

# <u>Customer Journey</u>: A brief description of the stages involved in delivering adaptations to enable you to live more independently.

#### Stage 1

• Initial contact: Via Independent Living-Suffolk. We will record your details and an initial Occupational Therapy assessment will be undertaken over the phone. To register, email ILS@suffolk.gov.uk. Tel: 0800 121 7711.

- Following the initial assessment if you need major adaptations to your home your details will be passed to the Independent Living-East Suffolk team.
- We will contact you to discuss how we can help you to apply for a grant; fund the works; arrange contractors for you and guide you through the whole process.

#### Stage 2

Stage 3

• We will send you an information pack to explain further what Independent Living at East Suffolk can do to help you and we are always available to answer questions.

- We may need to undertake a financial Means Test to see if you are able to afford to contribute towards the works. We will make an appointment and we will need to know your:
  - Income details e.g. earnings, pensions and benefits received, etc
  - Assets e.g. ISA's, bank accounts and building society account, etc
  - National Insurance Number
- If it turns out you receive certain benefits a contribution will not be necessary. We will also be able to advise you which grant is best for you.

### Stage 4

- The next step is a home visit when you will meet the Caseworker who will be your main contact throughout the process. You will also meet the Independence and Wellbeing Adviser or Occupational Therapist who will carry out a more detailed assessment to determine the exact adaptations you need.
- This will also be the time you complete the necessary application forms.
- Where possible, due to the pandemic, some of these assessments may be carried out over the phone and you may be asked to send in photographs of documents.

#### Stage 5

 Your assessed needs are now turned into a scheme of works to adapt your home environment. You will meet our Technical Officer who will contact you to inspect and draw up a detailed specification of works for the contractors. We will share these details with you and then arrange contractors to price your adaptations.

## Stage 6

- Once we have the completed application forms back from you; the cost of works and any financial evidence for your grant is then ready for approval and checking by the Independent Living-East Suffolk team who will send you written approval.
- The Caseworker will arrange a pre-start visit with the contractor and yourself. At this
  meeting a date for the works to start will be confirmed and any questions answered.

### Stage 7

- Works will commence on the agreed date and once completed the Technical Officer will visit to ensure everthing has been finished correctly and you are happy.
- Grant Payment is made directly to the contractor.

# Stage 8

 Please contact us at any time if you have concerns. We will also contact you after three months to ensure the adaptations meet your needs. You can then hopefully enjoy a safer, more independent way of life!