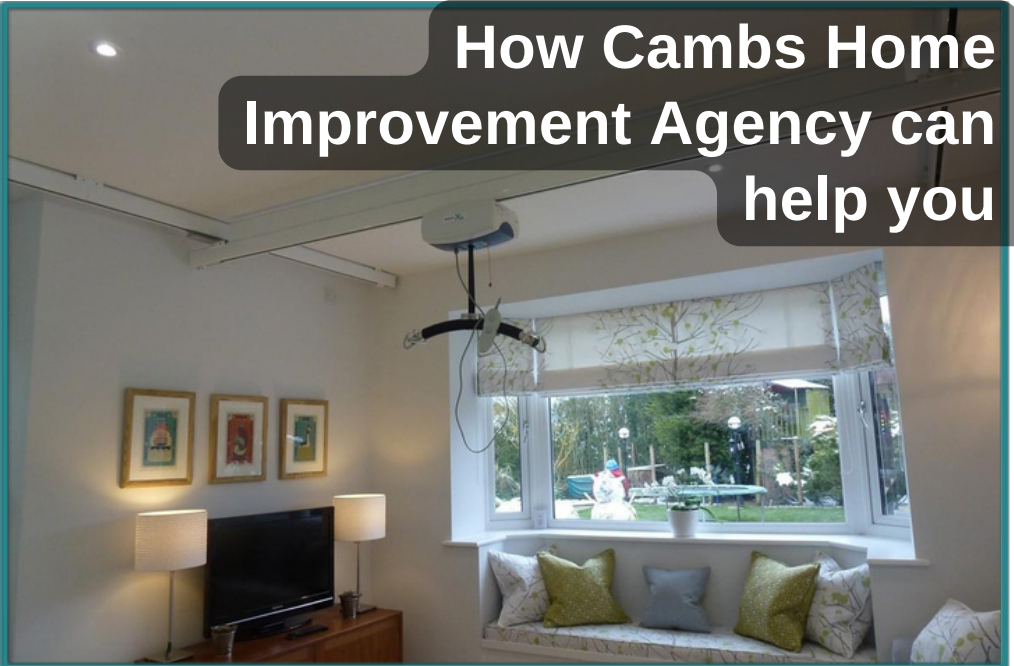


# ADAPTATIONS FOR PEOPLE WITH DISABILITIES



**How Cambs Home  
Improvement Agency can  
help you**



**Cambs Home Improvement Agency works in Cambridge  
City, Huntingdonshire and South Cambridgeshire**

# About Cambs HIA

**Cambs HIA is the Home Improvement Agency working on behalf of Cambridge City, Huntingdonshire and South Cambridgeshire District Councils.**

Our aim is to assist elderly people, people with disabilities and those on low incomes to apply for grant funding to complete adaptations enabling them to live as safely, comfortably and independently as possible in their own home.

With an experienced team of Caseworkers and Surveyors we can assist clients and occupational therapists to find the right solution to meet the needs of people with disabilities or older people.

## **About Disabled Facilities Grants (DFGs)**

DFGs are mandatory grants awarded by local councils under Part I of the Housing Grants, Construction and Regeneration Act 1996.

Some examples of the type of work eligible for a DFG are:

- Improving access to or from and around the property
- Installing stair lifts
- Providing safe access to bathing facilities
- Installing hoists & tracking



**Further information can be found in the DFG Handbook available from Cambs HIA**

## How to apply for a DFG

The first step to adapting your home is to ensure you get a professional assessment of your long term needs. We recommend that this is done by an Occupational Therapist. You can request an assessment by contacting Cambridgeshire Direct on 03450 455 202.



## Using Cambs HIA privately

You may choose to make private arrangements with Cambs HIA to have your needs assessed, progress an application and project manage the works. More information about this option and the costs are available on request. You do not have to qualify for benefits to obtain help.

## About the costs and funding for a DFG

Grants are means tested (except for those people who are on a qualifying benefit or if works are for a child with disabilities) and you may be required to make a contribution towards the cost of the work.

For building works that qualify, up to £30,000 is available as a DFG. Most people's needs can be met for less than this and only the approved amount will be covered by the grant.



Some work may exceed the grant limit of £30,000. It is useful for clients to consider how they could fund any additional costs themselves. The agency may be able to assist with applying for extra discretionary funding where this is available, and can offer assistance with applying for grants from charitable organisations, subject to eligibility criteria. Some clients use crowd funding, online fundraising options or approach their mortgage company or friends and family for help.

Camb HIA charge a fee based on the cost of any works. If you qualify for a full DFG, this will form part of the grant amount.

## **If I am eligible, can I be sure I will get DFG Funding?**

You can check your eligibility by filling out the 'Preliminary Test of Resources' form on our website. This will give you an indication about whether you would have to pay a contribution or not.

Please bear in mind that if your contribution is more than the cost of works, you will not be eligible for grant funding.

You can only be certain you will get a DFG when the Council for the area you live in sends you a DFG Grant Approval letter.

## **What if my property is unsuitable for adaptation?**

Where your property cannot be adapted or where the cost of adapting is deemed excessive, a relocation grant to help you move to a more suitable property may be offered. The agency can offer basic advice about moving and refer clients for extra support with the process if needed. Contact us for more information.

## **About the services of Cambs HIA**

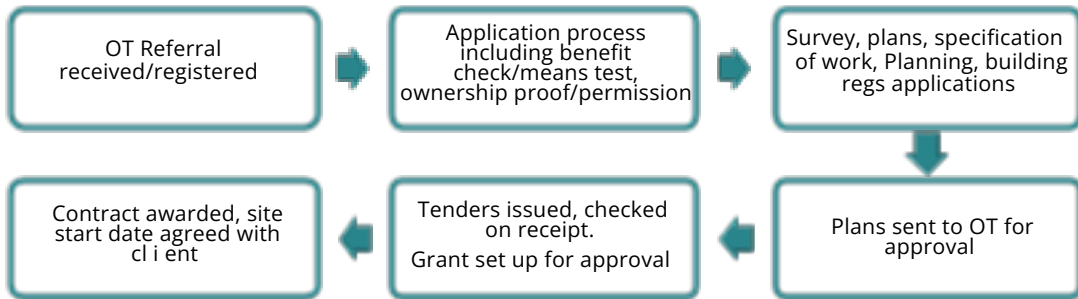
The Agency will work with the client to:

- Assist with the application process and carry out a financial assessment to check whether a contribution towards the costs will be required (Test of Resources).
- Refer clients on to other agencies to maximise their income and help source alternative funding if required.
- Carry out surveys (where required), produce plans and write specifications for works, deal with planning and building regulation applications as appropriate.
- Tender for works, oversee work on site and carry out inspections as appropriate.
- Liaise with the local authority to secure grant approval, check invoices and authorise payments.
- Project manage the work from start to finish.
- Ensure that the work is satisfactorily completed and meets the client's needs.

## How long will this take?

The length of time taken will depend on the time taken to obtain the necessary information about the applicant, the nature of the works and whether additional permissions are required from the owner of the property or planning permission, for example.

Typically, you can expect works to be completed within 4-8 months.



## Complaints & Compliments

CambsHIA recognises the value of customer feedback in improving our service. Our customers are invited to complete two surveys - the first measures satisfaction with the work completed and the second measures how the work has improved the person's quality of life. In the event that a customer has cause to complain, Cambridge City Council is the lead authority for Cambs HIA and complaints should be directed to them. Customers may report their complaint to a member of the agency who will register the complaint on the customer's behalf or log into the Cambridge City website to report complaints directly: [www.cambridge.gov.uk/compliments-complaints-and-suggestions](http://www.cambridge.gov.uk/compliments-complaints-and-suggestions)

## **Useful Contacts**

**CambridgeshireDirect(including Adult OT Service)**  
0345 045 5202

**Cambridge City Council (Tenants Only)**  
01223 457 841

**Huntingdonshire District Council**  
01480 388 388

**South Cambridgeshire District Council (Tenants Only)**  
03450 450 500

**East Cambridgeshire District Council**  
01353 665 555

**East Cambridgeshire DC Home Improvement Agency**  
01353 616 950

**Fenland District Council**  
01354 654 321  
(Adaptation services in Fenland are provided by East  
Cambridgeshire District Council HIA)

**Age UK Cambridgeshire (Handyperson Service)**  
0300 666 9860

**Care Network (Cambridgeshire)**  
01954 211919

# CONTACT US

## Cambs Home Improvement Agency

South Cambs Hall  
Cambourne Business Park Cambourne  
Cambridge  
CB23 6EA

**Tel:** 01954 713330 or 01954 713347

**Email:** [hia@cambshia.org](mailto:hia@cambshia.org)

**Website:** [www.CambsHIA.org](http://www.CambsHIA.org)

### Office hours

Monday -Thursday 9.00am - 5.00pm

Friday 9.00am - 4.30pm

**Messages can be left at any time.**



Find us on Facebook, Instagram & Twitter

