fixing curtain poles and hanging curtains • Clearing gutters on single storey dwellings • One off garden tidy and clearance to facilitate access <p>The handy person operative will also carry out a comprehensive home safety audit to identify any other issues, provide advice and information or to refer on to other services as appropriate.</p>

Overview of the Application Process	<ul style="list-style-type: none">• Residents call the Independent Living Service• Residents are requested to provide proof that they are on an income related benefit to the Handyperson operative when they attend to carry out the work to get the subsidised rate• Following completion of the work the customer will receive an invoice for the works carried out.
-------------------------------------	---

Appendix 7

DISCRETIONARY 'FORGET-ME-NOT' GRANTS	
Purpose of Assistance	<ul style="list-style-type: none"> To assist people living with Dementia and those caring for them in the maintenance of a safe, decent and warm home To prevent admission to and aid discharge from hospital or residential care.
Maximum Grant	<ul style="list-style-type: none"> £500
Eligible Persons	<ul style="list-style-type: none"> A resident with a diagnosis of dementia or likely diagnosis of dementia
Eligible Properties	<ul style="list-style-type: none"> Permanent and legal residence within the borough of Great Yarmouth
Scope of Works	<p>Works will include small-scale works such as:</p> <ul style="list-style-type: none"> Additional lighting in the home Decorating in such a way to provide contrast to the walls and skirting boards Adding signage to rooms and cupboard doors installing glass fronted cupboard doors Fitting memory cues, photos frames to the wall, clocks and notice boards Essential repairs to remedy category one hazards Essential minor improvements and adaptations Home Safety and Security works Energy Efficiency measures where alternative home energy assistance is unavailable Works to prevent unreasonable delay to the release of a patient from hospital or care home Works to prevent a relevant person being admitted to hospital or care home.
Overview of the Application Process	The resident or their partner, family or representative call the Independent Living Service.
Conditions	<p>The applicant must have lived in the relevant property for 12 months at the time of the initial enquiry and intend to remain in occupation for 5 years</p> <p>The grant will not be used to effect repairs/works that are the responsibility of a private or Registered Provider landlord.</p> <p>The grant will not be used to effect repairs/works/adaptations that can be funded through other means such as Disabled Facilities Grants.</p>

DISCRETIONARY TOP UP GRANTS FOR HEATING OR ENERGY EFFICIENCY MEASURES	
Purpose of Assistance	To provide top up grants to support government and other energy industry funded carbon reduction or energy efficiency initiatives, such as Warm Homes, Green Home Grant, Local Authority Delivery Schemes or similar.
Maximum Grant/Loan	The maximum grant available is £5,000
Eligible Persons	<p>Must have a valid application for one of the government or energy industry backed schemes. The resident is vulnerable and meets one or more of the following:</p> <ul style="list-style-type: none"> i) in receipt of Incapacity Benefit ii) is aged 65 and over, or has a child under 5, or is pregnant iii) is on the Energy Companies' Priority Services register iv) has a health or vulnerability condition that can be exacerbated by living in a cold home, as referenced in the National Institute for Health Excellence (NICE) guideline on "Excess winter deaths and illness and the health risks associated with cold homes". This guidance identifies people with the following health conditions as being particularly vulnerable to cold: <ul style="list-style-type: none"> a) people with cardiovascular conditions b) people with respiratory conditions (in particular, chronic obstructive pulmonary disease and childhood asthma) c) people with mental health conditions, and d) people with disabilities e) people who are terminally ill f) people with suppressed immune systems (e.g., from cancer treatment or HIV) <p>Written confirmation from a GP, hospital consultant or other medical professional of qualifying condition will be required.</p>
Eligible Properties	<ul style="list-style-type: none"> • Houses • Flats • Bungalows • Mobile homes
Scope of Works	<p>Works may include:</p> <ul style="list-style-type: none"> • First time installation of gas fired central heating • First time installation of oil-fired central heating where no mains gas is available. • First time installation of air-source heat pumps • Loft insulation • Cavity wall insulation • Solid wall insulation • Replacement of an inefficient gas boiler

	<ul style="list-style-type: none"> • Replacement of broken boiler - gas or oil <p>Or other such works as determined by the government or energy industry backed scheme.</p>
Overview of the Application Process	Applications for assistance can be made directly to the Independent Living Service

Appendix 9

DISCRETIONARY 'BE AT HOME' ALARMS	
Purpose of Assistance	To facilitate safe hospital discharge or prevent imminent hospital admission.
Eligible Persons	<p>Residents of the borough who are:</p> <ul style="list-style-type: none"> • Hospital discharge cases or • At risk of an imminent hospital admission <p>Applicants must be referred by a health and social care professional using the Healthy Homes Referral Form.</p>
Eligible Costs	Cost of purchase of alarm, temporary key safe and monitoring service for up to 6 weeks.
Scope of Scheme	<p>For a very short period-of-time a patient is supported by a range of services working closely to ensure the patient reaches a point where they can remain at home without the further need for care and support or with a care and support package that is then charged for.</p> <p>The package provided to Be at Home Alarms client is:</p> <ul style="list-style-type: none"> • Community Alarm with access to 24/7 monitoring for up to 6 weeks • Temporary key safe for up to 6 weeks <p>In addition, external agencies can provide access to</p> <ul style="list-style-type: none"> • Support through the Out of Hospital Team/Swifts • Or access to services such as assistive technology/
Overview of the Application Process	Applicants must be referred by a health social care professional using the Be at Home Referral Form.

