



ADAPTATIONS POLICY

1. Adaptations Policy Statement

The purpose of this policy is to ensure that ng homes is responsive to the particular needs of applicants for our homes and the changing needs of our existing tenants. Adaptations to homes can have many benefits, including allowing residents to live independently and remain in their home for longer.

This policy supports a 'person-centred' approach to assisting tenants remain in their own home for as long as possible. Adaptations are paid for by the Association, but are subject to the availability of funding.

The Scottish Social Housing Charter, the Housing (Scotland) Act 2014 and the Equalities Act 2010 are the statutory requirements which underpin this policy.

2. Achieving Good Practice

To ensure good practice in the provision of adaptations, the Association will endeavour to:

- Ensure effective communication & maximum consultation with the tenants involved.
- Comply with relevant legislation and planning regulations.
- Comply with Health & Safety guidance and regulations.

3. Identifying Needs

There are various parties who may identify the need for a particular adaptation to a property.

- The tenant (or their family & friends) – may report a difficulty experienced with a physical aspect of his/her home life.
- The General Practitioner/Social Services/Occupational Therapist or other professionals may report on a health matter
- A member of staff may identify an inconvenience in the resident's home.

4. Applications for Adaptations

All requests for adaptations will be referred to an Occupational Therapist with a request for a report with recommendations. Upon receipt of the Occupational Therapist's report, requests for adaptations will be prioritised as follows:-

Priority 1 Tenant or Carer at immediate risk.

- Tenant unable to carry out essential daily activities without the adaptation.
- High probability of requiring admission to care if adaptation not provided.
- Adaptation essential to enable hospital discharge.

Priority 2 Tenant or Carer imminently at risk of injury.

- Tenant has difficulty in carrying out essential daily activities.
- Probability of breakdown in living arrangements if adaptation not provided.
- Adaptation required to prevent deterioration in health.
- Adaptation required to enable normal development of children.

Priority 3 Safety and well-being is potentially at risk in normal daily activities.

- Tenant has difficulty carrying out essential daily activities but has suitable support.
- Adaptation required to promote independence of disabled/elderly person.
- Adaptation required to prevent needs for more costly alternatives.

Priority 4 Adaptations to promote quality of life.

- An adaptation that is additional to essential requirements

5. Approval for Applications

In most circumstances, adaptations involving major works, shower installations, wet room installations etc, will only be approved for properties situated on the ground floor, on the first floor or an upper floor of a property served by a common mechanical passenger elevator.

In the case of Priority 1 and Priority 2 applications, Executive Officers of the Association may at their discretion vary this guideline subject to:-

- a full case review of the application
- receipt of professional advice and recommendations
- receipt of a technical report regarding the property's suitability for adaptation.

In all circumstances, where an application has been received and the Association concludes that the property is not suitable for adaptation, the Association will write to the applicant and clearly explain why the application has been refused.

6. Selection Criteria

The Occupational Therapist will indicate the level of priority on all referral forms returned to the Association. The level of priority will be binding on all applications.

The referral forms will be grouped by level of priority and sorted in date order within their priority group.

Unless otherwise directed by the Occupational Therapist or some other health professional, adaptations will be delivered in the following order:-

- | | |
|-----------------|---------------------------------------|
| 1 st | Priority 1 Applications in date order |
| 2 nd | Priority 2 Applications in date order |
| 3 rd | Priority 3 Applications in date order |
| 4 th | Priority 4 Applications in date order |

Priority 3 and Priority 4 applications that comprise of minor works that do not require any formal, regulatory or statutory approval may be delivered in tandem or ahead of sequence - subject to the Association having the capacity to accelerate or vary these repairs without detriment to the overall delivery of Priority 1 and Priority 2 applications.

7. Delivering Adaptations

Adaptations will be delivered using the attached process map (Appendix 1)

8. Customer Satisfaction

Upon completion of a new adaptation, the officer will:-

- inspect the work and consult the tenant;
- invite the tenant to complete a satisfaction survey form;
- forward a copy of the satisfaction survey form to the Occupational Therapist;
- resolve any outstanding snagging or defect before authorising the payment to the contractor; and
- retain an electronic copy of the satisfaction survey form in the appropriate house file.

9. Adaptations during Construction or Major Refurbishment

Where allocations are made to families or individuals with particular needs during the early stages of construction or major refurbishment work, the Association will seek to prevent disruptive work at a later stage by incorporating adaptations into the construction or major refurbishment works - subject to the agreement of all parties and the appropriate technical suitability of the property.

10. Temporary Adaptations to Decant Properties

Where a tenant moves to a decant property during a period of major refurbishment, the Association will consider providing temporary adaptations - subject to:

- the recommendations of an Occupational Therapist; and
- the decant property's suitability for adaptation.

11. Allocations

The Association will seek to match significantly adapted properties that become available to let to applicants requiring such adaptations. We will always strive to let adapted properties sensitively, so that previous investment in adaptations is protected and preserved for the benefit of the wider community.

12. Equality & Diversity

This policy has been reviewed and complies with the Association's policy of providing socially inclusive services underpinned by our core values of equality and diversity. Services and procedures which are developed from this policy will be subject to similar assessment.

13. Review

This policy will be reviewed in four years or sooner if new regulation and/or legislation is adopted.

Adaptation Policy : Appendix 1

