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| Access_Ramp_1024x1024 | **This fact sheet is about:**  **The Disabled Facilities Grant** |
|  | The Disabled Facilities Grant is: |
|  | * run by the Council. |
|  | * for people on a low income and without many savings. |
|  | * for people who live at home independently. |
| Access_Ramp_1024x1024 | The Grant can be for:   * ramps or stairlifts * walk in showers * new kitchens * heating and lighting |
|  | An Occupational Therapist will visit you when you ask for a Grant. |
|  | They will help the Council decide how important the work is. |
|  | **What do you do before you contact the Ombudsman?** |
| Choose_Home4_1024x1024 | If you live in a Council or Housing Association house, ask them about making your home accessible. |
| Macintosh HD:Users:Wyatt2:Desktop:old house.jpg | If they cannot do this they can suggest you move to a more accessible home. |
| Money Scaffolding_1024x1024 | The Council may also offer you a loan if the work costs more than the grant. |
|  | **What can the Ombudsman do?**  We can see if the Council: |
| Waiting_1024x1024 | * took too long to send an Occupational Therapist out to you. |
| Waiting-Months_1024x1024 | * took too long to decide. |
|  | * looked at all the information before saying no. |
| Macintosh HD:Users:Wyatt2:Desktop:old house.jpg | * checked the builders work. |
|  | **What can’t the Ombudsman do?**  We cannot do anything about: |
| Tariq-2_1024x1024 | * the builder working on your house. |
| Assessment-Financial_1024x1024 | * making the Council give you money. |
|  | **Things to think about** |
|  | The Ombudsman can tell the Council or Housing Association what we think it should do if we think it has done  something wrong. |

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|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |