

Stage 1

- Initial contact: You will need to provide your details to staff at Independent Living-Suffolk. They will advise you on the next steps which will include an initial Occupational Therapy (OT) assessment which may be undertaken over the phone or may involve a visit to your home. Contact the team via email ILS@suffolk.gov.uk or phone Tel: 0800 121 7711.

Stage 2

- If the OT determines that you need major adaptations to your home following the assessment, they will pass your details 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 3

- We will need to ask you about your finances and for some adaptations you will need to complete a full financial Means Test. This determines if you can afford to pay towards the works. We will need to know your:
 - Income details e.g. earnings, pensions and benefits received, etc
 - Capital Assets e.g. ISA's, bank accounts and building society account, etc
 - National Insurance Number
- If you receive certain benefits a contribution will not be necessary (see the separate list of these on the website). Our advisors will also tell you which grant you need.

Stage 4

- You will be telephoned by your Case Officer who will be your main contact throughout the process.
- This will also be the time you complete the necessary application forms. The Case Officer may visit you in your home to assist with the completion of the forms.

Stage 5

- Your assessed needs are now turned into a scheme of works to adapt your home environment. Our Technical Officer will contact you to arrange to visit 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, the cost of works and any financial evidence, your grant is then ready for checking and approval by the Independent Living - East Suffolk team.
- The Case Officer 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 and once completed the Technical Officer will visit to ensure these are satisfactory.
- If you have to make a contribution towards the cost of the works you will need to do this now. The grant payment will be made directly to the contractor.

Stage 8

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