

BUIDHEANN TIGHEADAS LOCH AILLSE AGUS AN
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LOCHALSH AND SKYE HOUSING ASSOCIATION

Adaptations Policy and Procedures

DATE APPROVED:	10 December 2007
APPROVED BY:	Management Committee
DATE OF REVIEW:	September 2011

ADAPTATIONS POLICY AND PROCEDURES

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ADAPTATIONS POLICY AND PROCEDURES

1. INTRODUCTION

- 1.1 Lochalsh and Skye Housing Association is committed to providing housing which is suitable for the needs of our tenants but which is also capable of being adapted to meet changing needs to ensure that tenants are able to remain in their own home for as long as possible in safety and comfort.
- 1.2 The Association will assist older and disabled tenants with adaptations which may be necessary to meet this commitment, subject to the budgetary requirements detailed in Part 5. Older tenants are defined as those aged 60 plus.

2. ADAPTATIONS

- 2.1 For the purposes of this policy, the term “Adaptations” refers to changes to our approved Standard Specification for new properties (which are planned or under construction) together with proposed alterations to our existing properties. Typically, this policy relates to the following types of work:

- Provision of easy access showers or specialist bathroom equipment
- Provision of appropriate heating systems or replacement of existing unsuitable systems
- Provision of grab rails
- Provision of external ramps
- Provision of specialist equipment for tenants who have sight or hearing difficulties

This list is not exhaustive and other works will be considered on request.

- 2.2 This policy is **not** designed to make provision for the significant works which may be involved in providing full wheelchair–user or other very specialist housing for existing or new tenants. The Association can and does consider providing this type of housing but will do so as part of its mainstream development programme.

3. STAFFING RESPONSIBILITY

- 3.1 Primary responsibility for the implementation of the Adaptations Policy and Procedures rests with Development Services. However, Housing and Property Services are required to be involved at various stages of the process.

4. REFERRALS, ASSESSMENT AND PRIORITISATION

- 4.1 The starting point for consideration of the provision of an adaptation is a referral and the Association will accept referrals from any source including self/family/neighbour/District Nurse/Council. The person referred to the Association will be known as the “Applicant”.
- 4.2 In the first instance, Development Services, Housing and Property Services will liaise to discuss and agree on whether the needs of the applicant can be met by:-
- adapting their existing property
 - adapting another existing property and re-allocating this property to the applicant (possibly utilising the Special Allocations System, if necessary to provide an urgent solution)
 - adapting the design of a property which it is proposed to build or is already under construction.
- Any decision reached by this group will be provisional on the outcome of the referral to the Occupational Therapist.
- 4.3 The Occupational Therapist will be contacted by Development Services and requested to carry out an assessment of the applicant’s needs with a recommendation and specification for adapting a property based on The Highland Council Social Work Services’ Priority Rating system.
- 4.4 Prioritisation will occur if the demand from tenants for adaptations outstrips the finance available to the Association as detailed in the Association’s Capital Programme Agreement.
- 4.5 Priorities will be determined in consultation with Social Work Services and will be based on cases in greatest need.
- 4.6 The Occupational Therapist will be requested to meet with the Development, Housing and Property Services staff to discuss the outcome of the assessment and the potential solutions that may be available prior to release of the formal Assessment Form.
- 4.7 Upon receipt of the formal Assessment Form, Development Services will be responsible for implementing the agreed works in accordance with the guidance from funders.
- 4.8 In the event that the Occupational Therapist indicates that no works are required or if the Association’s Adaptations budget is over-subscribed the unsuccessful applicants will be contacted in writing and the position explained. Advice on other options (if available) will be suggested and this may include referrals to organisations such as disability bodies, the local authority, care agencies, etc.

5. FUNDING SYSTEM

- 5.1 The approved Budget for adaptations is contained within the Annual Programme Agreement. Adaptations will normally be grant funded 100% by the Scottish Government unless Social Work Services are in a position to contribute financially.
- 5.2 Minor work costing less than £500 will be funded directly by the Association.

6. TIMESCALES/PERFORMANCE OUTCOMES

- 6.1 The timescale from initial enquiry from the applicant to referral to the Occupational Therapist should not exceed 10 working days.
- 6.2 The timescale from works start to completion should not exceed 15 working days for the main types of adaptation, i.e. easy access showers and changes of heating. Timescales for larger adaptations shall be assessed in detail and the applicant advised of the outcome.
- 6.3 The timescales for post inspection after completion of work should be no more than 10 working days.
- 6.4 In Summary:

ACTIVITY	TIMESCALE
Initial enquiry to referral to O.T.	10 working days
Works start to completion	15 working days
Completion to first inspection	10 working days

- 6.6 Works under £500 will be subject to the response times set out in our Repairs and Maintenance Policy and Procedures.

7. MAINTENANCE OF ADAPTATIONS

- 7.1 Maintenance of our adaptations will be in accordance with our Repairs and Maintenance Policy and Procedures. Details of Defects Liability Period information or any other relevant information will be supplied by Development Services to Property Services.
- 7.2 An Adaptations Monitoring Form will be used internally to track and record the progress of each individual application and the outcome details from this form will be added to the Association's Adaptations database by Development Services.

8. **REVIEW**

- 8.1 This policy was approved by the Management Committee on 10 December 2007 and will be reviewed by the Management Committee or Sub-Committee set up for that purpose no later than September 2011.
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