

Adaptations Policy and Procedures

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Scottish Social Housing Charter Relevant Standard Outcomes

STANDARD	OUTCOME
<p>Section:- The customer/landlord relationship</p> <p>1. Equalities</p> <p>Social landlords perform all aspects of their housing services so that:</p> <ul style="list-style-type: none"> <i>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</i> 	<p>This outcome describes what social landlords, by complying with equalities legislation, should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. It includes landlords' responsibility for finding ways of understanding the rights and needs of different customers and delivering services that recognise and meet these.</p>
<p>5. Repairs, Maintenance and Improvements</p> <p>Social landlords manage their businesses so that:</p> <ul style="list-style-type: none"> <i>tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.</i> 	<p>This outcome describes how landlords should meet their statutory duties on repairs and provide repairs, maintenance and improvement services that safeguard the value of their assets and take account of the wishes and preferences of their tenants. This could include setting repair priorities of their tenants. This could include setting repair priorities and timescales; setting repair standards such as getting repairs done right, on time, first time; and assessing tenant satisfaction with the quality of the services they receive.</p>
<p>11. Tenancy Sustainment</p> <p>Social landlords ensure that:</p> <ul style="list-style-type: none"> <i>tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.</i> 	<p>This outcome covers how landlords on their own, or in partnership with others, can help tenants who may need support to maintain their tenancy. This includes tenants who may be at risk of falling into arrears with their rent and tenants who may need their home adapted to cope with age, disability or caring responsibilities.</p>

Scottish Housing Regulator – Relevant Standards of Governance and Financial Management and Guidance

STANDARD	GUIDANCE
<p>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>2.4 The RSL seeks out the needs, priorities, views and aspirations of tenants, service users and stakeholders. The governing body takes account of this information in its strategies, plans and decisions.</p>
<p>5 The RSL conducts its affairs with honesty and integrity.</p>	<p>5.3 The RSL pays due regard to the need to eliminate discrimination, advance equality and human rights, and foster good relations across the range of protected characteristics in all areas of its work, including its governance arrangements.</p>

ADAPTATIONS POLICY AND PROCEDURES

CONTENTS

1. INTRODUCTION
2. ADAPTATIONS
3. STAFFING RESPONSIBILITY
4. REFERRALS, ASSESSMENT AND PRIORITISATION
5. FUNDING SYSTEM
6. TIMESCALES/PERFORMANCE OUTCOMES
7. MAINTENANCE OF ADAPTATIONS
8. GENERAL DATA PROTECTION REGULATION
9. REVIEW

APPENDIX 1 – Adaptations Monitoring Form

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/NHS/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 specific needs with a recommendation and specification for adapting a property based on The Highland Council Social Work Services’ Priority Rating system or other agreed 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 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, where applicable).
- 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 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 by the Scottish Government.
- 5.2 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 post inspection	10 working days

- 6.6 Works under £1,000 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 Property Portfolio database by the relevant member of staff.

8. **GENERAL DATA PROTECTION REGULATIONS**

- 8.1 The Association will treat your personal data in line with our obligations under the current data protection regulations and our own policies and procedures.
- 8.2 Information regarding how your data will be used and the basis for processing your data is provided in the Association's Privacy Policy.

9. **REVIEW**

- 9.1 This document will be reviewed by the Management Committee or Sub-Committee set up for that purpose in accordance with the requirements of the Association's Register of Policies and Procedures.
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**BUIDHEANN TIGHEADAS LOCH AILLSE AGUS AN EILEIN
SGITHEANAICH LTD
LOCHALSH AND SKYE HOUSING ASSOCIATION**

ADAPTATIONS FORM

Name of Applicant:

Address:

Postcode:

Telephone No:

Home

Work

Mobile

Referral Date:

House Ref:

File Ref:

How Referred: Self Family SWS NHS Other (please specify)

Adaptation Works Requested: (please specify or attach details)

Date copied to Housing and Property Services:

Solution agreed with Housing and Property Services:

Date Solution Agreed:

Date Referred to OT:

Date of Meeting with OT:

Solution Agreed with OT:

Date Tenant Advised:

Date Works Commenced:

Contractor(s):

Date Works Completed:

Date of Inspection:

Defects Liability End Date:

Date of Final Inspection:

Notes for Housing and Property Services:

Certificate of Completion Submission Date:

Grant Claim Date:

Grant Paid Date:

A copy of this form to be added to the House File on completion of project.

Registered name: Buidheann Tigheadas Loch Aillse agus an Eilein Sgitheanaich Ltd.

Registered with the Financial Services Authority No. 2132RS

A Scottish Charity No. SC038019

SCHEDULE OF REVISIONS		
DATE	REVISION No.	DETAILS
20/02/2017	V2	No revisions required to new Version 2.
08/11/2019	V2	ADDED: Cover page – new SHR Standards of Governance and Financial Management
08/11/2019	V2	ADDED: NEW Point 8 - GENERAL DATA PROTECTION REGULATIONS

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