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**Hillingdon Assistance
(Adaptations) Policy
2026**

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1. Purpose

The London Borough of Hillingdon is committed to ensuring that council tenants can live safely, independently and with dignity in their homes wherever possible.

This policy sets out how the council will assess, prioritise and deliver housing adaptations funded through the Housing Revenue Account (HRA) for tenants occupying council-owned homes.

The policy supports:

- Independent living.
- Health and wellbeing.
- Prevention of accidents and falls.
- Hospital discharge.
- Prevention of admission to residential care.
- Support for carers.
- Efficient use of Housing Revenue Account resources.

2. Scope

This policy applies to:

- Secure tenants.
- Introductory tenants.
- Flexible tenants.
- Household members permanently residing with the tenant where adaptations are required to meet their assessed needs.

This policy does not apply to:

- Owner occupiers.
- Private tenants.
- Housing Association tenants.
- Leaseholders.
- Disabled Facilities Grants funded through the Better Care Fund.

3. Strategic Objectives

The council aims to:

- Enable tenants to remain living safely within their homes.
- Support people with disabilities and long-term health conditions.
- Reduce avoidable hospital admissions.
- Enable timely hospital discharge.
- Support unpaid carers.
- Promote independence and wellbeing.
- Make the best use of council housing stock.
- Deliver value for money.

4. Legislative and Strategic Framework

This policy supports the council's duties and strategic objectives under:

- Housing Act 1985.
- Equality Act 2010.
- Care Act 2014.
- Chronically Sick and Disabled Persons Act 1970.
- Children Act 1989.
- Armed Forces Covenant.
- Hillingdon Housing Strategy.
- Hillingdon Corporate Plan.
- Joint Health and Wellbeing Strategy.

5. Types of Adaptation

The council may provide:

Minor Adaptations

Examples include:

- Grab rails.
- Handrails.
- Lever taps.
- Half steps.
- External rails.
- Door entry systems.
- Small ramps.
- Minor safety works.
- Assistive technology.

Major Adaptations

Examples include:

- Level access showers.
- Through-floor lifts.
- Stairlifts.
- Step lifts.
- Ceiling track hoists.
- Door widening.
- Kitchen adaptations.
- Access ramps.
- Structural alterations

Each case will be considered based on assessed need.

6. Eligibility

Applicants must:

- Be a council tenant of the London Borough of Hillingdon.
- Occupy the property as their sole or principal residence.
- Have a disability, long-term health condition, sensory impairment, cognitive impairment or age-related need which affects daily living.
- Have an assessed need for adaptation.

Eligibility will normally be confirmed through:

- Occupational Therapist assessment.
- Occupational Therapy Assistant assessment.
- Trusted Assessor recommendation.
- Other appropriately qualified health or social care professionals.

7. Assessment Process

The council will consider:

Necessary and Appropriate

Whether the proposed adaptation:

- Meets the assessed needs of the occupant.
- Supports independence.
- Promotes safety.
- Reduces care requirements where possible.

Reasonable and Practicable

Whether:

- The property can reasonably accommodate the adaptation.
- The work represents value for money.
- Alternative solutions are available.
- The adaptation is sustainable long term.

8. Priority Categories

Applications may be prioritised according to urgency.

Priority 1 - Urgent

Examples include:

- Hospital discharge.
- Prevention of hospital admission.
- Significant safeguarding concerns.
- High risk of falls or injury.

Priority 2 - High

Examples include:

- Rapid deterioration in health.
- Significant difficulties accessing essential facilities.

Priority 3 - Routine

Examples include:

- Planned adaptations.
- Long-term improvements to independence.

The council reserves the right to reprioritise cases where circumstances change.

9. Major Equipment

The council may provide and maintain equipment such as:

- Stairlifts.
- Through-floor lifts.
- Step lifts.
- Ceiling-track hoists.
- Wash/dry toilets.

A warranty will normally be provided at installation.

Following expiry of the warranty period:

- Council-owned equipment may remain on the Borough servicing contract.
- Equipment misuse or damage caused deliberately may result in costs being recharged to the tenant.

10. Removal of Adaptations

Adaptations will not normally be removed because a tenant no longer wishes to use them.

Removal may be considered where:

- Equipment is obsolete.
- Equipment is unsafe.
- The adaptation is no longer required.

The council will determine whether removal represents best value.

11. Hospital Discharge and Rapid Response Works

The council may prioritise adaptation works and minor works required to:

- Support hospital discharge.
- Prevent hospital admission.
- Enable domiciliary care provision.
- Reduce immediate health and safety risks.

Works may be arranged directly through approved contractors.

12. Exceptional Cases

Where a case falls outside normal policy criteria, the council may consider exceptional approval where:

- Significant risks exist.
- Hospital admission may be avoided.
- Hospital discharge may be facilitated.
- There are safeguarding concerns.
- The proposal represents value for money.

Exceptional cases may be referred to the Housing Options Appraisal Panel or another senior officer panel.

13. Equality and Diversity

The council is committed to:

- Equality of opportunity.
- Fair access to services.
- Eliminating discrimination.
- Making reasonable adjustments.

The policy will be implemented in accordance with the Equality Act 2010.

14. Fraud and Misrepresentation

The council will investigate any suspected fraud or deliberate misrepresentation connected to adaptation requests.

Where appropriate the council may:

- Withdraw approval.
- Recover costs.
- Refer matters to the Corporate Anti-Fraud Team.
- Pursue legal remedies.

15. Complaints and Appeals

Applicants who disagree with a decision may request a review.

Requests should normally be made within 28 days of notification.

If dissatisfied after review, applicants may use:

- The Council's Corporate Complaints Procedure.
- The Local Government and Social Care Ombudsman.

16. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes.
- Service developments.
- Changes to HRA funding.
- Strategic priorities.

Significant amendments will be subject to the council's approval process.

Appendix 1 - Statutory purposes for which a mandatory Disabled Facilities Grant may be given

A mandatory Disabled Facilities Grant may be approved for the following purposes:

- (a) Facilitating access by the disabled occupant to and from the dwelling (or, where applicable, a qualifying houseboat or caravan, or the building in which the dwelling is situated). [\[legislation.gov.uk\]](https://legislation.gov.uk)
- (b) Making the dwelling safe for the disabled occupant and other persons residing with them. [\[legislation.gov.uk\]](https://legislation.gov.uk)
- (c) Facilitating access by the disabled occupant to a room used, or usable, as the principal family room. [\[legislation.gov.uk\]](https://legislation.gov.uk)
- (d) Facilitating access by the disabled occupant to, or providing for the disabled occupant, a room used or usable for sleeping. [\[legislation.gov.uk\]](https://legislation.gov.uk)
- (e) 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. [\[legislation.gov.uk\]](https://legislation.gov.uk)
- (f) 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. [\[legislation.gov.uk\]](https://legislation.gov.uk)
- (g) 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. [\[legislation.gov.uk\]](https://legislation.gov.uk)
- (h) Facilitating the preparation and cooking of food by the disabled occupant. [\[legislation.gov.uk\]](https://legislation.gov.uk)
- (i) Improving any heating system in the dwelling to meet the needs of the disabled occupant or, where there is no existing heating system, or it is unsuitable for use by the disabled occupant, providing a suitable heating system. [\[legislation.gov.uk\]](https://legislation.gov.uk)
- (j) 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. [\[legislation.gov.uk\]](https://legislation.gov.uk)
- (k) 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. [\[legislation.gov.uk\]](https://legislation.gov.uk)

In addition, under **The Disabled Facilities Grants (Maximum Amounts and Additional Purposes) (England) Order 2008**, a mandatory DFG must also be approved for the following purposes:

- (l) Facilitating access to and from a garden by a disabled occupant; or making access to a garden safe for a disabled occupant.
[\[legislation.gov.uk\]](https://www.legislation.gov.uk)

Legislative References

- Housing Grants, Construction and Regeneration Act 1996, Section 23 (as amended). [\[legislation.gov.uk\]](https://www.legislation.gov.uk)
- The Disabled Facilities Grants (Maximum Amounts and Additional Purposes) (England) Order 2008. [\[legislation.gov.uk\]](https://www.legislation.gov.uk)

Appendix 2 - Applicant Preferred Adaptation Schemes

Where an applicant wishes to proceed with an adaptation scheme that differs from the scheme identified by the council as the most reasonable and practicable means of meeting the assessed disability-related needs, the council may agree to such a proposal subject to the conditions set out below.

The council must be satisfied that the alternative proposal continues to meet the identified needs of the disabled occupant and is necessary and appropriate to address those needs. The council may require additional information, plans, specifications or professional advice before determining whether grant assistance can be provided. [\[gov.uk\]](http://gov.uk), [\[legislation.gov.uk\]](http://legislation.gov.uk)

Funding of Preferred Schemes

Where an applicant chooses a scheme that exceeds the scope, specification or cost of the adaptation identified by the council as necessary and appropriate, the council may limit grant funding to the amount it reasonably considers sufficient to provide the adaptation required to meet the assessed disability-related needs. Any additional costs associated with the applicant's preferred scheme shall be met by the applicant. [\[gov.uk\]](http://gov.uk), [\[legislation.gov.uk\]](http://legislation.gov.uk)

In determining the level of grant assistance, the council may assess all quotations received and reserve the right to restrict eligible grant funding to the cost of the quotation or scheme which it considers provides the most appropriate and cost-effective means of meeting the assessed needs. The council is not obliged to base funding on the highest quotation received. [\[gov.uk\]](http://gov.uk), [\[foundations.uk.com\]](http://foundations.uk.com)

Quotations

Applicants will normally be required to submit at least two itemised quotations from suitably qualified contractors for the proposed works, together with details of any ancillary fees or professional services for which grant assistance is sought. The council reserves the right to seek further quotations or clarification where costs appear unreasonable or unrepresentative of current market rates. [\[foundations.uk.com\]](http://foundations.uk.com), [\[gov.uk\]](http://gov.uk)

Grant Payment Arrangements

Once a Disabled Facilities Grant has been approved, payment will be made in accordance with the council's grant procedures and the Housing Grants, Construction and Regeneration Act 1996. Grant payments may be made on completion of the works or, where appropriate, by staged payments as the works progress. [\[adults.cci...form.co.uk\]](http://adults.cci...form.co.uk), [\[legislation.gov.uk\]](http://legislation.gov.uk)

Where the applicant is undertaking a preferred scheme, the council may require evidence that the applicant has secured sufficient funds to meet any personal

contribution and any costs that exceed the council's approved grant amount before grant funding is released. [\[gov.uk\]](#)

No grant payment will exceed the amount approved by the council and any payment will be subject to verification that the approved works have been completed in accordance with the grant approval and any applicable conditions. [\[legislation.gov.uk\]](#)

Completion and Sign-Off Requirements

Approved works must normally be completed within 12 months of the date of grant approval unless an extension has been agreed by the Council in writing. [\[legislation.gov.uk\]](#)

All completed works must:

- Be completed to an appropriate professional standard and in accordance with the approved plans, specifications and grant approval.
- Comply with all relevant legislation, Building Regulations, planning requirements and other statutory requirements where applicable.
- Meet the disability-related needs for which the grant was approved.
- Be supported by all relevant certificates, warranties, guarantees and compliance documentation applicable to the works undertaken. [\[gov.uk\]](#)

The Council may inspect the completed works before making final payment and may require any defects, omissions or non-compliant work to be rectified before grant funding is released. [\[gov.uk\]](#), [\[legislation.gov.uk\]](#)

Final Payment of Grant Funding

Final payment of grant funding will normally only be made when:

- The approved works have been completed.
- The Council is satisfied that the completed works accord with the approved scheme or agreed variation.
- The Council is satisfied that the completed adaptation meets the assessed disability-related needs identified through the DFG assessment process.
- Evidence has been provided that the applicant has paid any required means-tested contribution and any non-eligible costs associated with the works.
- Valid contractor invoices have been submitted.
- A Building Control Completion Certificate has been provided where required.
- All relevant warranties, guarantees, test certificates and compliance documents have been provided.
- Any conditions attached to the grant approval have been satisfied.

Appendix 3 - Detailed Conditions for Discretionary Assistance

1. General Terms and Conditions

The following provides a summary of the general terms and conditions that apply to discretionary assistance available under this Policy unless otherwise stated. Additional terms and conditions may apply to specific forms of assistance and will be detailed within the approval notice.

- 1.1 Ownership and Interest in the Property: Applicants must have, or propose to acquire, a qualifying owner interest in the dwelling.
- 1.2 Occupation of the Property: The dwelling must normally be the applicant's only or main residence.
- 1.3 Available Funding: All discretionary assistance is subject to available funding.

2. Eligibility Criteria

Priority may be given to households containing a disabled person, a person with a long-term health condition, a person aged 60 years or over, or a person whose housing circumstances adversely impact health or independence.

3. Applications for Assistance

Applications must be made in the form prescribed by the Council. Applicants must provide supporting information and documentation as reasonably required.

4. Determination of Eligible Expenses

Eligible works and ancillary costs will be determined by the Council. Eligible expenses may be adjusted where actual costs differ from estimates or unforeseen works arise.

5. Approval of Assistance

The Council will issue a written approval notice setting out approved works, eligible expenses, assistance awarded and any conditions.

6. Completion of Works

Works should normally be completed within 12 months unless an extension is agreed. Completed works must comply with statutory requirements and approved specifications.

7. Payment of Assistance

Payment may be made on completion or by staged payments. The Council may require invoices, certificates and evidence of applicant contributions before payment.

8. Repayment of Assistance

Repayment conditions will be specified within the approval notice. Recovery may be sought where conditions are breached or false information supplied.

9. Monitoring and Compliance

The council may request information to verify compliance with assistance conditions.

Appendix 4 - Summary of Schemes (Grant Assistance Summary Tables)

1. Mandatory Disabled Facilities Grant (DFG)

Category	Details
Purpose	To help meet the cost of necessary and appropriate adaptations for which a Disabled Facilities Grant can be awarded under the Housing Grants, Construction and Regeneration Act 1996. [legislation.gov.uk]
Eligible Applicants	Disabled people of any age who occupy the property as their main or only residence and require adaptations meeting one or more of the statutory DFG purposes. This includes eligible children living under shared-care arrangements. [gov.uk] , [legislation.gov.uk]
Access and Application	Referral through an Occupational Therapist (OT), Occupational Therapy Assistant (OTA), Trusted Assessor or other approved pathway. Formal DFG application and financial assessment where applicable. [gov.uk]
Qualifying Criteria	The works must be necessary and appropriate to meet the disabled person's needs and reasonable and practicable having regard to the age and condition of the property. Any required owner, landlord, freeholder or mortgagee consent must be obtained. [legislation.gov.uk] , [gov.uk]
Maximum Value	£30,000. [legislation.gov.uk]
Repayment Provision	Where the mandatory DFG exceeds £5,000, the Council may impose a local land charge in accordance with the Housing Grants, Construction and Regeneration Act 1996. Repayment may be sought where the property is disposed of within 10 years of the certified date of completion, subject to the statutory limitations and exemptions set out in legislation. [legislation.gov.uk] , [legislation.gov.uk]
Eligible Works	Works meeting one or more statutory DFG purposes specified in Section 23 of the Housing Grants, Construction and Regeneration Act 1996. [legislation.gov.uk]
Limitations	Council tenants may receive equivalent assistance through separate council adaptation programmes and therefore may not require a DFG. Where a property cannot reasonably be adapted, relocation assistance may be considered. [gov.uk]

2. Discretionary Grant Funding for Disabled Adaptations

Category	Details
Purpose	To assist applicants where the cost of necessary adaptation works exceeds the maximum mandatory DFG available. [gov.uk]
Eligible Applicants	Applicants who have been approved for the maximum mandatory DFG and whose assessed adaptation needs exceed the statutory funding limit.
Access and Application	Occupational Therapist, Occupational Therapy Assistant or Trusted Assessor referral together with a DFG application and any additional documentation required by the Council.
Qualifying Criteria	Works must be necessary and appropriate to meet assessed disability-related needs and reasonable and practicable in relation to the property. Appropriate consents must be obtained where necessary. [legislation.gov.uk] , [gov.uk]
Maximum Value	£15,000 discretionary adaptation grant.
Repayment Provision	A 10-year condition period may apply. Repayment requirements, local land charge arrangements and any interest provisions will be detailed in the approval notice and administered in accordance with the council's Housing Assistance Policy. Provided all conditions are complied with throughout the condition period, no repayment will normally be required.
Eligible Works	Works that meet one or more statutory DFG purposes where costs exceed the mandatory DFG limit. [legislation.gov.uk]
Limitations	Not generally applicable to council tenants where equivalent assistance is provided through the council's own adaptation programmes.

3. Minor Works Assistance

Category	Details
Purpose	To carry out minor works that reduce risk, improve safety and support independent living.
Eligible Applicants	Disabled people of any age occupying the property as their main or only home who require minor adaptations identified through assessment by an OT, OTA or Trusted Assessor. Council tenants may receive equivalent assistance through separate council services.
Access and Application	Referral by Occupational Therapist, Occupational Therapy Assistant or Trusted Assessor.
Qualifying Criteria	Work must be necessary to reduce risk, maintain safety or sustain independent living.
Maximum Value	£1,500
Repayment Provision	None
Eligible Works	Minor adaptations specified within the Housing Assistance Policy.
Limitations	Does not include repairs or adaptations that are the responsibility of a landlord under tenancy or housing legislation.

4. Minor Works to Support People with Cognitive or Sensory Impairment

Category	Details
Purpose	To support people with diagnosed cognitive impairment, dementia, autism, learning disabilities or sensory impairment to live safely and independently within their home environment. [gov.uk]
Eligible Applicants	Disabled people of any age whose main residence requires adaptations following assessment by an OT, OTA or Trusted Assessor.
Access and Application	Referral by Occupational Therapist, Occupational Therapy Assistant or Trusted Assessor.
Qualifying Criteria	Work must be necessary to reduce risk and sustain independent living.
Maximum Value	£1,500
Repayment Provision	None
Eligible Works	Adaptations and equipment identified within the Housing Assistance Policy as appropriate for cognitive or sensory impairment.
Limitations	Does not include repairs or adaptations that are the responsibility of landlords or housing providers.

5. Hospital Discharge Clean and Clear Grant

Category	Details
Purpose	To support hospital discharge, prevent avoidable admission to hospital or care settings, and enable safe living at home. [gov.uk]
Eligible Applicants	People in hospital, step-down accommodation, or at risk of hospital admission due to the condition of their home environment.
Access and Application	Referral via hospital discharge teams, Joint Emergency Teams or other approved multi-agency pathways.
Qualifying Criteria	The condition of the property is preventing hospital discharge, increasing the risk of hospital admission or preventing the provision of essential care services.
Maximum Value	£2,000
Repayment Provision	None
Eligible Works	Works to create a safe and habitable living environment and enable access to essential facilities such as a bedroom, kitchen, bathroom or living area.
Limitations	Does not include works that are the responsibility of a landlord, housing association or registered provider.

6. Emergency Repairs Grant

Category	Details
Purpose	To assist vulnerable households in carrying out urgent repairs necessary to protect health, safety and wellbeing.
Eligible Applicants	Persons aged 60 years or over, disabled persons, or other vulnerable households experiencing financial hardship. Applicants must demonstrate financial need in accordance with the Council's Housing Assistance Policy. The council may take account of income, capital, household circumstances and access to alternative funding when determining eligibility.
Access and Application	Contact through the Home Improvement Agency or other approved referral route.
Qualifying Criteria	Repairs must be immediately necessary to address risks to health and safety or prevent serious deterioration of the property.
Maximum Value	£5,000 within any three-year period.
Repayment Provision	None
Eligible Works	Urgent repairs required for safety reasons, including repairs to heating, plumbing, electrical systems, drainage, water ingress and similar emergency situations.
Limitations	Alternative funding sources will normally be considered first. Emergency Repairs Grant assistance may be used to supplement other funding where appropriate. Not generally available to council tenants.

Appendix 5 - Equipment Warranty Matrix

Schedule 1 - Warranty Requirements for Major Equipment Installations

Equipment	Owner Occupier	Private Tenant	Registered Provider Tenant	Council Tenant
Ceiling Track Hoist (CTH)	5 years	5 years	5 years	1 year
Stairlift	5 years	5 years	5 years	1 year
Through Floor Lift (TFL)	5 years	5 years	5 years	1 year
Step Lift	5 years	5 years	5 years	1 year
Wash/Dry Toilet	5 years	5 years	5 years	1 year

Note: The council reserves the right to require longer warranty and/or maintenance periods where these are available from the manufacturer or installer and are considered necessary to protect public funds and ensure the ongoing effectiveness of the adaptation.