

Aids and Adaptations Policy

Policy Implementation Checklist:	
Policy Guardian:	Asset Manager
Policy Author:	Asset Officer
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1. Overview

Objective number 3 of LHA's Strategic Business Plan relates to providing quality homes in an attractive environment.

As part of this, LHA recognises that the physical needs of tenants and other household members can change during their tenancy.

Many people with physical or sensory impairments would prefer to remain in their homes.

Often, the use of aids or adaptations is the most effective way of realising this preference and enhancing their quality of life to allow them to continue to live comfortably in their homes.

2. Scope

Classification of Adaptation Types Stage One	Stage One Design features which are not specific to a particular condition or individual and which are incorporated into the initial specification for the property prior to its construction or improvement
Stage Two	Stage Two Adaptations to a house to suit the requirements of the tenant to whom the property has been allocated before or close to practical completion of the construction or improvement works. These adaptations may be conducted by the original contractor.
Stage Three	Stage Three Works to adapt a property to suit the changing needs of an existing tenant or a new tenant where these could not reasonably have been identified when the house was originally constructed or let.

This policy covers Stage Three Adaptations Only.

Adapted properties:

- Assist independent living.
- Reduce inappropriate housing conditions.
- Reduce the risk of falls or accidents in the home.
- Avoid the need for Home Care.
- Avoid long-term admission to a care home.
 - Help reduce long stays in hospital accommodation.
 - Benefit the ageing population.
 - Increase the amount of housing stock suitable for people with reduced mobility.

3. Objectives & Implementation

The key objectives of the Aids and Adaptations Policy are:

To ensure that LHA assist customers to remain in their present homes for as long as possible.

- The Association will consider carrying out repairs, improvements or adaptations to enable customers to live in comfort and safety in the community. This will be done with the recognition that a person's independence, privacy, confidence, and dignity can be maintained.
- To maximise all Glasgow City Council Neighbourhoods, Regeneration and Sustainability Services (NRS) grants and other available resources for adaptations, always having high regard for value for money (VFM)
- To ensure there are clear channels of communication and established joint working practices with partners.
- To comply with legal and statutory requirements concerning the provision of disabled adaptations and ensure a high-quality appropriate design in relation to aids and adaptations.
- To ensure that properties are clearly identified on a register (Homemaster) so that best use can be made of these properties as they become available.
- To manage in accordance with the Scottish Government's current advice

Funding

- LHA will bid for annual funding allocation through the Association's SDFP, to cover the estimated costs of meeting requests and referrals for Stage 3 Adaptation works.
- If the annual budget is fully spent and there remain further adaptations which have not been completed, LHA will request additional funding from NRS to meet the demand.
- Adaptation works that are not the responsibility of other agencies, and that are agreed to be eligible for grant, will attract 100% grant.
- Properties that have been subject to major adaptations will have any relevant Rent Setting Policy elements incorporated into the annual rent review.
- Should the budget be fully spent, the Association will still consider minor adaptations funded through the reactive repair budget.

Request for Adaptations

- All applications for approval of funding of Stage 3 Adaptations must be based on specialist advice, or medical opinion, and must comply with specialist recommendations.
- This will routinely be in the form of a report from an Occupational Therapist (OT).
- Where a tenant makes a direct request to LHA they will be advised to contact the OT service. In exceptional cases, the Association may contact the OT service on behalf of the tenant.
- LHA will aim to deal with all enquiries effectively and quickly.

- The OT team are professionally qualified staff who will undertake a needs assessment of the tenant or family member, which may also include an independent medical assessment.
- Tenants or members of their immediate households may wait some time for assessment as caseloads may be high. The OT team will inform the tenant of the outcome of the assessment and prepare a report for the Association.
- At the time of any request, there can be a waiting list of Association tenants who have already requested an aid or adaptation, which will be updated on Homemaster.
- Priority will be given to adaptations where the tenant is in hospital and the adaptation is a requirement for discharge to allow the tenant to return home.
- Referrals from the OT will be passed to the Housing & Community Empowerment Team so that they are aware of any change of circumstance within the household. This will enable consideration of the applicant's circumstances such as:
 - the tenant's preference to transfer to a more suitable property or to remain in their home.
 - availability of suitable accommodation
 - likely waiting time for alternative accommodation
 - the feasibility of the adaptation in relation to the layout and structure of the property
 - the implications of the adaptation work when the property becomes available for re-let.

Where transfer is a feasible option and provides an alternative to the provision of a high-cost adaptation, then the option of transfer will be pursued.

The Association reserves the right to refuse to carry out an adaptation should it not be practical to carry out the work required.

Each case will be considered on its own merits but will be guided by the following:

- the proposed adaptation must be essential and/or reasonable.
- the adaptation must be required for a permanent member of the household.
- proposed adaptations should meet the long-term requirements of the tenant.
- the tenant should be satisfied that the proposed adaptations meet their needs.
- the work should offer value for money.
- the work should be capable of being completed within a reasonable timescale.
- the proposed adaptations should not be technically difficult to achieve and should not be undertaken to the detriment of the property, the area or surrounding residents.
- the proposed adaptation should not contravene statutory requirements such as planning.

Should a tenant refuse to allow adaptations in their home, they must confirm their refusal in writing.

Instructing the Work

- Once a referral has been received from the OT, the Housing & Community Empowerment Team (HCET) will acknowledge receipt of the referral within seven working days.

- The HCET will then inform the Property Services Team (PST) to progress any confirmed Stage 3 Adaptation.
- The PST will oversee all associated works with the Stage 3 Adaptation including keeping OT and customer updated on progress and anticipated completion times.
- Where a question arises or further information is required on a particular OT referral, the PST will engage with the OT directly.
- Work will be conducted by LHA's appointed contractors.
- The contractor will, after the survey and agreement of the works, complete the works within a 10-day working period.
- On completion of works the PST will carry out a post inspection and sign off all works, making sure they conform with the quality standard expected.
- The PST will then inform the HCET of the completed works so this can be recorded on Homemaster.

Maintenance of Adaptations

- The defects liability period associated with any adaptation will be 12 months.
- Work arising from snagging lists or noted as a contractual defect must be completed within two calendar months.
- After this time, LHA will maintain and replace adaptations in accordance with the Association's maintenance policy. Details of all completed work will be recorded on LHA's Asset Management System, Homemaster.

Subsequent Allocation

- The Association will endeavour, where permissible to ensure that any subsequent allocation of an adapted property will be to a household requiring such provisions.
- The association will keep a register of all adapted properties on Homemaster

4. Monitoring & Reporting

Where possible, works will be followed up with a post-inspection survey and any feedback received will be used in the review process.

LHA will aim to conduct the inspection in conjunction with a representative from the contractor to ensure that works are signed off quickly and any issues are raised at the earliest opportunity.

Regular updates will be prepared regarding the level of funding received, the number and progress of works, and average timescales to complete.

The Association will monitor its performance against the following indicators which have been set by the Scottish Housing Regulator:

- The percentage of adaptations grant spent.
- Percentage of approved applications for medical adaptations completed during the reporting year.
- Average time to complete adaptations.

5. Policy Review

This policy will be reviewed every 3 years to ensure that the appropriate amendments are made. All staff and relevant third parties will be informed. Continuously subjecting this Policy to review will ensure its effectiveness is maintained, and that feedback can be acted upon in a reasonable time frame.

6. Equalities Impact Assessment

	Aids and Adaptations Policy
What is the purpose of this policy?	The purpose of the Aids and Adaptations Policy is to ensure that LHA assist customers to remain in their present homes for as long as possible.
Protected characteristic groups affected by this policy:	<ul style="list-style-type: none"> • Age • Disability • Religion • Race
Who is the target audience of this policy?	LHA Tenants
List any existing documentation used to complete this assessment:	Not Applicable
Has any consultation taken place with protected characteristics groups identified?	Not Applicable
What is the likely impact?	<p>LHA Tenants will be able to remain in their present homes for as long as possible.</p> <p>It will assist independent living, and reduce inappropriate housing conditions.</p>
Have you, or will you, put the policy into practice? Who is responsible for the delivery of the policy?	Property Services and Appointed Contractor
How does this policy fit into our wider or related policy initiatives?	Objective number 3 of the Strategic Business Plan relates to providing quality homes in an attractive environment
Do you have a set budget for this work?	Determined by Annual NRS Funding

7. Version Control

Version Number	Name	Author	Notes
1.0	Initial Draft	Derek Rainey	21 st August 2024