



Financial Assistance Policy

For the Better Care Fund

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1 Introduction

1.1 Purpose

- 1.1.1 This policy is required under Article 4 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002ⁱ. The Order provides councils with the discretion to develop schemes to provide financial assistance to deal with a range of housing issues.
- 1.1.2 This policy sets out the areas on which Exeter City Council will focus Better Care Fund resources in order to improve housing conditions across the district. With limited resources available it is essential that funding is targeted to those areas that contribute to the delivery of the Better Care Fund, and local district council priorities.
- 1.1.3 This policy provides Exeter City Council with the flexibility and discretion to provide appropriate assistance to meet the aims and priorities set out in section 3 below and has been developed in association with Devon County Council and all the district councils in the county.

1.2 Review

- 1.2.1 This policy will be reviewed as required by regulatory changes and/or financial allocations.

1.3 Funding

- 1.3.1 The assistance contained within this policy is only available subject to the availability of funding. Where funding is limited priority for spend will be given to the Mandatory Disabled Facilities Grant.

2 Context

2.1 Housing and Health

- 2.1.1 Housing is a key determinant of health, and by promoting good quality housing this policy can contribute to reducing health inequalities for the residents of Exeter.
- 2.1.2 In 2002, flexibilities were introducedⁱⁱ enabling councils to use government grant that has been allocated for disabled facilities grants to be used more intelligently to deliver adaptations for disabled people outside of the mandatory grant regime.

- 2.1.3 Research has shown that there is a direct impact on the health and well-being of residents resulting from the homes in which they live; therefore, poor housing can contribute to poor health.
- 2.1.4 Each year hazards in the home result in unnecessary injuries, episodes of ill-health, and harm to mental health and in many cases the occupiers do not link the poor condition of their homes with a potential negative impact on their health. The poorest housing stock can be found in the private sector, and in some cases residents who own their own home are not able to maintain them and as a result hazards can develop.
- 2.1.5 An estimated 50,100 excess winter deaths were recorded in England and Wales in 2017/18 as reported by the Office of National Statistics (ONS)ⁱⁱⁱ. Many of these people die unnecessarily as a result of living in cold homes.

2.2 Better Care Fund

- 2.2.1 In 2015 the government introduced the Better Care Fund in an attempt to bring health and social care together in an integrated way. The fund is a combination of government funding from the Department of Health and the Department for Communities and Local Government and includes the grant allocation for Disabled Facilities Grants (DFG). The 2017-19 Integration and Better Care Fund policy framework document lists the conditions that the better care fund must be used to address.
- 2.2.2 These are:
- **Condition 1:** Plans to be jointly agreed – The plan to use the Better Care Fund allocation must be jointly agreed and signed off by the Health and Wellbeing Board, and constituent councils and clinical commissioning groups. The local housing authority must also be involved due to the inclusion of the Disabled Facilities Grants allocation, which forms part of the fund
 - **Condition 2:** NHS contribution to social care is maintained in line with inflation.
- The funding must be used to contribute to the maintenance of adult social care services in each local authority, which also has a health benefit. However, beyond this broad condition, the Department of Health and Social Care (DHSC) wants to provide flexibility for local areas to determine how this investment in adult social care services is best used.
 - **Condition 3:** Agreement to invest in NHS commissioned out of hospital services, which may include 7 day services and adult social care. This should be achieved by funding NHS commissioned out-of-hospital services, which may also include 7-day services and adult social care, as part of the agreed Better Care Fund plan.
 - **Condition 4:** Managing Transfers of Care - Plans should set out how local partners will work together to fund and implement transfers of care effectively.
- 2.2.3 More detail can be found in the Integration and Better Care Fund Policy Framework.

2.2.4 Based on these broad conditions, Devon County Council and the District Councils have identified an opportunity to provide additional grant and loan products to meet these conditions and deliver against the Devon Health and Wellbeing Board priorities.

2.3 Delayed transfers of care.

2.3.1 Delayed transfers of care, occur when a patient is medically ready to leave in patient care but is still occupying a bed. According to NHS England, a patient is ready to depart when:

- a. A clinical decision has been made that the patient is ready for transfer AND
- b. A multi-disciplinary team decision has been made that the patient is ready for transfer, AND
- c. The patient is safe to discharge/transfer.

2.3.2 In 2016/17 there were 2.3 million delayed days in England with 1.3 million of these attributable to the NHS, averaging around 6,200 delayed transfers of care per day with around 3,600 of these attributable to the NHS.

2.3.3 The longer a person stays in hospital the more detrimental this can be in terms of morale, mobility, and an increase in the risk of hospital-acquired infections.

2.3.4 Older people are particularly susceptible to negative effects around mobility with studies suggesting that a wait of more than two days negates the benefit of intermediate care, and a wait of seven days or more is associated with a 10% decline in muscle strength.

2.3.5 Delayed transfers of care are also costly for hospital trusts as insufficient beds can mean elective procedures need to be cancelled, resulting in the hospital trust losing these as a source of income.

2.3.6 A survey in 2015 by the Guardian found that at least 10% of beds were occupied by patients who were ready to be discharged and the NHS providers' audited accounts for 2016/17 estimated that delayed transfers of care cost £173 million.

2.3.7 Much of the recent debate around delayed transfers of care attributes rising numbers to pressures in social care.

2.3.8 The number of delayed days attributable to waits for care packages or equipment and adaptation is over 500,000; up around 50% from the previous year (based on 2016/17 data).

3 Priorities

3.1 General

3.1.1 In Devon, the Better Care Fund priorities aim to achieve the following outcomes:

- Reduced admissions to residential and nursing care homes
- Reduce delayed transfers of care
- Reduce avoidable emergency admissions
- Increase dementia diagnosis rates

3.1.2 To meet these priorities this policy aims to focus on the following areas:

- **Objective 1** - Assist disabled residents to remain in their own homes through supporting the provision of adaptations (so far as this is necessary, appropriate and reasonably practicable) to prevent admissions to care and to assist with delayed transfers where possible.
- **Objective 2** – Safeguard the health and well-being of vulnerable residents by removing unnecessary hazards to health and safety in the home to reduce avoidable emergency admissions
- **Objective 3** – Provide adaptations that are suitable for the future by ensuring the scheme of works is dementia aware.
- **Objective 4** – Assist vulnerable people to afford to heat their homes through appropriate energy efficiency and heating measures.

4 Mandatory Disabled Facilities Grants

4.1 Background

4.1.1 The delivery of the disabled facilities grant programme is mandatory and a statutory function of the local housing authority. The delivery of this function is governed by the Housing Grants, Construction and Regeneration Act 1996.

4.2 Eligibility

4.2.1 Any disabled resident seeking financial assistance with the cost of adaptations to their home must be assessed by an Occupational Therapist (OT) working on behalf of, or approved by Devon County Council.

4.2.2 For the purposes of the Disabled Facilities Grant a person is considered disabled if they meet any of the following criteria:

- their sight, hearing or speech is substantially impaired,
- they have a mental disorder or impairment of any kind, or
- they are physically substantially disabled by illness, injury, impairment present since birth, or otherwise.

4.2.3 A person under the age of eighteen shall be considered disabled if:

- they are on a register of disabled children maintained under paragraph 2 of Schedule 2 to the Children Act 1989, or
- they are in the opinion of the social services authority a disabled child as defined for the purposes of Part III of the Children Act 1989 (local authority support for children and their families).

4.2.4 All owner-occupiers, tenants, licensees or occupiers who meet the above criteria are eligible to apply for a Disabled Facilities Grant.

4.3 Conditions

4.3.1 All grants other than those for children are subject to a test of financial resources, which is prescribed by The Housing Renewal Grants Regulations 1996.

4.3.2 The grant maximum is £30,000

4.3.3 The disabled person must intend to occupy the property as their only or main residence for a period of five years after the works are complete (or such shorter period as the person's health or other relevant circumstances permit).

4.3.4 In order to make an application the client must supply the following:

- A completed and signed application form
- Evidence of financial situation
- Evidence of ownership of the property or the right to reside at the property
- Permission for the works to be carried out (if applicable)
- For more complex works; a detailed schedule of works and plans that must be agreed by the council
- Any planning or building regulation approvals
- Tenders for the works unless using an agreed procurement framework.

4.3.5 Only the works agreed by the council will be covered by the grant.

4.3.6 If the grant is approved there are 12 months to complete the works.

4.3.7 The works must be completed by the contractor stated on the approval document

- 4.3.8 No grant works should proceed until the grant application has been processed and all relevant planning, Building Regulation or landlord approval has been obtained.
- 4.3.9 If the applicant has a financial contribution towards the cost of adaptations they must ensure they have funds in place to cover their share of the costs before the work begins on site.
- 4.3.10 Subject to conditions, a loan from Wessex Resolutions Community Interest Company may be available to cover an assessed financial contribution to a grant. See section 8 for further details.
- 4.3.11 Unforeseen and additional costs will only be paid for where they are necessary to complete the adaptation and must be agreed by the council before they are undertaken.
- 4.3.12 Any increase in the grant may have an impact on the charge placed against the property (see 4.3.16)
- 4.3.13 Applicants who are successful in their application for assistance will be required to maintain the adaptation.
- 4.3.14 The contract for the works is the responsibility of the applicant.
- 4.3.15 In all but the most exceptional cases, Exeter City Council will seek to pay any approved grant funds directly to contractors on satisfactory completion of works.
- 4.3.16 No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the Council.
- 4.3.17 Only works falling within the mandatory elements, as specified in 11.2, will be covered by the grant^{iv}.
- 4.3.18 Where the grant is in excess of £5,000 a local land charge will be placed on the property for the amount over £5,000 up to a maximum of £10,000. This charge will remain on the property for a period of 10 years.
- 4.3.19 Where the cost of the work exceeds the mandatory grant limit of £30,000 the applicant may be eligible to an Accessible Homes Grant (see section 5), subject to available funds.

5 Accessible Home Grants

5.1 Background

- 5.1.1 The Accessible Homes Grant is available as a top-up to the mandatory Disabled Facilities Grant. The Accessible Homes Grant is subject to available funding.
- 5.1.2 This grant is available in the following circumstances:

- Where a mandatory grant has been approved but the cost of the work exceeds £30,000
- Where there are works that may not be covered by the Disabled Facility Grant in relation to adapting the home and making it safe or in relation to fees associated with feasibility works to determine if the adaptation can proceed
- Where the means test identifies that a contribution is required.
- Where moving house more appropriate than adapting the existing property.

5.2 Eligibility

5.2.1 To be eligible for this grant the applicant must meet the following:

- The applicant must be eligible to apply for a mandatory Disabled Facilities Grant

5.2.2 All applicants are subject to a means test including the parents and/or guardians of a disabled child. Adult clients will have been means tested as part of the formal Disabled Facility Grant application. In the case of a child's application the means test will be applied to the parents or guardians of the disabled child before an application for a discretionary grant can be made.

5.2.3 As an alternative to the adaptation of an applicant's home, consideration will be given to the option of re-housing to more appropriate or adapted accommodation.

5.2.4 An applicant will only be eligible to apply for additional grant to cover any identified contribution where the amount the client has to pay represents at least a third or more of the applicant's savings. For example:

An applicant has a means tested contribution of £1500.00. If the applicant has savings of £4500 or less, they will be able to access additional grant to cover the contribution; subject to grant limits and finance availability.

5.3 Conditions

5.3.1 The grant maximum is £20,000. Anything over £20,000 will not attract any further public grant.

5.3.2 Where additional funding is required to cover either a contribution or the cost of works over £50,000 (£30,000 from the Disabled Facilities Grant and £20,000 from the Accessible Homes Grant), then a Home Improvement Loan application can be made (see section 8).

5.3.3 Evidence supplied by the Disabled Facility Grant applicant will be used to support the application for the Accessible Home Grant.

5.3.4 A local land charge will be placed on the property for the full value of the grant which will be repayable if the property is sold, assigned or transferred within 10 years of the grant being completed.

- 5.3.5 Only the works agreed by the council will be covered by the grant
- 5.3.6 If the grant is approved there are 12 months to complete the works
- 5.3.7 The works must be completed by the contractor stated on the approval document
- 5.3.8 No grant works should proceed until the grant application has been processed and all relevant planning, Building Regulation or landlord approval has been obtained.
- 5.3.9 Unforeseen and additional costs will only be paid for where they are necessary to complete the adaptation and must be agreed by the council before they are undertaken.
- 5.3.10 Any increase in the grant may have an impact on the charge placed against the property.
- 5.3.11 Applicants who are successful in their application for assistance will be required to maintain the adaptation.
- 5.3.12 The contract for the works is the responsibility of the applicant.
- 5.3.13 The grant will normally be paid direct to contractors in all but the most exceptional cases.
- 5.3.14 The council will only offer grant for those works that are considered appropriate to meet the needs of the disabled person.
- 5.3.15 In all but the most exceptional cases, Exeter City Council will seek to pay any approved grant funds directly to contractors on satisfactory completion of works.
- 5.3.16 No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the Council.

6 Accessible Homes Grant – Stair lift Grant

- 6.1.1 This grant provides internal and external straight track or curved track stair lifts without a means test for the applicant.

6.2 Eligibility

- 6.2.1 To be eligible for this grant the following must be in place:
- Any disabled resident seeking financial assistance with the cost of adaptations to their home must be assessed by an Occupational Therapist (OT) working on behalf of, or approved by Devon County Council.
 - Where additional works are required to install the stair lift these will be covered as part of this grant.

- Where a client requires multiple adaptations in addition to the stair lift, the stair lift will be provided through this grant and the other adaptations through the DFG or accessible homes grant where the client is eligible.

6.3 Conditions

- 6.3.1 The applicant must have permission from the owner of the property for the work to be carried out. The council will require an owners certificate if the property is rented.
- 6.3.2 The applicant agrees to live in the property as the only or main residence for the period of 5 years or for a shorter period as health or other relevant circumstances permit.
- 6.3.3 The contractor must be sourced from the stair lift company determined by the Devon Framework agreement. Where the Council does not use the framework it should be sourced in a manner determined by them.
- 6.3.4 Only the works agreed by the Council will be covered by the grant.
- 6.3.5 If the grant is approved there are 8 weeks to complete the works.
- 6.3.6 The works must be completed by the contractor stated on the approval document
- 6.3.7 No grant works should proceed until the grant application has been processed and all relevant planning, Building Regulation or landlord approval has been obtained.
- 6.3.8 Unforeseen and additional costs will only be paid for where they are necessary to complete the adaptation and must be agreed by the council before they are undertaken.
- 6.3.9 Applicants who are successful in their application for assistance will be required to maintain the stair lift and have it regularly serviced.
- 6.3.10 The contract for the works is the responsibility of the applicant.
- 6.3.11 The grant will be paid direct to the stair lift contractor.
- 6.3.12 In all but the most exceptional cases, Exeter City Council will seek to pay any approved grant funds directly to contractors on satisfactory completion of works.
- 6.3.13 No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.

7 Accessible Home Grants: Moving Application

7.1 Background

7.1.1 This grant may be available to assist a disabled person to move to more suitable accommodation subject to available funding.

7.2 Eligibility

7.2.1 An applicant will be eligible for this grant where:

- Where the Occupational Therapist and/or the Council consider re-housing to be more appropriate than adapting the existing accommodation.
- Where the landlord has refused permission for any adaptation works to be carried out and therefore it is no longer feasible for the occupier to remain in the property.
- Where it is possible to carry out works at the existing property the total cost incurred in the eligible 'moving on' expenses and any estimated eligible adaptation costs at the 'new' property should not be greater than the cost of adapting the applicant's current home.
- The 'new' property shall in the opinion of the Council provide a long term, sustainable home for the person for whose benefit the works are required.
- If the property is within a neighbouring authority covered by this policy then the new authority will need to ensure the new property is suitable. This should also be agreed with the occupational therapist. The applicant must ensure that the relevant council's officers and Occupational Therapist have been consulted.

7.2.2 In determining the 'reasonable expenses' regard shall be had to the following criteria:

- The cost of the eligible works at the applicants existing property are not deemed reasonable, or;
- The eligible works at the applicants existing home are not technically feasible, or;
- The adaptation of the applicants existing property does not provide a sustainable, long term solution for their housing needs, or;
- The landlord of the property refuses to give permission for the necessary works to be carried out.

7.3 Eligible Expenses – owner occupier

7.3.1 The expenses that can attract grant under this section may include the cost of:

- Any arrangement fee charged by a lender to cover the formation of a mortgage.
- Conveyancing fees.
- Land Registry Fee
- Local Authority Searches
- Stamp Duty
- Valuation, Homebuyers or Full Structural Survey
- Professional or other removal costs
- Estate Agent Commission.

7.3.2 The maximum grant payable for eligible expenses under this heading for an owner occupier is £10,000.

7.4 Eligible expenses – tenant

7.4.1 For a tenant the expenses that can attract grant under this section may include the cost of:

- Letting agent fees
- Rent deposit
- Professional or other removal fees

7.4.2 The maximum grant payable for eligible expenses under this heading for a tenant is £5,000.

7.5 Conditions

7.5.1 Grant assistance is only payable to an owner occupier upon the successful completion of the purchase of the 'new' property and the disabled person then occupying that property as their only and main residence.

7.5.2 When moving to rented accommodation the applicant must obtain permission from the landlord for any adaptations to be carried out before the grant will be paid.

7.5.3 To qualify for this grant the applicant must have been resident in the property for at least 2 years prior to making an application to move.

7.5.4 The applicant must agree to live in the property as their only or main residence for a period of 5 years (or such shorter period as the person's health or other relevant circumstances permit).

7.5.5 For owner occupiers a local land charge will be placed against the property for a period of 5 years.

8 Healthy Homes Grants

8.1 Background

8.1.1 The Healthy Homes grant is a flexible grant to provide urgent/essential repairs to the home to ensure the health, safety and welfare of the occupier.

8.1.2 This includes assisting an occupier with infestations and accumulations (hoarding) where the condition of the dwelling will lead to a delayed transfer of care (hospital discharge) or potential avoidable hospital admission.

8.2 Eligibility

8.2.1 Only those works agreed by the Council as urgent or essential will be eligible for this grant. A loan application will be required for all other types of works and repairs.

8.2.2 To qualify for this grant the applicant must be in receipt of one of the following benefits:

- Housing benefit
- Disability Living Allowance
- Personal Independent Payment with the daily living component
- Attendance Allowance
- Guarantee Pension Credit
- Income support
- Council tax benefit (not the single person discount)
- Universal Credit

(Universal Credit replaces the following means tested benefits: Housing Benefit, income related Employment Support Allowance, Income based Job Seekers Allowance, Child tax credit, working tax credit and income support)

8.3 Conditions

8.3.1 Households are able to apply for a 'Healthy Homes grant' on multiple occasions; the maximum grant available being £5,000 in any two year period.

8.3.2 For owner occupiers a local land charge will be placed against the property for 5 years.

8.3.3 For tenants the grant may only be available to assist with repairs to address immediate risks to health and safety (i.e. remove an assessed category 1 hazard). However, the landlord remains responsible for the general repair of the

property and the Council may choose to take other action requiring the landlord to carry out works as appropriate; whether in addition to grant-funded works, or instead of.

- 8.3.4 An applicant can apply for a loan for any substantial work beyond removing the immediate health and safety risk.

9 Home Improvement Loans

9.1 Background

9.1.1 Wessex Resolutions Community Interest Company (WRCIC) is a not-for-profit company contracted by Exeter City Council to deliver loans to residents in the city.

9.1.2 Exeter City Council subsidises the interest for the period of all loans. This ensures a reasonable fixed rate of interest is offered to make funding available for certain improvements.

9.1.3 WRCIC administer loans within the requirements of this policy. Home Improvement Loans are flexible and can be used for the following purposes:

- Home repairs and improvements to bring the dwelling up to the Decent Homes Standard.
- Adaptation works where grant is not available
- To cover a client contribution to a grant
- To cover the cost of the work over the Disabled Facilities Grant or Accessible Homes Grant maximum.
- To bring empty homes back into use
- For renewable energy enhancements and energy efficiency improvements
- For landlords to carry out repairs or improvements to rented accommodation to address either:
 - a. Assessed failures of the Decent Homes Standard, or;
 - b. Works to meet requirements of the Management Regulations, or;
 - c. Works to meet requirements of other regulations placing duties on managers of rented accommodation

9.2 Eligibility

9.2.1 This will vary and is based on the individual circumstances of each client. Loan advisors from WRCIC will carry out an assessment and provide independent

advice on ethical and responsible lending and the most appropriate product to suit their needs.

9.3 Conditions

9.3.1 Conditions may vary depending on the loan product selected and the individual circumstances of each applicant.

9.3.2 Typical 4.2% APR, loans are subject to status. WRCIC may insist on loans being protected at the Land Registry by a Title Restriction. Missing payments could affect your credit rating and ability to obtain credit in the future.

10 Warm Up Grants

10.1 Background

10.1.1 These grants, up to a maximum £2,000 per property, provide top up funding for energy efficiency measures where energy providers are part funding energy efficiency measures under their Energy Company Obligation (ECO) or to fund energy efficiency measures which do not attract Energy Company Obligation, for example insulation to mobile homes and the installation of central heating for the first time.

10.1.2 Works will generally include:

- Mains gas boiler replacement
- Insulation measures (e.g. loft, cavity wall, solid wall, flat roof & room in roof)
- Non-gas boiler replacements
- Replacement storage heaters
- Renewable installations (e.g. solar panels and air-source heat pumps)
- Energy efficiency works

10.2 Eligibility

10.2.1 Applicants must have been identified through the Council's Energy Company Obligation flexible eligibility Statement of Intent which can be found on the council's website.

10.2.2 To qualify for the top up a survey must be carried out by the energy provider, a local installer, or an agent and qualifying works identified. Provisions will be in place to ensure value for money.

10.2.3 For owner occupiers and private landlords a maximum of up to £2,000 is available.

10.2.4 If more than £2,000 is needed then the client should apply for a WRCIC loan (see section 8) subject to availability and eligibility

10.3 Conditions

10.3.1 Once a 'Warm up grant' has been awarded to a household, no further 'Warm up grant' will be available for the same household in the same property for a period of 4 years.

10.3.2 The contract for the works is the responsibility of the applicant.

10.3.3 In all but the most exceptional cases, Exeter City Council will seek to pay any approved grant funds directly to contractors on satisfactory completion of works.

10.3.4 No grant will be paid until a satisfactory invoice has been received and the works have been carried out to the satisfaction of the client and Council.

11 Miscellaneous

11.1 Exceptions to this policy

11.1.1 Exeter City Council accept that applications may be received for adaptations not covered by the circumstances listed above which will need to be formally determined.

11.1.2 Any such application will be referred for assessment by the Environmental Health and Community Safety Service Lead in consultation with the Director.

11.1.3 Such applications will be determined with reference to relevant priorities as laid out in Exeter City Council Policies.

11.1.4 Disabled Facilities Grants that meet the following criteria will not be subject to a test of financial resources:

- Grants for community equipment (aids and minor adaptations) if the cost of the adaptation is £1,000 or less^v.

11.2 Appeals and complaints

11.2.1 Where the applicant has a complaint about the manner in which Exeter City Council is applying this policy, then they should follow the Council's formal complaints process.

11.2.2 Where the complaint is in respect of works, the complaint should be made to the contractor in the first instance, if this does not resolve the problem then the Exeter City Council should be contacted for advice.

12 Appendix A: Eligible works

12.1 Disabled Facilities Grant and Accessible Homes Grant

- 12.1.1 An assessment by an agreed Occupational Therapist must be carried out. The Occupational Therapist will then recommend the type of adaptation required.
- 12.1.2 Minor works are assessed by the Occupational Therapist and may be dealt with outside of the grant process.
- 12.1.3 In order to decide on an eligible scheme there is a two stage process:
- a. The Occupational Therapist assesses what is 'necessary and appropriate' to meet the needs of the disabled occupant.
 - b. The Environmental Health and Community Safety service assess what measures are reasonable and practicable to meet the identified needs in practice.
- 12.1.4 During both of the stages of this process the Occupational Therapist and Environmental Health and Community Safety service will work closely with the applicant to ensure, as far as possible, that their input is taken into account.

12.2 Purposes for which a grant must or may be given

- 12.2.1 The following (11.2.3 – 11.2.14) are the purposes for which a mandatory Disabled Facilities Grant are available, as contained in legislation.
- 12.2.2 Each adaptation criteria is provided with an example. The examples are intended to give a brief idea of the type of work available. In each case, the eligible works will be decided through the process laid out in 12.1, above.
- 12.2.3 Facilitating access by the disabled occupant to and from the dwelling, or the building in which the dwelling or, as the case may be, flat is situated;
- *For example, ramping and/or handrails to the main external door.*
- 12.2.4 Making the dwelling safe for the disabled occupant and other persons residing with them;
- *For example, upgrading of the electrical installation, where the current installation is considered unsafe for the disabled occupant.*
- 12.2.5 Facilitating access by the disabled occupant to a room used or usable as the principal family room;
- *For example, alterations to facilitate wheelchair access to a living room.*
- 12.2.6 Facilitating access by the disabled occupant to, or providing for the disabled occupant, a room used or usable for sleeping;
- *For example, alterations to facilitate wheelchair access to a bedroom.*

- 12.2.7 Facilitating access by the disabled occupant to, or providing for the disabled occupant, a room in which there is a lavatory, or facilitating the use by the disabled occupant of such a facility;
- *For example, installation of a stairlift to facilitate access to a first floor WC.*
- 12.2.8 Facilitating access by the disabled occupant to, or providing for the disabled occupant, a room in which there is a bath or shower (or both), or facilitating the use by the disabled occupant of such a facility;
- For example, installation of a level-access shower.
- 12.2.9 Facilitating access by the disabled occupant to, or providing for the disabled occupant, a room in which there is a wash hand basin, or facilitating the use by the disabled occupant of such a facility;
- *For example, provision of an accessible wash hand basin, including any alterations necessary to facilitate access.*
- 12.2.10 Facilitating the preparation and cooking of food by the disabled occupant;
- *For example, installing low-level food preparation areas.*
- 12.2.11 Improving any heating system in the dwelling to meet the needs of the disabled occupant or, if there is no existing heating system there or any such system is unsuitable for use by the disabled occupant, providing a heating system suitable to meet his needs;
- *For example, upgrading/replacing of boilers/radiators where the property has been extended as part of a wider adaptation.*
- 12.2.12 Facilitating the use by the disabled occupant of a source of power, light or heat by altering the position of one or more means of access to or control of that source or by providing additional means of control;
- *For example, alterations to the height and/or position of light switches and power points to make them accessible to the disabled person.*
- 12.2.13 Facilitating access and movement by the disabled occupant around the dwelling in order to enable them to care for a person who is normally resident there and is in need of such care;
- *For example, widening of doorways.*
- 12.2.14 Facilitating access to and from a garden by a disabled occupant; or making access to a garden safe for a disabled occupant;
- *For example, providing access to an area of the garden suitable for the disabled occupant.*

13 Notes:

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- ⁱ [Article 4 of the Regulatory Reform \(Housing Assistance\) \(England and Wales\) Order 2002.](#)
 - ⁱⁱ [The Regulatory Reform \(Housing Assistance\) \(England and Wales\) Order 2002.](#)
 - ⁱⁱⁱ [Office for National Statistics, 2020.](#)
 - ^{iv} [Section 23 of the Housing Grants, Construction and Regeneration Act 1996.](#)
 - ^v [Regulation 4 of the Care and Support \(Preventing Needs for Care and Support\) Regulations 2014.](#)