



16. Contractor or Obam contact client to arrange a start date. WLDC informed

17. Works are completed

18. Invoice received from contractor and paid by WLDC. Completion certificate issued. Works marked as complete. Case passed back to Adult Social care to record outcomes

- 
4. OT works with client to undertake assessment and consider options. All equipment trialled and can be assessed over a long period of time to understand issues. How long on average does it take from initial contact to referral for adaptation? Assessments done over the phone during covid. All eventualities have been covered by the OT including potential for moving – WLDC do sometimes become involved within Home Choices if someone is required to move and they are in a registered provider property. Unknown how many this is due to not always divulging information and not recording this in HC
6. WL offer to assist in completing forms if required. Forms are quite long and can require quite a lot of information, especially if a means test is to be undertaken, it's a private landlord, there is a different type of housing situation, for example they live with a friend, if they own the property but it is not registered with land registry they have to provide proof of ownership.
7. Application is checked to see if it contains all relevant information and supporting documents. More often than not, this results in additional information being required from the customer (as above)
8. Means test or HB check. Financially eligible or ineligible at this point. Application is complete and can move on to adaptation stage.
- 9a. Straightforward and often quick. WLDC have a contract with Obam to undertake stairlifts, throughfloor lifts and modular ramps. No procurement required.
- 9b. Straightforward adaptation required e.g level access shower, ramp or door widening. Countywide Framework in place, which includes a SOR. Framework dictates timeframe for this turnaround of 14 days from acceptance of works. Contractor may reject works, they have 3 days to accept or reject.
- 9c. Larger adaptations or more complicated. OT not aware of what can be achieved. Can include extensions, conversions, kitchens etc.
10. Contractors or Obam send the scheme to WLDC for checking. This is then checked to ensure it meets the brief and the schedule of rates is accurate.
11. This can often go back and forth between the OT, WLDC and the contractor a number of times depending on the complexities, this part can be time consuming.

12. If the property is rented then the landlord needs to give consent for the works. This requires the scheme to be sent over to them, depending on the level of works, this can require them to go out and do a visit or sometimes they are happy to just sign it off and send the consent form back, again, this element can be time consuming.
13. Other consents that can occur are listed building consent, highways consent, planning permission, owners consent in occupiers of park homes, owners consent where the owner is not the applicant of the property.
15. Application approved. This is a process whereby the whole application is checked and signed off by a delegated officer and sent to the contractor for them to complete the works.
16. Contractor informs of start date to WLDC and customer
17. Adaptations are completed. Any problems while on site or any variations that are required to the works the contractor will contact WLDC for approval.
18. It is not until the works have been invoiced and marked as complete that the invoice can be paid. If the clients has issues, they will contact WLDC to go out to visit the adaptation. Spot checks are undertaken of works to ensure of a high standard.
19. Case referred back to OT to complete outcomes.