



REIDVALE HOUSING ASSOCIATION

Adaptations Policy

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Author	Maintenance Manager

POLCY SUMMARY

Purpose:	To set out Reidvale Housing Association's approach to Medical Adaptations.
Guidance:	Statutory Guidance The Scottish Social Housing Charter Requirements of the Scottish Housing Regulator
Regulatory Compliance	<p>Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 3: The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.</p> <p>Standard 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p>
Financial Impact	Low
Risk Assessment	Low
Date Reviewed:	August 2021
Date approved by Management Committee:	25.08.21

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1. INTRODUCTION

- 1.1 Reidvale Housing Association (RHA) recognises that a number of its tenants will require adaptations to their homes in order to provide an enhanced quality of life and allow them to continue to live more comfortably in their homes for as long as possible.
- 1.2 Adapted properties help the Association to create stable, sustainable and inclusive communities. Adaptations make properties more accessible and usable for people to allow them to cope with advancing age, disability or caring responsibilities and thereby enable them to maximise their independence in their own home.
- 1.3 The Association is committed to carrying out adaptations to properties which comply with the criteria set out in this policy and with those included in the Association's other relevant policies and procedures, and guidance from the Scottish Government, Glasgow City Council Social Services, and The Scottish Housing Regulator. RHA will comply with all Legislation relevant to this Policy.
- 1.4 Legislation relevant to this Policy includes -
- The Social work (Scotland) Act 1968
 - Chronically Sick & Disabled Person (Scotland) Act 1972
 - Disabled Persons (Services, Consultation & Representation) 1986
 - Human Rights Act 1988
 - Disability Discrimination Act 1995
 - Building Standards (Scotland) Amendment Regulations 2001
 - The Housing (Scotland) Act 2001
 - Disability Discrimination Act 2005
 - The Housing (Scotland) Act 2006
 - The Housing (Scotland) Act 2010
 - Equality Act 2010
 - The Housing (Scotland) Act 2014

2. GENERAL AIMS AND OBJECTIVES

- 2.1 The Association through its Adaptations Policy will aim to achieve the following when undertaking adaptations:
- Enhance the independence, privacy and dignity of the tenant;
 - Help reduce long stays in hospital;
 - Specify the work in line with professional advice from Occupational Therapist (OT) and consultants;
 - Involve the tenants and their carers' in the process and ensure their views are taken into account;
 - Complete the work efficiently and competently;

- Ensure economy, efficiency, effectiveness and equity in the delivery of the Adaptations service;
- Maintain communication between the tenant, Occupational Therapist, Contractor, Consultant and the Association throughout the process;
- Secure grant funding promptly, when eligible;
- Maintain a record of the work that has been undertaken;
- Maintain the adaptation;
- Aim where possible, to re-let the adapted property to another tenant that could benefit from the improvements. The Association will maintain a register of adapted properties detailing the type of adaptation in each property and the cost of the adaptation.

2.2 The Association aims to meet its legal obligations and The Scottish Housing Charter Outcomes No1 and No 11:-

Outcome 1: - Equalities

‘Every tenant and other customer has their individual needs recognised, is treated fairly and with respect and receives fair access to housing and housing services.’

Outcome 11 :- Tenancy Sustainment

‘Tenants get the information they need on how to obtain support to remain in their homes and ensure suitable support is available including services provided directly by the Landlord and by other organisations’

2.3 RHA aims to be responsive to the particular needs of applicants and the changing needs of existing tenants. We will adapt our properties appropriately to meet those needs and maintain comprehensive information about the adapted properties that we own.

3. INITIAL CONTACT/ REFERRALS

3.1 Where the initial approach comes from the tenant the Association will offer assistance to the tenant to complete an Occupational Therapy Referral Form within 7 working days. If a funding problem is likely, the tenant should be advised of this.

3.2 Alternatively, the tenant may contact the local Social Work Services direct and arrange for an assessment to be carried out. The Association will provide full details of relevant contact persons and telephone numbers to assist tenants on request.

4. ASSESSMENT AND PRIORITISATION

4.1 The Occupational Therapist Section of the Social Work Services Department has the responsibility for identifying and assessing the need for adaptations works in all instances.

4.2 The Occupational Therapist will complete a CL1 Referral Form, which will clearly recommend the type of work required to meet the tenant's needs.

- 4.3 A flow chart demonstrating the Adaptations process is detailed in Appendix 1.
- 4.4 Joint visits will be held with the Occupational Therapist where this is considered appropriate in terms of complexity.
- 4.5 Priority will be based on the prioritisation criteria given on the referral (CL1) by the Occupational Therapist and the date received.
- 4.6 The Association will endeavour to carry out adaptation work requested by the Occupational Therapist that meets the long-term needs of its residents. For example, an over bath shower may not be the most suitable option if the tenant's disability is such that a walk-in shower is likely to be needed in the relatively near future.
- 4.7 The Association recognises that there may be situations where it is not considered appropriate to carry out some forms of adaptation work. For example:-
- Where the location of the property (e.g. three floors up in a tenement building) renders major work such as a wet floor installation inappropriate because the tenant is unlikely to find the flat accessible in the long-term.
 - Where the tenant's needs are likely to change very soon.
 - Where the tenant is, or wishes to be, on the transfer list.
- 4.8 When such cases arise the Association will adopt a "case conference" approach where the tenant and/ or their representative, the Occupational Therapist and housing association staff will meet to review the options. The Association recognises the very positive impact adaptation work can have on a tenant's quality of life and will therefore seek to arrive at a compromise solution to each situation wherever possible. Where the Association is unable to carry out the exact adaptation work specified by the Occupational Therapist the case will also be discussed by Association staff at their weekly Co-ordination meeting and details of the discussions recorded as part of the formal minute. Each set of circumstances will be considered on its own merit.
- 4.9 In cases where the Association is unable to reach a compromise solution and does not consider it appropriate to carry out adaptation work in a tenant's present accommodation. The Association will award the tenant a high priority within its Transfer Policy which will enable the tenant to move to more suitable accommodation. This would then allow permanent adaptation work to be carried out with minimum further delay.

5. FUNDING SYSTEM

- 5.1 Funding is provided by the Scottish government and is administered by Glasgow City Council to enable housing associations to carry out adaptation work.

- 5.2 The Maintenance Manager will consult with the Housing Manager on the likely future need/demand for adaptations, as well as taking into account current and previous years' expenditure. The Maintenance Manager will then bid for adaptation funding through the Scottish governments HARP system.
- 5.3 The Maintenance Manager will be responsible for drawing down grant funding and will regularly monitor the demand and expenditure on adaptations throughout the year. Where it is likely that additional grant may be needed an application should be made as soon as possible to Glasgow City Council.
- 5.4 When the Adaptation grant has been exhausted and the Association has been unable to obtain additional grant, we may create a waiting list of approved adaptations to take priority the following financial year. The waiting list will be processed using the priority criteria provided on the referral and completed when additional funding becomes available.
- 5.5 On some occasions the Association may decide to instruct an adaptation at its sole discretion and cost. .
- 5.6 The Association will endeavour to keep tenants informed of their progress at all stages of the adaptations process.

6. PROCUREMENT

- 6.1 Adaptations will be classified as either minor or major works and will be undertaken by the Association's current Framework Contractors and/or specialist contractors when necessary.

7. MONITORING AND REPORTING

- 7.1 The Association's Management Committee will receive an annual report on Adaptations, detailing the number and type of adaptations requested and approved, the costs and how many were completed in that year.
- 7.2 The Association will monitor its performance against the following indicators which have been set by the Scottish Housing Regulator:
 - Number of households currently waiting for adaptations to their home
 - Total cost of adaptations completed in the year by source of funding
 - The average time to complete adaptations
- 7.3 The Association will also monitor tenant's satisfaction and whether the adaptation has met their requirements, this will be reported to Committee.

8. COMPLETION

- 8.1 The Association will endeavor to carry out a post-completion inspection of all major adaptations to ensure that they have been carried out to the satisfaction of the Association and the OT.
- 8.2 Post inspections of minor adaptations may also be undertaken. All tenants will be encouraged to complete and return a satisfaction questionnaire.

9. REALLOCATION OF ADAPTED PROPERTIES

- 9.1 When a house has been adapted for a wheelchair user, Housing Officers should endeavor to offer the property to a person who needs wheelchair accommodation. This may require liaison with OT's, other RSL's and Glasgow City Council to identify suitable applicants. Circumstances for the re-allocation of an adapted property is set out in the Association's Allocation policy.
- 9.2 RSL's must demonstrate value for money in the delivery of procurement of housing adaptations and RHA will aim to reuse or recycle adaptation equipment wherever possible. The Association may consider as a last resort, the removal and storage of an adaptation component, if it cannot be matched to the incoming household.

10. MAINTENANCE

- 10.1 The Association will maintain the adaptations and, where required or where it is considered value for money, will enter into maintenance agreements with the installer or manufacturer. Maintenance costs may be recouped by variations in rental service charges assigned to the tenants.
- 10.2 Tenants of adapted properties will be provided, where necessary, with additional information for emergencies such as emergency numbers for out of hours service for specialist equipment.
- 10.3 The Association will compile information on renewal and repair timescales and costs for life cycle purposes.

11. RECORD KEEPING

- 11.1 All adaptations will be recorded within the computerised maintenance record. This will be updated to identify any regular maintenance work that is required on adaptations to keep them safe.

12. SUSTAINABILITY

- 12.1 This Adaptations Policy complies with RSHA's commitment to sustainability and takes account of wider economic and social impacts of the policy in terms of individuals, households, local communities and the environment.

13. PROMOTING APPLICATIONS FOR ADAPTATIONS

- 13.1 The Association will publicise the availability of funds for adaptation work on a regular basis in its tenants' newsletter.
- 13.2 The Association has an information leaflet to support the application for adaptation work. This leaflet includes a summary of the Association's policy and provides details of how and where to apply for adaptations.

14. APPEALS

- 14.1 If any applicant is unhappy regarding the outcome of their adaptation application they may appeal to the senior management team of RHA to request a review of their application.

15. STAFF TRAINING

- 15.1 Reidvale Housing Association will ensure that all staff who are required to undertake work in the adaptations process receive appropriate and regular training.
- 15.2 Clear procedures and guidelines will be maintained to ensure a consistent and equitable treatment of tenants seeking adaptation work in their home.

16. EQUALITY AND DIVERSITY

- 16.1 Reidvale Housing Association is an equal opportunities organisation. We are committed to providing an environment of respect, understanding, encouraging diversity and eliminating discrimination. No person or group of persons applying for housing and housing services will be treated less favourably than any other persons or groups of persons because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

17. GDPR

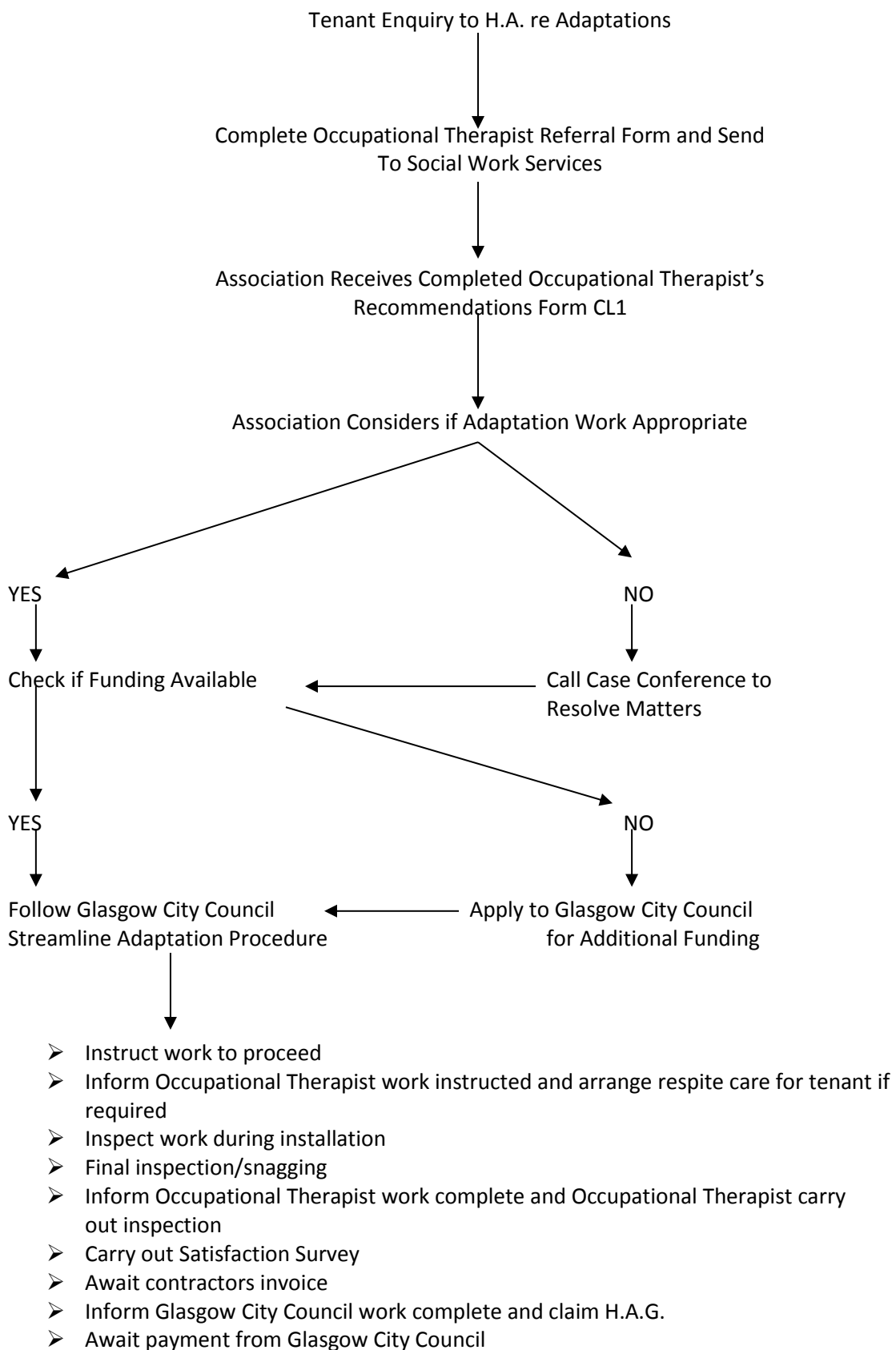
- 17.1 Reidvale Housing Association will treat your personal data in line with our obligations under the current General Data Protection Regulation and our Privacy Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notice.

18. POLICY REVISION

- 18.1 The Association undertakes to carry out a comprehensive review of all aspects of this policy at least every three years. The review will take account of legislative changes, new policy guidance, best practice advice and the views of service users.

**ADAPTATIONS PROCEDURES
FLOW CHART**

Appendix 1



- Amend property characteristics to show adaptation