

Key Information

Draft Hillingdon Assistance (Adaptations) Policy 2026

We know that council policies can sometimes be difficult to read and understand. These questions have been created to explain the key points of the draft Hillingdon Assistance (Adaptations) Policy 2026 in plain English. They provide simple answers to common questions about who can apply for adaptations, how requests are assessed, how priorities are decided, and what support may be available. We encourage residents to read alongside the draft policy and the current Disabled Adaptations Service Standard, and to share their views as part of the consultation. Your feedback will help us develop a policy that is clear, fair and supports residents to live safely and independently in their homes.

1. What is this policy about?

This policy explains how Hillingdon Council will decide who can receive adaptations to their home and how requests will be assessed and prioritised.

2. What is a home adaptation?

A home adaptation is a change made to a property to help someone live more safely and independently, such as a grab rail, ramp, stairlift or level-access shower.

3. Who is this policy for?

The policy applies to Hillingdon Council tenants and members of their household who have a disability, long-term health condition, sensory impairment or age-related need.

4. Why might someone need an adaptation?

Adaptations can help people stay independent, move around their home safely, reduce the risk of falls, return home from hospital, and continue living in their own home.

5. How do I request an adaptation?

An adaptation request will usually start with an assessment by an Occupational Therapist (OT) or another qualified professional.

6. How does the council decide what adaptation is needed?

The council will consider the person's needs, whether the adaptation will improve safety and independence, whether the property can accommodate the changes, and whether it provides value for money.

7. Will all requests be treated the same?

No. Requests will be prioritised according to need and urgency.

8. Will urgent cases be dealt with more quickly?

Yes. Urgent cases, such as hospital discharge, a high risk of falls, or safeguarding concerns, may be prioritised.

9. What types of adaptations are available?

Minor adaptations include grab rails, handrails and small ramps. Major adaptations include stairlifts, through-floor lifts, level-access showers and widened doorways.

10. Will I have to pay for an adaptation?

Eligible adaptations for council tenants are normally funded by the council, although each request will be assessed individually.

11. What happens if my needs change?

The council can review your circumstances and reprioritise your request if your needs become more urgent.

12. Can adaptations be removed?

Adaptations are not usually removed just because they are no longer wanted. Removal may be considered if equipment is unsafe, obsolete or no longer needed.

13. What if I disagree with a decision?

You can ask the council to review the decision. If you remain unhappy, you can use the council's complaints process.

14. How does the policy ensure fairness?

The council is committed to treating people fairly, preventing discrimination, making reasonable adjustments and providing equal access to services.

15. Why is the council asking for feedback?

We want residents to help shape the final policy and ensure it is easy to understand, fair and effective.

16. How can I have my say?

Read the draft Adaptations Policy and the current Disabled Adaptations Service Standard, then complete the consultation survey to share your views.