

Major and Minor Adaptations REFERRAL PROCESS

FOR MINOR
Adaptations

FOR ALL INTIAL CONTACT
Contact Referral Team in Contact Centre
0208 726 6500
Who will refer you to the appropriate team

FOR MAJOR / COMPLEX
Adaptations

Intake Team
0208 726 6500 x 62829
For urgent /minor adaptations

If complex after
assessment
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Long Term Team
0208 726 6500 x 62876
For Clients with more complex needs

If adaptations
required

If possible adptions
required

Major Adaptation Unit (MAU)
0208 760 5434
Manages process for major adaptations. Wet rooms, stair lifts, hoists, ramps etc. MAU maintains waiting list.
Allocates Occupational Therapy (OT) Officers to complete assessment of clients needs.
Refers to Staying Put for Disabled facilities Grant Funding
Facilitates adaption to council properties

YES
MAU eligible for
grant - refer to
Staying Put

Staying Put Home Improvement Agency
0208 760 5505
Checks if clients are financially eligible for the grant
Complete grant application
Organise surveyors, plans and estimates
Submits costs for grant approval
Co-ordinates work when on site
Processes payment of the grant

NO

If client not eligible for grant assistance Staying Put can also assist people who can afford to fund to undertake adaptations to their home.