

Help if you are elderly or have a disability



February 2015

Harlow Council
Civic Centre, The Water Gardens,
Harlow, Essex CM20 1WG

Tel: 01279 446655
www.harlow.gov.uk

Harlow
Council
Working together for Harlow

Help if you are elderly or have a disability

We are committed to meeting the needs of our elderly or disabled tenants. Working in partnership with you and Essex County Council Social Care, we aim to find the best solution for your situation. Solutions can range from adapting your present home to re-housing you to a more suitable property.

What are adaptations?

Adaptations are alterations to your home that are installed to improve your independence in everyday tasks. They are divided into two categories, minor and major:

Minor adaptations are works that do not need any structural changes to your home, such as:

- Grab rails
- Stair rails
- Some ramps
- Over-bath showers

Major adaptations are works that do need structural changes to your home, such as:

- Fitting a stairlift

- Replacing a bath with a walk-in shower
- Adapting your home for wheelchair use

I think I need an adaptation, where do I start?

Contact Harlow staff can advise you how to request an adaptation. If only one minor adaptation is needed (for example, a stair rail) we may be able to carry out this work.

If your needs are more complex, Council staff will ask you to contact Essex County Council Social Care to discuss your situation.

If you are having difficulty in your home and feel you would benefit from a full assessment of your needs, please contact Essex County Council Social Care direct on telephone number **01279 434641**.

Please note: If you are in hospital, and need a minor adaptation in order to return home, the hospital will arrange with us to carry out the work as quickly as possible.

How much will an adaptation cost?

We provide minor adaptations for tenants free of charge. If a major adaptation is required, you will be asked to apply for a Disabled Facilities Grant to fund the works.

A named Council Officer can help you fill in the form and guide you through the grants process if necessary.

Important: The Disabled Facilities Grant is a means-tested grant, so you might have to pay something towards the cost of your adaptation.

How long will it take to get an adaptation?

If a minor adaptation is classed as “urgent” or if you need one in order to return home from hospital, we will aim to complete the work within two days of receiving the recommendation.

Non-urgent adaptations are dealt with in date order, but we aim to finish these jobs within six months.

Some major adaptations may take longer than six months, as

there is much more involved in the process and each case is assessed on its own merits.

Disabled parking bays

For information about disabled parking bays, please telephone or call in to Contact Harlow.

Disabled parking badges

To apply for a disabled badge for your car, please contact Essex County Council Social Care direct on telephone number **01279 434641**. Packs are also available from Contact Harlow.

Careline

The Careline service provides peace of mind for elderly, disabled or vulnerable people. At the press of a button you can summons assistance in an emergency 24 hours-a-day, 365 days-a-year.

Please contact Careline on **01279 446361** for further information or visit our website **www.harlow.gov.uk/careline**

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