

# The Process

**Referral received** by the Home Improvement Agency. This can be either directly from you (the client) or a professional or family member acting on your behalf. We will collect some **basic information**. You will be informed that someone will be in contact to gather some more information (triage). This will usually occur within a week from now.

NOTE: If your enquiry is not related to an adaptation (i.e. repairs or other/private works) we will allocate to the relevant team and they will be in contact in due course.

Someone from our **assessment team** will contact you to undertake a **triage**. This includes some questions around your ability to make safe use of your home and areas that you may be having difficulty with. We will gather some basic **financial information** and ask that you have proof of this ready prior to any potential visit.

It is at this stage we will identify if equipment may assist as either an interim or long term solution and we will order this for you if we are able to at this stage. If a visit is required to determine the solutions that may be required we will **allocate a priority** based on the information you have supplied us and tell you when to expect to hear from us regarding a potential visit.

**Equipment only:** Equipment will be ordered and delivered to you at home.

You should expect to receive a phone call to **review** the equipment once it has been used/ trialled.

**Visit required:** You will receive a call to schedule a visit. It is imperative that this visit is kept to avoid any delay in gaining the adaption or equipment that you may require.

You may require more than one person to visit and assess your needs. Who this will be will depend upon the property and how complex your needs might be.

**The visit:** We will visit you in your home to see what you are able to do safely and offer solutions where you cannot make safe use of your home or access essential facilities.

We will consider your financial circumstances and your ability to access a grant and whether a contribution is required.

Equipment required and/ or onward referrals to other support services.

**Additional Visits:** These will be requested in order to look at options and gain the necessary expertise in resolving the issues.

**Adaptation required:** You will be notified of the outcome and when to expect to hear from a contractor regarding start of works.

**Feedback questionnaire:** You will be asked to complete this. It is crucial that we receive these so that we may continue to source funding for grants and assist others that may require our support.

**Works completed** and any issues are to be raised with us so that we can **monitor contractors**. You will receive a visit from one of our officers to check the works, so that we can release payment to contractors.