

# Family Mosaic

A guide to aids and adaptations



**we can**



# Did you know?

If you or a member of your household is having difficulties using your home due to a disability or long-term illness, you can ask us to adapt it for you.

You can:

- Phone directly.
- Ask a relative, managing agency or a qualified medical professional to make the call on your behalf.
- Ask your Housing Officer, Support Worker or Surveyor to make the call whenever they make a visit to your home.

## **Once reported, the Customer Care Line operator will:**

- Complete an 'Initial Notification of aids and adaptation form' for you over the phone.
- Assess whether or not you are eligible for Family Mosaic to carry out the work.
- Pass on your details to a Housing Officer to carry out an assessment of your needs or
- Pass on your details to the Project Officer in charge of aids and adaptations.

### **Disclaimer**

The information in this leaflet does not apply to tenants in sheltered or short term supported housing schemes, leaseholders and shared ownership home owners.

**For more information  
contact the Customer Care Line:**



Phone: 0845 600 4436

[www.familymosaic.co.uk](http://www.familymosaic.co.uk)

# What happens next?

- If the type of adaptation you need is classified as a minor adaptation work, a Housing Officer will visit you to carry out an assessment.
- If the type of adaptation you need is classified as a major adaptation, you will be advised to contact your Local Authority for an Occupational Therapy assessment to be carried out in your home.

## Minor adaptations

Minor adaptations are very simple works such as installing rails, lever taps, re-hanging doors, external lighting, flashing doorbells and will cost no more than £1000 to be completed. If the adaptation you need falls under the 'minor works' category, a Housing Officer will visit you to carry out an assessment of your needs. Once the assessment has been done, we will make the necessary arrangements to carry out the work immediately. This will usually take 14 days to be completed.

## Major adaptations

Major adaptations are much more extensive works such as installing chair lifts, converting your bathroom to a wet room and will cost over £1000 to be completed. If the adaptation you need falls under the 'major works' category, we will ask you to provide us with recommendations from an Occupational Therapist. You can contact an Occupational Therapist directly through your local council and request for an assessment to be carried out. This leaflet gives you information on key contacts for Occupational Therapists in your area.

Once an assessment has been carried out, your Occupational Therapist will let you know whether or not you can apply for a Disabled Facilities Grant. We will help you to complete the grant application form when necessary.

## What type of funding can I apply for?

We will fund all minor adaptations that fall under our criteria. For major adaptations, or works that do not fall under our criteria, you can apply for a Disabled Facilities Grant. This is a local council grant to help you adapt your home so you can continue to live there. The grant is provided when the council considers that the changes are necessary to meet your needs and that the work is reasonable and practical.

You can apply for a Disabled Facilities Grant if:

- You or the person you are applying for is disabled.
- You are a tenant or owner of the property.
- You can certify that you or the person on whose behalf you are applying intend to occupy the property as your main or only residence throughout the grant period (currently 5 years).

The amount paid is usually based on a financial assessment or 'means test' of your income in relation to your outgoings. If you meet the criteria, you can get up to £30,000 towards the costs of your adaptation. You can also apply for grants available within your local area. Your Occupational Therapist or Social Services Department will provide you with further information on local organisations that can assist you.



## For more information call the

### Am I eligible for Family Mosaic's funding?

To be eligible for funding from us, you must:

- Be a tenant of Family Mosaic.
- Request an adaptation that is on or similar to those on our list of minor adaptations.
- The full costs of the adaptation is below £1,000.
- Have a disability, for example hard of hearing or visually impaired.

- Be 60 years old or over with a long term illness which causes difficulties with daily tasks.

### How long will it take to complete the work?

All requests for adaptation work will be assessed and dealt with on a need based system. Applications will be assessed as:

**Urgent adaptations:** We will provide you with urgent adaptations within 14 days from the date that you apply for the work.

Urgent adaptations are cases where **your disability prevents you from carrying out essential daily activities** in your home and providing the aid or adaptation will allow you to do so.

**Non-urgent adaptations:** We will provide you with non-urgent adaptations within 28 days from the date that you apply for the work. Non-urgent adaptations are cases where **you are able to carry out essential activities** in your home, but providing the aid or adaptation will help ease the effort in carrying out these essential activities in the long term.



# Customer Care Line on 0845 600 4436

## Can Family Mosaic fund adaptations over £1000?

We will always consider discretionary circumstances and each case will be dealt with individually.

We will consider funding your major adaptation if:

- The Disabled Facilities Grant is not approved or partly approved by your local council.
- There is a substantial delay in the time taken to obtain the Disabled Facilities Grant.

- You provide us with sufficient evidence of your need.

We may be able to fund the full costs or some of the costs for your adaptation. We will then refer you to our specialist consultant who will contact you and your Occupational Therapist within five days of the referral.

We will keep you informed at each stage in the process until the work is completed.

## Can I apply for help elsewhere?

Generally, your Local council should be able to provide the funding for your adaptations or provide you with contact details of organisations in your area that can help you.

## Can I transfer to another Family Mosaic property?

There might be a few cases where we are unable to adapt your home because of the extent of the work or the costs involved and you have been refused a Disabled Facilities Grant. Speak to your Housing Officer for more information.

## TENANTS IN LONDON

Local Authority	Address	Contacts
<b>Barking &amp; Dagenham</b>	Adult Physical Impairment Services St George's Day Centre St George's Road Dagenham RM9 5AS	Tel: 020 8227 5493 Email: <a href="mailto:physical-implbbd.gov.uk">physical-implbbd.gov.uk</a> Complete online referral form Web: <a href="http://www.barking-dagenham.gov.uk">www.barking-dagenham.gov.uk</a>
<b>Barnet</b>	Occupational Therapy Barnet House 1255 High Road Whetstone N20 0EJ	Tel: 020 8359 4539 Text Number (SMS): 07781 473279 Fax: 020 8359 4361 Typetalk: 18001 020 8359 2040 Email: <a href="mailto:occupational.therapy@barnet.gov.uk">occupational.therapy@barnet.gov.uk</a>
<b>Bromley</b>	Bromley Social Services Direct The Civic Centre Stockwell Close Bromley BR1 3UH	Tel: 020 8461 7777 Fax: 020 8313 4261 Email: <a href="mailto:csc@bromley.gov.uk">csc@bromley.gov.uk</a> web: <a href="http://www.bromley.gov.uk">www.bromley.gov.uk</a>
<b>Camden</b>	Adult Social Care Room 121 79 Camden Road London NW1 9ES	Tel: 020 7974 4000  Complete an enquiry form online at: <a href="http://www.camden.gov.uk">www.camden.gov.uk</a>
<b>Croydon</b>	Social Services for Adults Taberner House Park Lane Croydon CR 9 3SS	Tel: 020 78726 6500 Email: <a href="mailto:Referral.team2@croydon.gov.uk">Referral.team2@croydon.gov.uk</a> Minicom: 020 8760 5797 Web: <a href="http://www.croydon.gov.uk">www.croydon.gov.uk</a>
<b>Ealing</b>	Customer service centre Perceval House 14-16 Uxbridge Road Ealing W5 2HL	Tel: 020 8825 8000 Web: <a href="http://www.ealing.gov.uk">www.ealing.gov.uk</a>
<b>Enfield</b>	At Home Service (AHS) 14 Centre Way Claverings Estate Edmonton N9 0TN	Tel: 020 8379 6900 / 6902 Fax: 020 8379 6901 Typetalk: 18002 020 8379 1000 Textphone: 020 8379 6551 Opening times: Mon-Fri 09:00-17:00pm Web: <a href="http://www.enfield.gov.uk">www.enfield.gov.uk</a>

Local Authority	Address	Contacts
<b>Greenwich</b>	Occupational Therapy Team	Tel: 020 8921 2304 Fax: 020 8921 3219 Minicom: 020 8921 3201 Web: www.greenwich.gov.uk
<b>Hackney</b>	Home Care Offices Yorkon Building 205 Morning Lane London E9 6JX	Tel: 020 8356 6262 Fax: 020 8356 4578 Email: info@hackney.gov.uk Minicom:020 8356 6159 Web: www.hackney.gov.uk
<b>Hammersmith &amp; Fulham</b>	Occupational Therapy Team Ground Floor 145-155 King Street Hammersmith W6 9XY	Tel: 0845 313 3935 Fax: 020 8753 5880 Email: h&fadvice@lbhf.gov.uk Web: www.lbhf.gov.uk
<b>Haringey</b>	Haringey Social Services 1st Floor Unit 5 St George's Estate White Hart Lane Wood Green N22 5QL	Tel: 020 8489 1603 Email:occupational.therapy@haringey.gov.uk Web: www.haringey.gov.uk
<b>Harrow</b>	Older People's Services - East Civic Centre, Civic 1, Station Road, Harrow, Middlesex, HA1 2XY	Tel: 020 8951 3811 Email:info@harrow.gov.uk Fax:020 8951 3723
	Older People's Services – West Millman's Community Research Centre Grove Avenue Pinult HA5 5PF	Tel: 020 8951 3811 Email:info@harrow.gov.uk Fax:020 8951 3723
	Children Referral & Assessment Team 429 – 433 Pinner Road North Harrow HA1 4HN	Tel: 020 8424 1234 Fax: 020 8424 1143 Textphone: 020 8424 1042

Local Authority	Address	Contacts
<b>Harrow (cont.)</b>	Disabled Children's Team 429 – 433 Pinner Road North Harrow HA1 4HN	Tel: 020 8863 5544 Email: <a href="mailto:info@harrow.gov.uk">info@harrow.gov.uk</a> Fax: 020 8424 8045  Tel: 020 8863 5544 Email: <a href="mailto:info@harrow.gov.uk">info@harrow.gov.uk</a> Fax: 020 8424 8045
	Learning Disability Care Management Team Civic Centre PO Box 161 Station Road Harrow HA1 2AY	Tel: 020 8424 1019 Email: <a href="mailto:info@harrow.gov.uk">info@harrow.gov.uk</a> Fax: 020 8420 9674
	Physical disability & Sensory Services Civic 3 PO Box 167 Station Road Harrow HA1 2FR	Tel: 020 8424 1694 Fax: 020 8420 9674 Textphone: 020 8861 1824  Web: <a href="http://www.harrow.gov.uk">www.harrow.gov.uk</a>
<b>Hillingdon</b>	3W/11 Civic Centre High Street Uxbridge Middlesex UB8 1UW	Tel: 01895 277 903 or 01895 556 633 Email: <a href="mailto:socialcaredirect@hillington.gov.uk">socialcaredirect@hillington.gov.uk</a> Web: <a href="http://www.hillingdon.gov.uk">www.hillingdon.gov.uk</a>
<b>Hounslow</b>	Adult Access Team: 41 New Heston Road Heston TW5 0LW	Web: <a href="http://www.hounslow.gov.uk">www.hounslow.gov.uk</a>
<b>Hounslow</b>	Children Services (ages 0 – 19 years) Write to: Children with Disabilities Team 41 Heston Road Heston TW5 0LW	
<b>Kensington and Chelsea</b>	Social Services Team	Tel: 020 7361 3013 Web: <a href="http://www.rbkc.gov.uk">www.rbkc.gov.uk</a>

Local Authority	Address	Contacts
<b>Kingston</b>	Occupational Therapy Initial Response Team (OTIRT)	Our Office hours are Monday to Friday 09.00 - 12.00 Telephone: 020 8547 6621 Fax: 020 8547 6620 Email: OTIRT@rbk.kingston.gov.uk Web: www.kingston.co.uk
<b>Islington</b>	New referrals: Information and Access Team Occupational Therapy Assessment 57 Calshot Street London N1 9XH	Tel: 020 7527 2299 Email: occupationaltherapyservice@islington.gov.uk
	Children referrals Occupational Therapist Church Cottages Pemberton Garden London N19 5RR	Tel: 020 7527 5200 Fax: 020 7527 5270  Web: www.islington.gov.uk
<b>Lambeth</b>	Occupational Therapy Referral Centre	Tel: 020 7926 5555 Fax: 020 7926 5868 Web: www.lambeth.gov.uk
<b>Lewisham</b>	Referral Team	Tel: 020 8314 8866 Email: Info.OTS@lewisham.gov.uk Web: www.lewisham.gov.uk
<b>Merton</b>	To make a referral to the Occupational Therapy Service, for all ages (except children under 18 years) contact: The Occupational Therapy First Response Team Gifford House 67c St Helier Avenue Morden, Surrey, SM4 6HY	Tel: 020 8545 4477 (Mon - Fri 09.30 - 12.30)  Note: An answer phone will take your call at all other times
<b>Newham</b>	Occupational Therapy Team	Tel: 020 8430 2000 ext. 35790 Email: customerservices@newham.gov.uk Web: www.newham.gov.uk

Local Authority	Address	Contacts
<b>Redbridge</b>	Community Care Advice Centre (CCAC) Aldborough Road North Newbury Park Ilford IG2 7SR	Tel: 020 8708 7333 Email: <a href="mailto:clientservices.commcare@redbridge.gov.uk">clientservices.commcare@redbridge.gov.uk</a>
<b>Redbridge (Cont.)</b>	Children Services Community Occupational Therapy Station Road Centre, Station Road, Barkingside, IG6 1NB	Tel: 020 8708 7888 Email: <a href="mailto:Gill.Brown@redbridge.gov.uk">Gill.Brown@redbridge.gov.uk</a> Web: <a href="http://www.redbridge.gov.uk">www.redbridge.gov.uk</a>
<b>Richmond-upon-thames</b>	Richmond Direct ( Adults over 18) Civic Centre 44 York Street Twickenham TW1 3BZ  Children's Services	Tel: 020 8891 7971 Email: <a href="mailto:adultsocialservices@richmond.gov.uk">adultsocialservices@richmond.gov.uk</a> Textphone: 07800 002 439 Opening Hours: Mon - Thurs: 09:00 – 17:15 Fri: 09:00 – 17:00 Tel: 020 8831 6048 Web: <a href="http://www.richmond.gov.uk">www.richmond.gov.uk</a>
<b>Southwark</b>	Southwark's Occupational Therapy Team  Area: Borough & Bankside, Walworth Bermondsey, Rotherhite write to: Occupational Therapy (Nth) Woodmill Building Neckinger London SE16 3QN	Tel: 0845 600 1287 Email: <a href="mailto:csc@southwark.gov.uk">csc@southwark.gov.uk</a> Web: <a href="http://www.southwark.gov.uk">www.southwark.gov.uk</a>
	Area: Dulwich, Peckham, Camberwell write to: Occupational Therapy (Sth) 1st Floor, Dulwich Community Hospital East Dulwich London SE22 8PT	
<b>Sutton</b>	Civic Offices St Nicholas Way Sutton Surrey SM1 1EA	Tel: 020 8770 6080 Complete online referral form  Web: <a href="http://www.sutton.gov.uk">www.sutton.gov.uk</a>

Local Authority	Address	Contacts
<b>Tower Hamlets</b>	Occupational Therapy Early Intervention Team Community Occupational Therapy Service Adults Health & Wellbeing 1 Ewart Place Roman Road London E3 5EU	Tel: 020 7364 5945 Fax 020 7364 5948 Email: occupationaltherapy@towerhamlets.gov.uk Web: www.towerhamlets.gov.uk
<b>Waltham Forest</b>	People who are over 18 and live in Walthamstow, Chingford, Stratford(BORDER), Forest Gate, Leyton or Leytonstone, contact: First Response Team - NTH/ South Leytonstone Access Office 90 Crownfield Road Leytonstone E15 2AJ	Access Team Tel:020 8496 (ext: 1815 / 1817 / 1820 / 1831)
	Children under 18, their families and carers, contact: First Response Team – Children 8 Buxton ROAD Walthamstow E17 7EJ	Tel: 020 8430 7960  Fax: 020 8496 1313  Web: www.walthamforest.gov.uk
<b>Wandsworth</b>	Information and Access Team Wandsworth Social Services Community Care Division Lyon House 102-104 Wandsworth High Street SW18 4LA	Tel: 020 8871 7707 Web: www.wandsworth.gov.uk
<b>Westminster</b>	If you live north of Marylebone Road and Bayswater Road (NW8, NW1,W2 W9, W10, W11) contact:  Occupational Therapy Team 215 Lisson Grove Westminster NW8 8LF	Tel: 020 7641 1175 Fax: 020 7641 5426 TextBox:020 7641 8222

<b>Westminster</b>	<p>If you live south of Marylebone Road and Bayswater Road (SW1, SW7,W1, WC2) contact:</p> <p>Occupational Therapy Team 7th Floor City Hall 64 Victoria Street SW1E 6QP</p>	<p>Tel: 020 7641 3897 Fax: 020 7641 3167 TextBox: 020 7641 8222</p>
	<p>If you need an assessment for a disabled child contact:</p> <p>The Children with Disabilities Team The Medical Centre 7e Woodfield Road W9 3XZ</p>	<p>Tel: 020 7266 7105 Fax: 020 7289 6276</p> <p>Web: <a href="http://www.westminster.gov.uk">www.westminster.gov.uk</a></p>

## TENANTS IN ESSEX

Local Authority	Address	Contacts
<b>Basildon District Council</b> <ul style="list-style-type: none"> <li>● Laindon</li> </ul>	<p>Referral Team Essex House 200 The Crescent Colchester Business Park Colchester Essex CO4 9YQ</p>	<p>Tel: 0845 603 7630 Fax: 0845 601 6230 Email: <a href="mailto:socialcaredirect@essex.gov.uk">socialcaredirect@essex.gov.uk</a> Web: <a href="http://www.basildon.gov.uk">www.basildon.gov.uk</a></p>
<b>Brentwood Borough Council</b> <ul style="list-style-type: none"> <li>● Shenfield</li> </ul>	<p>Adult Social Care</p>	<p>Tel: 0845 603 7630 Web: <a href="http://www.brentwood.gov.uk">www.brentwood.gov.uk</a></p>
<b>Colchester</b>	<p>Contact Essex County Council</p>	<p>Tel: 0845 603 7630 Textphone: 18001 01206 282580 Email: <a href="mailto:housing.private@colchester.gov.uk">housing.private@colchester.gov.uk</a></p>

Local Authority	Address	Contacts
<b>Havering</b>	Havering Direct Scimitar House 23 Eastern Road Romford RM1 3NH	Social Services: 01708 432 000 Grants Office: 01708 434 070 or 434 071 Web: <a href="http://www.havering.gov.uk">www.havering.gov.uk</a>
<b>Harlow</b>	Contact Essex Essex House 200 The Crescent Colchester Business Park C04 9YQ	Tel: 0845 603 7630 Email: <a href="mailto:env.health@harlow.gov.uk">env.health@harlow.gov.uk</a> Contact for Advice: 01279 446 111 Web: <a href="http://www.havering.gov.uk">www.havering.gov.uk</a>
<b>Rochford</b>	Steve Neville Council Offices South Street Rochford Essex SS4 1BW	Tel: 01702 546 366 Fax: 01702 545 737 Web: <a href="http://www.rochford.gov.uk">www.rochford.gov.uk</a>
<b>Southend Borough Council</b>	Occupational Therapist contact centre  Equipment Service  Write to: Occupational Therapy Team Southend Integrated Resource Centre Unit 8 Coopers Way Temple Farm Industrial Estate Sutton Road Southend-on-Sea Essex SS2 5TE	Tel: 01702 215 008 between 08.45am and 5.15pm.  Tel: 01702 442 133 (24 hours) Web: <a href="http://www.southend.gov.uk">www.southend.gov.uk</a>

Local Authority	Address	Contacts
<b>Thurrock</b>	<p>The Adaptation Service Housing Services Thurrock Council Civic Offices New Road Grays Essex RM17 6SL</p> <p>Visiting hours: Monday to Thursday, 08.45am - 5.15pm Friday: 08.45am - 4.45pm</p>	<p>Tel: 0808 800 4005 Email: <a href="mailto:customer.first@socserv.suffolkcc.gov.uk">customer.first@socserv.suffolkcc.gov.uk</a> Web: <a href="http://www.suffolk.gov.uk">www.suffolk.gov.uk</a></p>
<ul style="list-style-type: none"> <li>● <b>Chelmsford</b></li> <li>● <b>Castle Point</b></li> <li>● <b>Braintree</b></li> <li>● <b>Tendring</b></li> <li>● <b>Witham</b></li> <li>● <b>Saffron Walden</b></li> <li>● <b>(Uttlesford District Council)</b></li> <li>● <b>Clacton-on-sea</b></li> <li>● <b>(Tendring)</b></li> <li>● <b>Epping Forset</b></li> <li>● <b>Laindon</b></li> <li>● <b>Maldon</b></li> </ul>	<p>Write to: Contact Essex Essex House 200 The Crescent Colchester Business Park CO4 9YQ</p>	<p>Tel: 0845 603 7630 Email: <a href="mailto:essdirect@essexcc.gov.uk">essdirect@essexcc.gov.uk</a> Web: <a href="http://www.essex.gov.uk">www.essex.gov.uk</a></p>



# Talking your language

## Arabic

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

## Farsi

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

## Kurdish

Heke hewceya we ji bo vê belgeyê bi herf û tîpên mezin, bi alfebeya koran, li ser CDyê, li ser kasêtê an jî bi zimanê we bi xwe hebin; ji kerema xwe digel jimara jêr va têkilî û munasebetê bi me ra daynin.

## Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

## Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

## French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

## Polish

Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod numerem podanym niżej.

## Turkish

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

## Chinese

本文档提供关于公共场所方面的信息。如果您需要将这部分信息的任何部分以盲文形式，或通过 CD、磁带，或以您的本国语言的形式提供给您，请通过以下号码与我们联系。

## Gujarati

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

## Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

## Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about aids and adaptations in your home if you need any part of this document in large print, Braille, on CD or explained in your own language please contact us on 0845 600 4436.

**Family Mosaic**  
Albion House  
20 Queen Elizabeth  
Street  
London SE1 2RJ

Tel: 020 7089 1000  
Fax: 020 7089 1001  
Email: [enquiries@familymosaic.co.uk](mailto:enquiries@familymosaic.co.uk)  
[www.familymosaic.co.uk](http://www.familymosaic.co.uk)



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