

Housing Adaptations, Repairs & Renewals Policy 2025-2030



South
Cambridgeshire
District Council



Separate version of policy is available for East Cambs & Fenland

Cambridgeshire Housing Adaptations, Repairs & Renewals Policy

2025-2030

FOR RESIDENTS LIVING IN THE FOLLOWING COUNCIL AREAS:

Cambridge City

Huntingdonshire

South Cambridgeshire

(Separate versions of this policy are available for residents of East Cambridgeshire and Fenland District Council areas. Their versions of the policy are largely the same as this one, but with some slight differences).

CONTENTS

Part 1: INTRODUCTION

1.1 Purpose and objectives of the Policy	4
1.2 Background	5
1.3 Capital resources	6
1.4 The role of the Home Improvement Agency	7

PART 2: ASSISTANCE AVAILABLE

2.1 Disabled Facilities Grant (Mandatory Grant)	8
2.1.1 Eligibility	8
2.1.2 Determining whether works are appropriate	9
2.1.3 Amount of grant payable	10
2.1.4 Means test and contributions	10
2.1.5 Carrying out of works	11
2.1.6 Repayment of assistance when the property is transferred/disposed of	11
2.1.7 Future applications	12
2.1.8 Smaller adaptations	12
2.1.9 Adaptations in social housing properties	12
2.1.10 Adaptations in private rented properties	13
2.1.11 Responsibility for adaptations once completed	13
2.2 Disabled Facilities Grant Top Up Assistance (Discretionary Loan)	13
2.2.1 Eligibility	14
2.2.2 Maximum amount payable	14
2.2.3 Repayment	15
2.2.4 Carrying out of works	15
2.2.5 Future applications	15
2.3 Disabled Persons' Relocation Assistance (DPRA) (Discretionary Grant)	15
2.3.1 Eligibility	16
2.3.2 Grant payable	17
2.3.3 Future applications	17
2.4 Special Purposes Assistance (SPA) (Discretionary grant and/or loan)	17
2.4.1 Eligibility	19
2.4.2 Means test and contributions	19
2.4.3 Amount of assistance payable	20
2.4.4 Repayment	20
2.4.5 Carrying out of works ¹	20

2.4.6 Future applications.....	21
2.4.7 Responsibility for works once completed.....	21
2.5 Discretionary funding of partnership work and other services.....	21
PART 3: ACCESS TO THE SERVICE	22
3.1 How to apply and who to contact for further information	22
3.2 Valid applications	23
3.3 Fees to be charged, and charges for abortive work.....	23
3.4 Repayment	24
3.5 Conditions.....	24
3.6 Other principles.....	24
PART 4: ADDITIONAL INFORMATION	26
4.1 Prioritisation of funding.....	26
4.2 Approval of application and payment of assistance	27
4.4 Council decision-making and appeals	28
4.5 Equalities	28
4.5 Safeguarding.....	29
4.6 Customer Care & Complaints.....	29
4.8 Monitoring of outcomes.....	30
4.9 Policy Review.....	30
Appendix 1	i
Early Help & Housing Options.....	i
Appendix 2.....	iii
National and Local Context and Supporting Data	iii
Legislative background	iii
National data.....	iii
Local Data.....	iv
Appendix 3.....	vi
Disabled Facilities Grants – further information	vi
a) Facilitating Access and Provision.....	vi
b) Making a dwelling or building safe	vi
c) Room usable for sleeping	vi
d) Bathroom.....	vi
e) Facilitating preparation and cooking of food.....	vi
f) Heating, lighting and power	vi
g) Dependent residents.....	vii
h) Access to garden.....	vii

Appendix 4.....	viii
Test of Resources/ Means Testing	viii
Appendix 5.....	x
Documentation required to demonstrate a legal interest in the property and intention to remain in the property	x
a) Owner-Occupiers.....	x
b) Tenants	x
c) Occupiers (in relation to houseboats and park homes)	x
d) Availability for letting	xi
Appendix 6.....	xii
Glossary	xii

Part 1: INTRODUCTION

1.1 Purpose and objectives of the Policy

This Housing Adaptations and Repairs policy shows:

- a) How the five District Councils across Cambridgeshire will approach provision of home adaptations and repairs for people living in their areas, to help them to live safely and independently at home.
- b) More specifically, how the policy will apply in CAMBRIDGE CITY, SOUTH CAMBRIDGESHIRE AND HUNTINGDONSHIRE DISTRICT COUNCIL AREAS. (East Cambridgeshire and Fenland have their own versions of this policy).

It aims to provide, as far as possible, a consistent approach across the five Districts, subject to local demand and funding available. However,

Where there are differences in approach between the different councils, these are shown in Bold.

It does not cover the Peterborough City Council area which has its own Housing Renewal Policy.

There are separate arrangements outside of this policy for adaptations for council tenants in Cambridge City and South Cambridgeshire.

- [Cambridge City Council's policy for adaptations for council tenants](#)
- [South Cambridgeshire District Council's policy for adaptations for council tenants](#)

See [paragraph 3.1](#) below for contact details.

The policy outlines the interventions which the councils have agreed may be funded through the Disabled Facilities Grant (DFG) Capital Allocation paid to them through the Department of Health's Better Care Fund, and through any other capital funds the councils may have allocated to meet the objectives of the policy.

The policy is aimed at those on low incomes and recognises the important role of housing in promoting physical and mental health and wellbeing. The key objectives of the policy are:

- To support individuals' choices around living healthily, safely and independently at home.
- To help prevent hospital, care home or residential school admission.

- To facilitate patients being discharged from hospital and enabling them to live safely and independently at home, including making it easier for carers to provide support.
- To prevent the need for higher expenditure elsewhere in the health and/or social care system.
- To improve housing conditions and remove hazards in the home (i.e. Category 1 hazards under the Health & Safety Rating System).

The policy, which replaces the previous policy adopted in 2019, is set within the context of relevant national legislation, regulation, policy and guidance. ([See Appendix 2](#)). A summary version of this policy is also available, and a paper version of the policy can be provided on request.

1.2 Background

The Regulatory Reform Order 2002 (Housing Renewal) gives local authorities a general power to introduce policies for assisting individuals with renewals, repairs and adaptations in their homes through provision of grants or loans for works that can be treated as capital expenditure. A formally adopted policy must be in place if assistance is to be offered.

This policy covers how Disabled Facilities Grants which the District Councils have a statutory duty to provide to those who need them will be awarded. It also forms all or part of each of the councils' Regulatory Reform Order Repair & Renewal policies, as well as any other housing renewal assistance which may be offered by individual councils on a discretionary basis.

It aims to support a range of other policies and plans and priorities, including:

- The national Better Care Fund (BCF) programme, aimed at meeting government commitments to reform and strengthen neighbourhood services across health and social care. Objectives of the BCF Policy Framework 2025 to 2026 focus on reform to “support the shift from sickness to prevention” and “support people living independently and the shift from hospital to home”. Home adaptations are recognised in the Framework as key to helping meet these objectives.
- The Cambridgeshire & Peterborough Health & Wellbeing Integrated Care Strategy objective of “reducing poverty through better housing, employment and skills” through “improving the quality of housing to enable health and wellbeing resilience”, and “supporting mental health in... existing homes”.
- The District Councils' Housing and Homelessness & Rough Sleeping Strategies.
- Meeting of needs identified through the [Cambridgeshire Joint Strategic Needs Assessment 2023](#).
- The councils' duties around tackling hazards in the home.

- The councils' duties and priorities around promoting equality and financial inclusion.
- Cambridgeshire County Council's Business Plan.
- Having due regard to the Armed Forces Covenant when allocating Disabled Facilities Grants.

The policy also aligns with specific strategies and policies of Cambridge City, South Cambridgeshire and Huntingdonshire District Councils, including:

- [Cambridge City Council's Corporate Plan](#) and [equality & diversity policies and plans](#)
- **South Cambridgeshire District Council's [Business Plan](#) and [equality & diversity policies and plans](#)**
- **[Huntingdonshire District Council's Corporate Plan 2023-2028](#), which also includes their commitment to equality and diversity**
- **The [Greater Cambridge Housing Strategy 2024-2029](#) (covering Cambridge City and South Cambridgeshire District Councils**
- **[Huntingdonshire District Council's Housing Strategy 2020-2025](#)**

Housing adaptations and repairs are part of a range of interventions helping people to live safely and independently at home. These include, for example, reablement services, provision of assistive technology/ technology enabled care and other daily living equipment, and Cambridgeshire Handyperson Service.

The policy recognises that in order to achieve better outcomes for people, and to make best use of the limited resources available, providing repairs and adaptations in the home in which someone is currently living will not always be the best solution. It needs to be implemented in the context of considering people's wider housing options. Independent advice and information on alternative housing options – for example sheltered or extra care housing or moving to a more suitable home – will, where appropriate, be made available at an early stage. This is particularly important where someone's home is unlikely to remain suitable in the longer term.

Further information on Cambridgeshire's approach to considering applicants' wider housing options is at [Appendix 1](#).

Examples of evidence to support this policy are shown in [Appendix 2](#).

This revised policy will take effect from April 2025.

1.3 Capital resources

Disabled Facilities Grant funding is capital funding and cannot generally be used for revenue funding purposes. Examples of what may or may not count as capital expenditure are included in Appendix A of the national [Disabled Facilities Grant](#)

[\(DFG\) delivery: guidance for local authorities](#) published in 2022, but the decision on whether an intervention can be treated as capital expenditure is ultimately down to the council concerned.

The amount of Government funding which each of the District Councils is allocated each year for Disabled Facilities Grants is calculated based on a national formula.

The current formula has not been reviewed for some years, so does not necessarily fully reflect the profile and the changing needs of the area. For some councils the allocation is insufficient to meet demand for mandatory DFGs, with those councils having to provide additional funding to meet their statutory responsibilities. (The government is expected to consult on a new funding formula during 2025).

Where there is sufficient government funding available to meet demand for mandatory Disabled Facilities Grants in the District, councils may choose to fund additional discretionary works through their policy. Funding may come either from separate funds; or from their DFG allocation, provided assistance is awarded in line with Better Care Fund principles, Integrated Care System priorities, and national legislation, regulation & guidance in place at the time.

The policy aims to make best use of the limited resources available to meet our key objectives.

1.4 The role of the Home Improvement Agency

Home Improvement Agencies have an important part to play in providing advice, support and assistance to older and disabled people and those on low incomes who need to adapt, repair, improve or maintain their homes to meet their changing needs.

Our [Home Improvement Agency \(Cambs HIA\)](#) is a shared council service operating across Cambridge City, South Cambridgeshire and Huntingdonshire.

The Home Improvement Agency will assist people to apply for grants and loans, will design and organise works, obtain quotes, supervise the works on site and provide administrative support needed to help applicants to live independently at home.

The agency may also carry out works covered by this policy for those not eligible for or claiming financial assistance.

Staff at the Agency work closely with District Council officers, Occupational Therapists and other professionals. They may also act as qualified Trusted Assessors, carrying out some assessments on behalf of the Occupational Therapy service, or for those self-funding simple adaptations.

As a discretionary service, the Home Improvement Agency reserves the right not to offer advice, support and/or assistance in exceptional circumstances.

PART 2: ASSISTANCE AVAILABLE

2.1 Disabled Facilities Grant (mandatory grant)

Mandatory Disabled Facility Grants are available to eligible people with disabilities living in the District, to enable disabled adaptations to the home.

The council will award mandatory Disabled Facilities Grants (DFGs) in accordance with up-to-date government legislation and guidance, which determines amongst other things: the maximum amount of grant payable; the type of work that can be funded; and the test of financial resources that must be applied to determine the contribution, if any, to be made by the applicant.

See [Appendix 3](#) for more details on Disabled Facilities Grants. Further information is available on request. The Care Act 2014 also includes duties for Cambridgeshire County Council to provide minor equipment and adaptations up to a value of £1,000, free of charge where there is an assessed need. A county-wide Handyperson service also plays a role in providing minor adaptations and repairs where required. These are outside the scope of this policy.

2.1.1 Eligibility

Occupiers of all types and tenures of residential properties are eligible to apply. This also includes park homes and houseboats, and eligibility extends to a range of licensees, including agricultural workers and service employees.

Disabled Facilities Grants will not be made available to those living in residential care homes; or where specialist equipment/adaptations form part of a supported living group home where it is considered to be the landlord's responsibility to keep the equipment/adaptations in good repair or to provide replacements.

Applications for grant assistance on a dwelling owned by a trust will be considered on a case-by-case basis.

Cambridge City & South Cambridgeshire District Councils:

Council tenants should apply, in the first instance, to the relevant council's housing adaptations service. A different application process will apply. See [paragraph 3.1](#) below for contact details.

In assessing whether an applicant is eligible for a Disabled Facilities Grant, the council or Home Improvement Agency will consult with Social Services, and other agencies as appropriate.

Applications for Disabled Facilities Grants for adults will normally be subject to a household means test to assess income and savings levels, using the national Financial Test of Resources, unless they are on a qualifying benefit. (See [Appendix](#)

[4](#) for more detail). No means test will apply in relation to Disabled Facilities Grant applications for children up to the mandatory maximum grant amount (currently £30,000); although a means test will be carried out for any discretionary assistance awarded above the mandatory £30,000 limits under [section 2.1](#) of this policy). For the purposes of this policy, 'children' are as defined in the [Glossary at Appendix 6](#))

Some applicants may be eligible for a Disabled Facilities Grant, but be required to make a financial contribution, depending on their financial circumstances. This contribution is usually payable before work commences.

Applicants will not be eligible for a DFG for work that has already started.

Assistance will not be available to individuals who have no National Insurance number or recourse to public funds. Further details are available from the government's [Public Funds](#) web page.

2.1.2 Determining whether works are appropriate

Disabled Facilities Grants are available for capital expenditure on adaptations which the council considers are necessary and appropriate to meet the needs of the disabled person, and reasonable and practicable having regard to the age and condition of the dwelling. Consideration will be given, at an early stage and in liaison with the applicant, whether moving to alternative accommodation might be a better option. In these circumstances, help and support will be offered in considering what housing options might be available. Details of the Cambridgeshire Early Help, Housing Options for Older People and Older People's Visiting Support service are at [Appendix 1](#).

If moving is considered a better option, discretionary Disabled Persons' Relocation Assistance grant may be available (see [section 2.3](#) below).

In deciding whether adaptations are necessary, appropriate, reasonable and practicable, and whether they are likely to meet the person's needs, an assessment of the internal layout of the existing dwelling will be carried out. Consideration may be given to funding additional sleeping and/or bathing accommodation by way of an extension to the existing dwelling only where neither rearrangement, nor moving to an alternative property, is feasible.

In determining what works can be funded, this will be based on the recommendations by the Occupational Therapist or, for less complex issues, a Trusted Assessor.

DFGs are not available to provide adaptations to facilitate the use of mobility scooters, nor provide storage or charging facilities for scooters, as this sits outside of the purposes specified within the Housing Grants, Construction and Regeneration Act 1996 as amended (see [Appendix 3](#)).

2.1.3 Amount of grant payable

Under the 1996 Act, the mandatory maximum grant that can currently be awarded for a Disabled Facilities Grant is £30,000. This upper limit has been in place for a number of years and is often not sufficient to cover the costs of larger adaptations.

Where the works required, including any fees, will cost more than the maximum amount set by government, an applicant may be asked to look for additional sources of funding and/or to make a financial contribution themselves. In some circumstances they may be able to apply for discretionary Top Up Assistance to help with this. See [section 2.2](#) below for details.

In the case of housing association tenants, the council or Home Improvement Agency may be able to arrange for the landlord to cover some of the cost.

If the work is arranged through the local Home Improvement Agency, the cost of work will be assessed, and contractors appointed, in accordance with arrangements agreed between the council and the Home Improvement Agency. The Home Improvement Agency will charge a fee for overseeing the works as part of the grant application.

If an applicant arranges for the work to be carried out themselves, the council will fund the lower of a minimum of two quotations, provided the quotations received are reasonable taking into account all the circumstances.

Where the work is to be carried out by a family member, rather than through the Home Improvement Agency or a private contractor, DFG assistance will cover what the council considers to be reasonable costs for materials, subject to suitable invoices or receipts. Labour costs will not be covered in these circumstances.

As the council is responsible for deciding the amount of assistance to be paid, they will not be responsible for funding additional work agreed between the applicant and the builder.

Where applications are received for more than one person in a household with the same need, grant will not be payable twice for one adaptation (e.g. for one level access shower).

2.1.4 Means test and contributions

Applicants for DFGs not receiving one or more qualifying benefits will be means tested using the national Financial Test of Resources in place at the time. More detail on how this assessment will be carried out is at [Appendix 4](#).

Means tests will not be carried out in the case of grants for children unless the cost of the work is likely to go above the mandatory maximum grant amount and a discretionary top-up grant is also being sought. (See the [Glossary at Appendix 6](#) for definition of who counts as a child for these purposes).

Cambridge City, Huntingdonshire & South Cambridgeshire residents:

Where a means test is required for adaptations for a child, this will involve means testing both the parent(s) and the child.

Variations to the means test may be considered in exceptional circumstances where works likely to cost under £10,000 could be carried out reasonably quickly and are for the benefit of someone with a rapidly progressing/degenerative condition or for someone receiving end of life care. All such decisions will be at the council's discretion.

Advice will be given from the outset on whether or not a disabled person might be eligible and whether the Home Improvement Agency can assist with the application. Where applicants are not eligible for assistance, or their financial circumstances mean that they will need to make a contribution to the cost, the council or Home Improvement Agency may be able to offer advice to the applicant to seek other sources of funding. For example, through charitable contributions or releasing equity in their home.

2.1.5 Carrying out of works

We encourage applicants to have works project-managed by, and delivered through, the local Home Improvement Agency. A fee for this service is charged and will usually be included in the grant award.

In some cases, the applicant may wish to carry out additional work, over and above what the council or Home Improvement Agency deems is necessary to meet the needs of the disabled person. In this situation, the council will need to be satisfied that the applicant has sufficient financial resource to fund the additional work.

Where an owner-occupied property is co-owned and one or more of the co-owners is not living there, reasonable attempts will be made to contact the non-resident owner/owners. If still unable to make contact, or permission is not obtained, a decision will be made on whether to continue with the work, taking into account the best interests of the person requiring the disabled adaptation.

Cambridge City, Huntingdonshire and South Cambridgeshire residents:

Where someone wants help to coordinate adaptations which would help to meet the objectives of this policy, but is not eligible for a grant or loan, Cambs HIA can help them to have the work carried out as a private customer.

2.1.6 Repayment of assistance when the property is transferred/disposed of

Where the value of the grant to an owner occupier exceeds £10,000 a charge will be registered against the property by way of a local land charge, making some of the grant repayable if the property is disposed of or transferred within 10 years of

completion of the work. The minimum charge registered will be £500; the maximum will be £10,000.

2.1.7 Future applications

Where work is completed following a Mandatory DFG application and the applicant has been required to make a financial contribution to the work, this may in some circumstances reduce the contribution required to be made on future applications for mandatory DFG works. Further information is available on request.

Further applications for grant can be made for the same property if needed. For example, if the disabled person's condition changes.

2.1.8 Smaller adaptations

Some small standard adaptations eligible for a DFG may be offered as a Special Purposes Assistance grant if funding is available and if the council is satisfied that funding it through Discretionary Special Purposes Assistance would significantly speed up the process and improve the outcome for the applicant. (See [section 2.4](#) below). The council or Home Improvement Agency will discuss with the applicant the most appropriate route for the individual concerned, and fees & charges may vary. This option, if offered, does not affect the disabled person's statutory right to apply for a Disabled Facilities Grant.

2.1.9 Adaptations in social housing properties

Any adaptations in social housing will require the permission of the provider landlord concerned. Providers will be expected to work with the council and make decisions within reasonable timescales, to prevent unnecessary delays for the applicant.

The council will also expect social housing providers to make a reasonable financial contribution towards the cost of the works.

Owing to local housing and homelessness pressures experienced across all the local authorities, where major adaptations have been carried out and the property is subsequently re-let, the council may impose a condition relating to nomination rights throughout the grant condition period. If the property becomes vacant during the grant condition period, the council may require it to be held for letting by persons nominated by the council for a reasonable period of up to four weeks.

Alternatively, the council will expect the provider to make reasonable attempts to allocate the property to someone who needs those adaptations.

Applicants should be aware that some major adaptations may lead to rents or service charges being increased; for example, where an extension increases the number of bedrooms.

Although applications made directly by social landlords on behalf of tenants are not means-tested, in deciding the amount of grant to award the council will take into account the extent to which the landlord is able to charge a higher rent because of the works.

2.1.10 Adaptations in private rented properties

Although applications by private landlords are not means-tested, in deciding the amount of grant to award the council will take into account the extent to which the landlord is able to charge a higher rent because of the works.

2.1.11 Responsibility for adaptations once completed

Once work is completed and the completion certificate has been issued, the property owner and/or relevant person becomes responsible for the adaptation, including following up any issues with the contractor(s) or work required under warranties, and for any future maintenance and repairs.

The Home Improvement Agency's fees cover the officer time associated with the application, payment and completion of the works. On completion, the HIA is no longer funded to provide on-going support in respect of any defects that may arise.

2.2 Disabled Facilities Grant Top Up Assistance (discretionary loan)

Cambridge City and South Cambridgeshire residents:

Top Up Assistance is available, subject to sufficient funding being available.

Huntingdonshire residents:

Top Up Assistance not currently available in Huntingdonshire.

In cases where the cost of works agreed through a Disabled Facilities Grant application is above the mandatory maximum grant amount set by government - currently £30,000 - applicants may be able to apply for discretionary Top Up Assistance in the form of a loan which will be secured on the property.

This is a discretionary loan and the decision on whether to award it in each case will depend on the individual's needs, their financial resources, and the resources available to each council.

Details of how discretionary cases may be prioritised is shown in paragraph 4.1 below.

2.2.1 Eligibility

DFG Top Up Assistance may be available to those who have been assessed as eligible for a mandatory DFG where the cost of approved works is above the mandatory maximum grant amount – currently set at £30,000.

Discretionary Top Up Assistance may be available in cases where:

- The option to move to more suitable accommodation has been explored fully but found not to be feasible, and;
- Having taken all reasonable steps, funding cannot be found from other sources; and
- Not carrying out the works would mean that the applicant would be unable to remain living in the community; or the person or their carer would be at significant risk if the work was not completed; or completion of the work would potentially bring significant savings in other areas of public provision including health, social care, and education.
- An assessment of the applicant's financial circumstances indicates that they cannot afford to fund the additional costs.

Discretionary Top Up Assistance will be offered as a loan, secured on the property by way of a local land charge. There should be sufficient equity in the property to meet the cost of the assistance, taking into account any other charges on the property, and any potential uplift in value which might, in the council's opinion, apply to the property once the work is completed. If there is insufficient equity, or if the applicant is a housing association tenant, and no other suitable accommodation can be found, the council may, at its discretion and in exceptional circumstances, consider offering all or part of discretionary Top Up Assistance as a grant.

In the case of discretionary Top Up Assistance for adults, the means test carried out to assess eligibility for and any contribution towards mandatory Disabled Facilities Grant will take into account the full cost of the works, including the need for any Top Up Assistance.

Where an application for Top Up Assistance is for a child (as defined in the [Glossary at Appendix 6](#)), the financial circumstances of the household, including essential outgoings, will be taken into account.

2.2.2 Maximum amount payable

The maximum amount payable for discretionary Top Up Assistance will be £30,000 including the local Home Improvement Agency's fees where their services have been used.

The council reserves the right to amend this maximum figure in the light of any future national policy changes or for budgetary reasons.

If the cost of works exceeds the maximum payable through DFG and DFG top-up assistance, and other options are unavailable, the council may refer the case to Cambridgeshire County Council for them to consider whether they are able to provide any additional funding under their own obligations.

2.2.3 Repayment

Cambridge City and South Cambridgeshire residents:

Where top up assistance is awarded, a local land charge will be registered against the property in order to secure the loan. The loan will be required to be repaid in full when the property is transferred/disposed of.

2.2.4 Carrying out of works

Where an owner-occupied property is co-owned and one or more of the co-owners is not living there, reasonable attempts will be made to contact the non-resident owner/owners. If still unable to make contact, a decision will be made on whether to continue with the work, taking into account the best interests of the person requiring the work.

2.2.5 Future applications

Future applications for DFG Top Up assistance, where assistance has previously been awarded for that disabled person, will only be considered in exceptional circumstances.

2.3 Disabled Persons' Relocation Assistance (DPRA) (discretionary grant)

Relocation assistance is currently available for residents in **Cambridge City Huntingdonshire and South Cambridgeshire**, subject to sufficient funding being available.

Applications for Disabled Persons' Relocation Assistance can be considered for people living in the District where:

Adaptations are required for a person who, having satisfied the means test, is eligible for a DFG, but:

- a) relocation may be a better and cheaper option, taking into account the cost of the works and any future works likely to be required in the new property; or
- b) Where adaptations are required but it is not reasonable or practicable to adapt a disabled person's existing accommodation; or

- c) Where relocation is likely to lead to savings to the wider public purse, or it would help a disabled person to resolve other issues which might impact on health, and/or well-being.

If moving from one District to another, the application will need to be made to the District from which the relevant person is moving. (e.g if an applicant is moving from South Cambridgeshire to Fenland, the application will need to be made to South Cambridgeshire).

In each case, a suitable alternative property must have been identified before a formal application for Relocation Assistance is submitted.

Disabled Persons' Relocation Assistance may contribute towards reasonable costs of moving to a more appropriate property: Examples of what this may cover include:

- removal expenses
- estate agent fees
- legal fees
- other relocation expenses reasonably incurred.

It will not include any adaptations which may be required to the new home.

Disabled Persons' Relocation Assistance is discretionary assistance and depends on the individual's needs and the resources available. Details on how discretionary cases may be prioritised is shown in paragraph 4.1 below.

2.3.1 Eligibility

Disabled Persons' Relocation Assistance can be considered for applicants who meet the criteria above, where the council is satisfied that the property to which the disabled person is moving more closely meets his/her needs and those of the family than the existing one.

Applications may be considered from/on behalf of owner occupiers and tenants.

Cambridge City and South Cambridgeshire District Councils:

Council tenants should apply to the council's housing adaptations service, and may need to go through a different application process. See [paragraph 3.1](#) below for contact details.

A representative of the council or an Occupational Therapist may visit the property being considered for relocation, to ensure it is suitable to meet the needs of the disabled person.

Only applications made before the person has moved home will be considered.

2.3.2 Grant payable

The maximum sum payable as a relocation grant will be £5,000.

Assistance will be in the form of a grant which will not be required to be repaid.

The aggregate cost of the Relocation Assistance and any work to adapt the new property must not exceed the cost of adapting the disabled person's existing accommodation.

The final decision as to whether expenditure is appropriate and costs are reasonable will rest with the council. If the applicant is transferring to a rented property, grant will not be available for anything which is the landlord's responsibility.

The applicant is responsible for getting quotes to cover relocation costs. The council will be responsible for assessing whether costs claimed for are reasonable.

Assistance is only payable upon the successful completion of the purchase or sign-up of the tenancy of the 'new' property, and is dependent on the disabled person then occupying that property as their only and main residence.

Whether grant is paid to the applicant or to contractors or suppliers will be at the council's discretion.

If the disabled person chooses not to go ahead with the move once some or all of the assistance has been paid, the council reserves the right to require some or all of the money to be repaid.

2.3.3 Future applications

If the disabled person subsequently moves again, a further application for Disabled Persons' Relocation Assistance may only be considered where the disabled person's circumstances have changed significantly since moving into the property for which the assistance was awarded, or where there were particular exceptional reasons for them having to move; such as fleeing domestic abuse. This will be at the council's discretion. Only one application for Disabled Persons' Relocation Assistance will be considered for that person within any five-year period.

2.4 Special Purposes Assistance (SPA) (discretionary grant and/or loan)

Cambridge City and South Cambridgeshire residents:

Special Purposes Assistance is currently available, subject to sufficient funding being available.

Huntingdonshire residents:

Special Purposes Assistance is not currently available in Huntingdonshire.

Discretionary Special Purpose Assistance may be available for home repairs, or other minor works or interventions in the home which the council is satisfied is reasonable and practicable and will help to meet one or more of the Policy's key objectives. Applications should be made to the Home Improvement Agency in the first instance, rather than applying to the council.

It will not normally be offered for interventions which are readily available through other services, or which are a landlord responsibility.

Examples of the types of work may include:

- Property repairs and replacement of fixtures/fittings
- Remedying of Category 1 hazards under the Health and Safety Rating System, including work to reduce the risk of falls
- Energy efficiency measures to promote warm homes
- Security measures
- Works not eligible for a Mandatory Disabled Facilities Grant but would help prevent hospital or care admission, speed up transfers of care, and/or save money elsewhere in the health, social care and/or education system
- Additional work to facilitate work required under a Mandatory Disabled Facilities Grant (DFG) but which is not eligible for Mandatory DFG funding
- Work to make a home dementia-friendly.
- Work to improve digital connectivity or install assistive technology within the home
- Adaptations which would normally be funded through a Mandatory Disabled Facilities Grant but where the council is satisfied that funding it through Discretionary Special Purposes Assistance would significantly speed up the process and improve the outcome for the applicant. The council would also have to be satisfied that there were exceptional circumstances which justified the mandatory DFG process being waived for that particular applicant.
- Larger items of personal equipment where alternative funding is not available, and where provision would be cheaper and/or provide a better outcome for the individual than would be achieved through adaptations.
- Any other request deemed by the council to be reasonable & practicable, and necessary & appropriate to meet the objectives of the Policy.

Special Purposes Assistance is not available for repairs to disability equipment, such as stairlifts, ceiling track hoists, etc, as it is considered to be ongoing maintenance and cannot be funded through capital expenditure. It is generally the responsibility of the owner to maintain equipment in good working order, or it will be covered by manufacturer's warranty

Special Purposes Assistance can be offered as a discretionary grant and/or loan or a combination of the two, and will depend on the individual's needs, the resources

available, and the particular District Council's wider objectives and priorities. Details on how discretionary cases may be prioritised is given in paragraph 4.1 below.

2.4.1 Eligibility

Applicants must be living in the District and living in the property in question as their only or principal home.

If repair or other work is required other than disabled adaptations, the applicant must normally have been resident in that home for a minimum of two years prior to the date of application. Exceptions may apply for those covered by the Armed Forces Covenant.

Applications from tenants will normally only be considered for work which is not the responsibility of the landlord.

Special Purposes Assistance will normally only be considered for those on low income or in receipt of a qualifying benefit. (This does not apply to adaptations for children which are being funded through Special Purposes Assistance but would normally be expected to be funded through mandatory Disabled Facilities Grant). See [Appendix 4](#) for more detail.

Evidence of being in receipt of benefits will normally be required, although if providing evidence would lead to unreasonable and exceptional delays in work being carried out, the council may use its discretion to accept a signed declaration that the person for whom the work is required is in receipt of one of these benefits. If this statement is later found to be false then the applicant will be required to repay the grant in full.

Discretionary Special Purposes Assistance will not normally be available for disabled adaptation work where adaptations are already being funded through Mandatory Disabled Facilities Grant and Discretionary Disabled Facilities Top up Assistance.

2.4.2 Means test and contributions

If not in receipt of a qualifying benefit, a means-test will be carried out based on household income. The means test will apply to the person on behalf of whom the application is being made, as well as any non-resident owners or co-owners.

Discretionary Special Purposes Assistance will not be available where it is considered that there is sufficient income or savings available to undertake the works required. Applicants may also, depending on their financial circumstances, be required to make a financial contribution, which will usually be payable before the work starts.

The means test may be waived in exceptional circumstances at the council's discretion: e.g. for someone receiving end of life care.

Cambridge City, Huntingdonshire* & South Cambridgeshire residents:

Where the applicant is required to make a contribution but does not have sufficient savings, and the council concerned is satisfied that seeking a contribution would give rise to exceptional financial hardship and be detrimental to the health and wellbeing of the applicant, a decision may be made to waive the contribution. This would be subject to the discretion of the council concerned and availability of funding.

***Not currently available in Huntingdonshire**

The council or Home Improvement Agency may consider whether other funding options are available in considering whether assistance is payable.

2.4.3 Amount of assistance payable

Cambridge City & South Cambridgeshire residents:

The maximum amount allowed to one household will generally be £15,000, including any Home Improvement Agency fees. However, for work which would result in remedying Category 1 hazards under the Housing Health & Safety Rating System (a standard used to measure property condition), the maximum will be £25,000 including fees.

Not currently available in Huntingdonshire.

2.4.4 Repayment

Cambridge City & South Cambridgeshire residents:

Any amount of assistance over £10,000 awarded to an owner-occupier will be repayable. A local land charge will be registered against the property, making the loan element repayable on transfer or disposal of the property.

Not currently available in Huntingdonshire.

2.4.5 Carrying out of works

Where an owner-occupied property is co-owned and one or more of the co-owners is not living there, reasonable attempts will be made to contact the non-resident owner/owners. If still unable to make contact, a decision will be made on whether to continue with the work, taking into account the best interests of the person requiring the work.

Cambridge City and South Cambridgeshire residents:

The councils expect that all discretionary work will be managed through the Home Improvement Agency, Cambs HIA, unless there are exceptional circumstances.

Not currently available in Huntingdonshire.

2.4.6 Future applications

Further applications for Special Purposes Assistance will not normally be considered from an applicant household within three years of the work being completed unless there are extenuating circumstances. For example, if refusal would lead to significant health impact or a delayed transfer of care; or if they have had to move to flee domestic abuse.

Where the council agrees to fund further applications for Special Purposes Assistance within three years of the work being completed, if the total cost over that three-year period exceeds £10,000, a local land charge will be placed on the property making the loan element repayable on transfer/disposal of the property.

2.4.7 Responsibility for works once completed

The Home Improvement Agency 's fees cover the officer time associated with the application, payment and completion of the works. On completion, the HIA is no longer funded to provide on-going support in respect of any defects that may arise.

As with DFG works, once work is completed and the completion certificate has been signed, the property owner and/or relevant person becomes responsible for the completed works, including following up any issues with the contractor(s) or work required under warranties, and for any future maintenance and repairs.

2.5 Discretionary funding of partnership work and other services

This policy allows for DFG capital grant provided through the Better Care Fund to be made available for other social care capital funding purposes, including wider partnership projects or other services where it can be clearly demonstrated that they would help to meet Better Care Fund objectives and the objectives of this policy.

PART 3: ACCESS TO THE SERVICE

3.1 How to apply and who to contact for further information

Cambridge City, Huntingdonshire and South Cambridgeshire District Council residents:

Please contact:

**Cambs Home Improvement Agency,
South Cambridgeshire Hall,
Cambourne Business Park,
Cambourne,
Cambridge, CB23 6EA**

Tel: 01954 713330/713347

Email: hia@cambshia.org

**www.cambshia.org | www.facebook.com/cambshia |
www.twitter.com/cambshia | www.instagram.com/cambshia**

Cambridge City or South Cambridgeshire Council tenants:

If you are a council tenant living in Cambridge City or South Cambridgeshire, separate arrangements apply. Please contact:

**Cambridge City Council
PO Box 700
The Guildhall
Cambridge
CB1 0JH**

Tel: 0345 045 5202

<https://www.cambridge.gov.uk/contact-us>

Or:

**South Cambridgeshire District Council
South Cambridgeshire Hall
Cambourne Business Park
Cambourne
Cambridge
CB23 6EA**

Telephone: 03450 450 051

Email: duty.Housing@scambs.gov.uk

3.2 Valid applications

For an application to be valid, it must be in writing, and all the information required by the council must be provided. This may include, amongst other things:

- Details of why the work is needed
- Details of the relevant works
- Estimates of the cost of the works
- Any financial information required for a financial assessment to be carried out
- Written documentation evidencing a legal interest in the property, and that the person on behalf of whom the application is made intends to live there as their only or main residence throughout the grant/loan condition period. If the application is for a property held in trust or is occupied under another licence, for example in the case of agricultural workers, it will be at the council's discretion as to the appropriateness or otherwise of the requirement for written documentation.
- For works to be carried out for the benefit of a tenant, a statement of consent to the works signed by the person who at the time of the application is the landlord under the tenancy.

Exactly what information is required in each case will depend on the type of assistance being applied for and the circumstances of the applicant. More information is available on request.

Where the applicant is using the services of the local Home Improvement Agency, the Agency can help with completing the application.

Further information on the types of legal interest and occupancy documentation required are at [Appendix 5](#).

3.3 Fees to be charged, and charges for abortive work

The Home Improvement Agency will arrange for work to be carried out under this policy for which they will charge a fee to cover their costs.

The fee-paying structure and what is a reasonable level of fees to be charged will be agreed between the council and the Agency, and may change over time.

At the time of publication of this policy fees are being charged based on a percentage of the overall cost of the work. However, a minimum fee may be charged

for smaller works where calculating it on a percentage basis would not cover the Agency's costs.

Where financial assistance is awarded, the fee will be included in the amount to be paid to the client.

Where preparatory work is carried out by the Agency and the applicant decides not to proceed with securing the grant or loan which would include a fee to the Agency, the Agency reserves the right to charge the applicant separately for some or all of the cost of that up-front work. The same will apply where abortive costs are incurred for non-grant funded work. Decisions will be made on a case-by-case basis.

Up to date Information on fees to be charged is available on request.

Cambridge City, Huntingdonshire and South Cambridgeshire District Council residents:

The fees charged may vary from time to time, and applicants will be advised of the current rate when they appoint the agency. The agency's fees are subject to VAT.

3.4 Repayment

Repayment arrangements may vary from council to council.

Where more than one form of assistance is provided, more than one Local Land Charge may be placed on the property.

3.5 Conditions

Information on grant/loan conditions are available from the council or Home Improvement Agency. These conditions remain in force throughout the relevant grant/loan condition period.

In making an application for financial assistance the applicant agrees to the terms and conditions attached to the provision of that assistance

3.6 Other principles

All applications will be dealt with on their merits and decisions made on a case-by-case basis. Any decision to consider applications for assistance which fall outside of the policy will be at the council's discretion.

We will always endeavour to act within the best interests of the person for whom the application is being made or the work is being carried out.

Before making a loan, or requiring repayment of a grant or loan, the council will have regard to the person's ability to afford to make the contribution or repayment.

We will always assume that the person concerned has mental capacity to make decisions, unless there is documentary evidence or other strong reasons to doubt it.

Exceptions to the policy may be considered in exceptional circumstances.

We will aim to make best use of the resources available to achieve the objectives of the policy.

PART 4: ADDITIONAL INFORMATION

4.1 Prioritisation of funding

While this policy is designed to encourage flexible use of the DFG Capital Allocation, where insufficient funding is available, mandatory Disabled Facilities Grants will be given first priority over discretionary assistance.

Where the council considers there will be sufficient funding to provide discretionary assistance on top of Mandatory Disabled Facilities Grant work, then applications for discretionary assistance will be dealt with on a first come first served basis, so long as sufficient funding remains available.

If there are a number of applications being considered at any one time, applications will generally be prioritised in the following order:

- 1) Mandatory Disabled Facilities Grants, and Relocation Assistance for applicants who would be eligible for a DFG, within the terms of [paragraph 2.3\(a\)](#) above.
- 2) Funding to enable works to be carried out through a Disabled Facilities Grant where the work is not eligible for mandatory DFG funding
- 3) Relocation assistance under the terms of [paragraph 2.3\(b\)](#) above
- 4) Discretionary Top Up Assistance
- 5) Disabled Facilities Grant works to be carried out under Discretionary Special Purposes Assistance where the council is satisfied that funding it through Discretionary Special Purposes Assistance would significantly speed up the process and improve the outcome for the applicant.
- 6) Other Discretionary Special Purposes Assistance
- 7) Relocation assistance under the terms of [paragraph 2.3\(c\)](#) above
- 8) Discretionary social care partnership projects and/or other services.

The council reserves the right to amend this priority ordering if the need arises. For example: where additional funding becomes available from elsewhere with the intention of it being used for a particular type of assistance; if changes in legislation enable or require it; etc

In assessing whether to fund assistance other than mandatory DFGs, and what priority should be given, the council will also consider:

- a) The extent to which providing assistance will meet the objectives of this policy;

- b) Whether the need for assistance is considered serious and urgent both in its own right and relative to any other current applications and enquiries for assistance which the council is considering;
- c) The extent to which the applicant is able, and can him/ herself afford to resolve the problem and /or pay for the work;
- d) Whether the work to which the application relates is considered serious or urgent relative to the general state of repair of dwellings in the District;
- e) Any other circumstances which may be relevant at the time.

4.2 Approval of application and payment of assistance

Before approving an application the council will need to be satisfied that the application is complete and that it accurately reflects the applicant's circumstances; also that the applicant clearly understands and accepts the conditions of any financial assistance being provided.

Where the assistance is to pay for work to be carried out:

- The council must be satisfied that the cost of the works is reasonable and that all the appropriate notifications and/or permissions have been obtained. e.g. Building Regulations, Planning Permission, etc.
- If the HIA has declined the work and the applicant is arranging their own work, they should not make any arrangements for the work to start until they have received the grant/loan approval in writing from the council.
- If carrying out their own work the applicant must notify the council when the work is completed. A council representative may need to visit the property to inspect the works before arranging payment. No payment will be made until the relevant work is completed to the council's satisfaction. The applicant will be responsible for ensuring that any defects are remedied.
- For work managed by the Home Improvement Agency, payment will generally be made by the council to the contractor.

Cambridge City and South Cambridgeshire Residents:

Where the applicant has managed the work themselves, payment will generally be made to the applicant, with the applicant then responsible for paying the contractor.

Huntingdonshire residents:

Where the applicant has managed the work themselves, the council will pay the contractor direct.

- Where the approved work has not been carried out to the satisfaction of the applicant the council may, at the request of the applicant and if it considers it to be reasonable, withhold payment.

Cambridge City, Huntingdonshire and South Cambridgeshire District Council residents:

It is expected that works will be completed within 12 months of grant/loan approval. Failure to make sufficient progress on works funded by a grant and/or loan may result in the grant and/or loan being revoked by the council.

Further conditions may apply to the payment of any assistance under this policy, which applicants need to formally agree to before any application can be approved. Details are available from the council or the Home Improvement Agency.

4.3 Council decision-making and appeals

All applications for assistance contained within this policy are subject to the council's decision-making processes.

If an applicant wishes to appeal against a decision under this policy: **Cambridge City, Huntingdonshire and South Cambridgeshire District Council residents should contact the Manager at Cambs HIA in the first instance. The Manager will advise the applicant of how it will be taken forward.**

The council may make exceptions to the policy in exceptional circumstances, and each case will be considered on its merits.

4.4 Equalities

The public sector equality duty under the Equality Act 2010 requires public bodies, in exercising their functions, to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act;
- Advance equality of opportunity between people who share a protected characteristic and those who do not; and
- Foster good relations between people who share a protected characteristic and those who do not.

The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

An Equality Impact Assessment has been carried out on this policy to ensure that the policy takes into account the needs of all groups, and that particular groups of people are not adversely affected by it.

4.5 Safeguarding

Cambridge City, Huntingdonshire and South Cambridgeshire residents:

There are national requirements for safeguarding and protecting people at risk of abuse or neglect. All the Cambridgeshire councils are committed to safeguarding and promoting the welfare of children and adults who may be at risk, and their policies and processes reflect the direction of Cambridgeshire County Council in relation to safeguarding. All key staff are trained in safeguarding issues. Your council can provide details of its own policies in relation to safeguarding.

4.6 Customer Care & Complaints

Cambridge City, Huntingdonshire and South Cambridgeshire residents:

Customer care is of paramount importance. Staff are trained in their area of work and most are experienced at supporting disabled and or vulnerable people. Contractors are required to act in accordance with a code of conduct, and health and safety is taken very seriously.

However, occasionally things may go wrong. Customers who wish to make a complaint should speak first to the Manager of Cambs HIA, who will advise on how to make a complaint and to whom the complaint should be made. Complaints will initially be dealt with by the Home Improvement Agency or the relevant council, depending on the nature of the complaint.

All reasonable attempts will be made to ensure that works are carried out within timescales laid down in national DFG guidance. However, there may be factors affecting timescales which are beyond the control of the council or the Home Improvement Agency. Where delays occur we will do our best to minimise these as far as we can and to keep the applicant updated.

4.7 Links with other strategies and plans

In making decisions under this policy regard will be had to wider council priorities. For example, where installing new boilers or other heating systems we may, where funding allows, take the opportunity to improve energy efficiency standards to help meet the council's broader carbon reduction/climate change/ other environmental objectives.

4.8 Monitoring of outcomes

A set of performance measures and monitoring targets have been agreed between Cambridgeshire County Council and the District Councils.

Overall outcomes are difficult to measure, as providing assistance through this policy may, for some people, be one of a number of factors needed to support independent living. However, customer satisfaction surveys carried out by the Home Improvement Agencies include questions around whether the customer feels that, as a result of work carried out, they have: maintained independent living; been able to be discharged from hospital; or been prevented from being admitted to hospital or care home or other specialist setting.

Cambridge City, South Cambridgeshire & Huntingdonshire District Councils:

Performance is monitored quarterly through the Cambridgeshire Home Improvement Agency Management Board, and published in annual reports on their website.

4.9 Policy Review

The Policy will run from April 2025. It will be reviewed in 2030, or earlier if necessary.

The maximum amounts payable for DFG top-up and SPA, which have been increased since the previous policy, will be reviewed annually within the context of the resources available to fund the policy, or sooner if national rules around the maximum amount of DFG payable are changed.

Appendix 1

Early Help & Housing Options

In order to achieve better outcomes for people, and to make best use of the resources available, providing repairs and adaptations in the home in which someone is currently living will not always be the best solution; options must also be available for people to move to more suitable accommodation.

The Home Improvement Agencies already provide basic housing options advice. However, with limited funding available, for the policy to be successful it will need to be implemented hand in hand by considering people's wider housing options at an earlier stage.

For adults where their current home may not meet their needs now or in the future, there are Specialist Housing Advisors employed by Cambridgeshire County Council who work with the Adult Early Help Team working with Social Workers and Occupational Therapists. This service provides advice and information on all the possible options that may be available at an early stage.

For older people the councils also promote the use of the Elderly Accommodation Council (First Stop – HOOP) resources to deliver early advice and information on alternative housing options prior to a request for an adaptation. This provides comprehensive information on services available to maintain independence and also an independent advice line. Information on alternative housing opportunities - for example sheltered housing, extra care or the purchase of a more suitable home, can inform early decisions. This is especially important if the home will not be suitable in the longer term.

[The Housing Options for Older People \(HOOP\) tool](#) is available both on-line and in leaflet format and is designed to help older people think about how suitable their current home is and if submitted can identify what alternative options are nearby.

Support with planning, managing and facilitating a move can be sought from the Older Peoples Visiting Support Services which are delivered across the county to people in all tenures, be they property owners or renters, if this is not readily available from family or friends.

For working-age people with a disability who are considering applying for an adaptation to their home, information and advice can be sought on alternative social housing options from the local Home-link teams. Support with planning, managing and facilitating a move may be available from the Visiting Support Services available across the county.

For families with a child or young person with Special Educational Needs and Disability (SEND) 0 – 25) where their current home may not meet the child's needs

now or in the future there is a Specialist Housing Officer who works with the SEND Social Care, Occupational Therapists and others.

These services provide advice and information on all the possible options that may be available at an early stage. Often major adaptations can be expensive and the limits of the Grant funding available means that sometimes more expensive works (i.e. extensions with specialist equipment) cannot be fully funded that way. Options may include a move to a more suitable property, accessing or moving within social housing, or a new build opportunity.

Appendix 2

National and Local Context and Supporting Data

Legislative background

Provision of financial assistance under this policy is mainly governed by the Housing Grants, Construction and Regeneration Act 1996, as amended by the Regulatory Reform (Housing Assistance) (England & Wales) Order 2002.

National DFG guidance: [Disabled Facilities Grant delivery: guidance for local authorities in England \(March 2022\)](#), gives more information on the relevant legislation.

The [Regulatory Reform \(Housing Assistance\) \(England and Wales\) Order 2002](#) gives local authorities a general power to introduce policies for assisting individuals with renewals, repairs and adaptations in their homes through provision of grants or loans. A formally adopted policy must be in place if assistance is to be offered. This policy constitutes each council's Housing Assistance Policy under the Order.

National data

According to the [English Housing Survey 2021/2022](#):

- Around 10% of households in England are estimated to be living in a home which have Category 1 hazards under the Housing Health and Safety Rating System.
- 14% of households are living in a home that does not meet the national Decent Homes Standard.
- 4% of households are living in a home with damp present.

Households in the private rented sector are more likely to live in poor quality housing than social renting and owner-occupied households.

A BRE briefing paper, [The cost of poor housing in England by tenure \(BRE 2023\)](#) estimates that, in 2019:

- Around 10% of owner-occupied homes had a Category 1 hazard that, if left untreated, would result in an annual cost to the NHS of £783 million
- Around 13% of private rented homes had a Category 1 hazard that, if left unmitigated, would result in an annual cost to the NHS of £290 million
- Around 5% of social rented homes had a Category 1 hazard that, if left unmitigated, would result in an annual cost to the NHS of £65 million.

- The two most prevalent Category 1 hazards in the English housing stock are excessive cold and falls associated with stairs.

Findings from research by the [Centre for Ageing Better, The role of home adaptations in improving later life 2017](#) include:

- There is strong evidence that minor home adaptations are an effective and cost-effective intervention for preventing falls and injuries, improving performance of everyday activities and improving mental health.
- There is strong evidence that minor adaptations are particularly effective at improving outcomes and reducing risk when they are combined with other necessary repairs and home improvements, such as improving lighting and removing trip and fall hazards.
- Adapting the home could potentially reduce the risk of falls and other accidents, relieve pressures on accident and emergency services, speed hospital discharge and reduce the need for residential care.

[The Social Value of aids and adaptations provided by Home improvement Agencies, Foundations, June 2022](#) provides four case studies to illustrate the difference that adaptations can make to people's lives, and how investment in adaptations and Home Improvement Agencies can create savings elsewhere in the system.

Local Data

Data and analysis from the [Cambridgeshire & Peterborough Joint Strategic Needs Assessment 2023](#) shows that:

- The Cambridgeshire population is almost 679,000, with a 9.3% growth in population since 2011. (Census 2021)
- The population is forecast to increase by 14.3% to 2031, with increases expected across all age bands with the exception of children and young people aged 5 to 14 years.
- Around 16.4% are living with a disability under the Equality Act.
- Healthy life expectancy at birth is 64.2 for males and 67.7 for females; both higher than the England average.
- Although measures of health for Cambridgeshire usually compare quite well with the England average, residents' health across the county varies considerably.
- Generally speaking, residents in Fenland (and Peterborough) have the poorest health, and South Cambridgeshire tends to have the best health. There are patches of poor health in some areas, most commonly in Fenland (and Peterborough) and also in north Cambridge and in parts of Huntingdonshire.

- Most of the local population who are in poor health live outside the most deprived areas, and there are struggling households everywhere, even in areas not considered deprived as a whole.

The councils' Housing and Homelessness & Rough Sleeping Strategies provide information on the local housing market and the councils' strategic approaches to dealing with local housing issues. These, together with data published in quarterly housing market bulletins covering the Cambridge housing sub-region and broken down by District, demonstrate significant pressure within the local housing market.

The Home Improvement Agencies monitor adaptations and other assistance carried out locally, including: numbers of referrals, enquiries and applications; numbers of grants and loans awarded; funding committed and amounts spent; and customer satisfaction data. This data demonstrates, for example:

- An ongoing local need for Disabled Facilities Grants and other discretionary assistance.
- Increasing numbers of DFG applications where work would cost more than the national £30,000 DFG limit.

Cambridge City, South Cambridgeshire & Huntingdonshire District Councils

Cambs HIA produces an annual report which is available on-line at <https://www.cambshia.org/> and provides more information about the types of adaptations completed each year.

Appendix 3

Disabled Facilities Grants – further information

The provisions governing Mandatory Disabled Facility Grants are set out in the Housing Grants, Construction and Regeneration Act 1996, as amended by the Regulatory Reform (Housing Assistance) (England & Wales) Order 2002.

A summary of the purposes for which Mandatory DFGs may be given are as follows:

a) Facilitating Access and Provision

These include works to remove or help overcome any obstacles which prevent the disabled person from moving freely into and around the dwelling and enjoying the use of the dwelling and the facilities or amenities within it.

b) Making a dwelling or building safe

Adaptations to the dwelling or building to make it safe for the disabled person and other persons residing with him/her.

c) Room usable for sleeping

The provision of a room usable for sleeping should therefore only be undertaken if the council is satisfied that the adaptation of an existing room in the dwelling (upstairs or downstairs) or the access to that room is unsuitable in the particular circumstances.

d) Bathroom

A disabled person should have access to a wash hand basin, a WC and a shower or bath (or if more appropriate, both a shower and a bath).

e) Facilitating preparation and cooking of food

A wide range of works are available to enable a disabled person to cater independently.

f) Heating, lighting and power

The improvement of an existing heating system in the dwelling to meet the disabled occupant's needs. Where there is no heating system or where the existing heating arrangements are unsuitable to meet his needs, a heating system may be provided.

g) Dependent residents

Works to a dwelling required to enable a disabled occupant better access and movement around the dwelling in order to care for another person who normally resides where whether or not they are related to the disabled person.

h) Access to garden

Works for facilitating access to and from a garden by a disabled occupant, or making access to a garden safe for a disabled occupant.

Further details are available from the council or Home Improvement Agency.

Appendix 4

Test of Resources/ Means Testing

Where required under this policy, a test of resources will be carried out in order to assess the amount, if any, that the applicant must contribute to cost of the works. If the applicant is not in receipt of a qualifying benefit they may have to provide details of income and capital.

For those in receipt of one or more of certain qualifying benefits or any equivalent or successor benefits at the time of the application, their contribution towards the financial assistance will be NIL.

The relevant qualifying benefits set by government at the time of publishing this policy are:

- Universal credit
- Income Support
- Income based Job Seekers Allowance or Income Based Employment Support Alliance
- Working Tax Credit with gross income less than the current level set by the Department of Work & Pensions
- Housing Benefit,
- Guaranteed Pension Credit,
- Or child tax credit with a relevant income less than the current level set by the DWP.

Cambridge City, Huntingdonshire and South Cambridgeshire Residents:

For Special Purposes Assistance, in addition to the qualifying benefits set by government, Council Tax Reduction may be treated as a qualifying benefit where it relates to households on a low income. This would exclude other Council Tax Reduction schemes, such as single person discount, severely mentally impaired status, etc.

For those not on one of the qualifying benefits listed above, where means testing is required legally and/or under the policy, a full means test will be carried out under the National Test of Resources in accordance with the Housing Renewal Grants Regulations 1996 (as amended), or any future legislation that replaces it. This will calculate the applicant's contribution in order to assess the extent to which any assistance may be given up to the maximum eligible expense limit.

The council may in some cases, and where legally permitted, exercise the discretion to consider a grant or loan where applicants are not on qualifying benefits but instead:

- have an income (at the time of application), of less than the current income level recognised by the DWP,
- **and** have savings less than the current cut off level determined by the benefits service,
- **and** are considered to be a priority due to their situation or their urgency of the works required.

The means test or other financial assessment will apply to the person for whom the intervention is being applied for, and any spouse/partner.

Variations to the means-test may be considered at the council's discretion; for example, if it would otherwise lead to exceptional hardship.

Appendix 5

Documentation required to demonstrate a legal interest in the property and intention to remain in the property.

(See sections 21-22A of the [Housing Grants, Construction & Regeneration Act 1996](#) for more details)

a) Owner-Occupiers

An owner's certificate which certifies that the applicant has or proposes to acquire an owner's interest in the dwelling, and that the applicant intends that the person requiring financial assistance will live in the dwelling as their only or main residence throughout the relevant grant/loan condition period, or for such shorter period as his/her health and other relevant circumstances permit. The council retains the discretion to demand repayment of the grant or loan if this condition is breached.

b) Tenants

A tenant's certificate which certifies that the person requiring financial assistance is a tenant, and that they intend that the occupant for whom the assistance is being sought will live in the dwelling as their only or main residence throughout the relevant grant/loan condition period, or for such shorter period as his/her health and other relevant circumstances permit.

The council retains the discretion to demand repayment of the grant or loan if this condition is breached. It will be at the council's discretion whether an application should also be accompanied by an owner's certificate from the landlord.

c) Occupiers (in relation to houseboats and park homes)

Houseboat and park home dwellers will need to demonstrate that they have a legitimate right to occupy that home and/or site. An occupier's certificate will also be required stating that the applicant intends that the occupant for whom assistance is being sought will live in the qualifying houseboat or park home as their only or main residence throughout the relevant grant/loan condition period or for such shorter period as his/her health and other relevant circumstances permit. The council retains the discretion to demand repayment of the financial assistance if this condition is breached. A consent certificate must also accompany an occupier's application, from each person with an interest in the land or mooring, or in the park home site or boatyard itself.

If none of the above certificates are appropriate to the applicant's situation then signed documentation shall be provided by either the owner or the occupier to

confirm the intention for future occupation of the property by the person for whom financial assistance is being sought.

d) Availability for letting

In a case where a certificate of intended letting accompanies the application:

- It is a condition of any financial assistance under this Policy that, throughout the relevant grant/loan condition period the dwelling will be let or available for letting to the applicant as a residence. Being available as a holiday letting will not satisfy compliance with this requirement.
- It is also a condition of the financial assistance that the council, may, by written notice require the owner to provide, within 21 days of that notice, a statement showing how the property is occupied and by whom.

Appendix 6

Glossary

Term	Definition
Assistance	Any form of financial assistance approved under this Policy
Better Care Fund	<p>The Better Care Fund (BCF) is a programme spanning both the NHS and local government which seeks to join-up health and care services, so that people can manage their own health and wellbeing, and live independently in their communities for as long as possible.</p> <p>The BCF has been created to improve the lives of some of the most vulnerable people in our society, placing them at the centre of their care and support, and providing them integrated health and social care services, resulting in an improved experience and better quality of life.</p>
Category 1 Hazards	Hazards in the home assessed as ‘serious’ through the Housing Health & Safety Rating System .
Child/Young person	A child is a person under 16. The definition of a “young person” follows the definition of a qualifying young person for child benefit purposes. This refers to young people who are 16 or over but under 20 and receiving full-time education up to and including A level. The course must last more than 12 hours a week not counting homework and meal breaks. The definition excludes certain young people under the age of 20 such as those claiming certain benefits in their own right. A local authority can make decisions about who is a qualifying young person by following decisions made about Child Benefit.
Condition	Any condition attached to financial assistance approved under this Policy. Details of conditions are available on request.
Council	Any reference to council, other than specific references to Cambridgeshire County Council, means the local housing authority operating in the area in which the person on behalf of whom an application is made resides, or an authorised representative of that housing authority. I.e Cambridge City Council; East Cambridgeshire District Council; Fenland District Council; Huntingdonshire District Council; or South Cambridgeshire District Council. An authorised representative could include, for example: the Home Improvement Agency commissioned by that authority, an Occupational Therapist, a Trusted Assessor, etc.

Disabled person/disabled occupant	<p>For the purposes of this policy, a person is disabled if:</p> <ul style="list-style-type: none"> • their sight, hearing or speech is substantially impaired; • they have a mental disorder or impairment of any kind; or • they are physically substantially disabled by illness, injury, impairment present since birth, or otherwise. <p>The disability must be substantial and permanent.</p> <p>(See s100 <i>Housing Grants, Construction and Regeneration Act 1996</i> for full definition)</p>
Discretionary assistance	<p>Grants and/or loans which the council may make available to applicants, subject to having a policy in place, and to having sufficient funding available to offer that assistance. The extent to which discretionary assistance may be available to an applicant may also be subject to how the council concerned interprets and/or implements financial regulations – eg use of capital grant funding for revenue purposes.</p>
Disposal/transfer of a property	<p>Any reference to ‘disposal’ of a property means:</p> <ul style="list-style-type: none"> • A conveyance of the freehold • An assignment of the lease – where the lease was used to qualify for the assistance: eg a long lease that was treated as effective ownership • The grant of a lease, other than a mortgage term, for a term of more than 21 years otherwise at a rack rent • In the case of a mobile home or a houseboat, the sale, pledge or assignment of the mobile home or houseboat.
Home Improvement Agency	<p>An agency commissioned by the council to support people to remain independent at home. The role of the local agency is outlined in section 1.4 of this Policy.</p>
Household	<p>The person or persons who occupy a dwelling as their only or main residence.</p>
Housing Health and Safety Rating System (HHSRS)	<p>National system for assessing risks in residential properties. Replaced the old housing fitness standard.</p>
Local land charge	<p>Local land charges are defined in the government’s Practice Guide 79: Local Land Charges. For the purposes of this Adaptations & Repairs policy, a local land charge registered on a property may require financial assistance to be repaid to the council on resale of the property.</p>

Mandatory assistance	Disabled Facilities Grants are ‘mandatory’ in that local authorities are legally required to provide them to applicants who meet national eligibility requirements.
Maximum grant amount for DFGs	The maximum amount the government says that a council can pay as a mandatory Disabled Facilities Grant. At the time of writing this policy the maximum was set at £30,000, but the government has indicated that this is likely to change in future.
Means test/Test of resources	As part of an application for some forms of assistance under this policy, a test of resources must be carried out in order to assess the amount, if any, that the applicant must contribute to the cost of the works. If the applicant is not in receipt of a qualifying benefit they will have to provide details of income and capital. More information is available in Appendix 4 to this Policy
Owner’s interest	Where an application for a DFG (or other works to the home) has been made by an owner-occupier the applicant must provide proof of ownership. Under the 1996 legislation: An owner’s certificate’ certifies that the applicant has, or proposes to acquire, an owner’s interest (as defined in section 21(2)) in the dwelling, and that he intends that the disabled occupant will live in the dwelling as his only or main residence’. For more information see Appendix 5 to this Policy
Regulatory Reform Order Repair & Renewal policies	Councils have powers to provide financial assistance to individuals to help them improve living conditions. In order to be able to use those powers they need to have a published policy detailing how they will use those powers.
Relevant person	The person for whose benefit the financial assistance is offered and/or work is being carried out.
Trusted Assessors	Staff within the Home Improvement Agency who have been trained to Trusted Assessor Level 4 standard which demonstrates a reasonable level of competence and experience in assessing for basic home adaptations.