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<h2 style="text-align: center;">Aids and Adaptations Policy</h2>	

1. Purpose or Aim

- 1.1. This policy provides guidance to both staff and residents on how Salvation Army housing Association (saha) is committed to promote choice for independent living for its existing residents and applicants for housing that have a disability.
- 1.2. To achieve this aim, saha will take reasonable measure to provide a fair an accessible aids and adaptation services, make best use of existing adapted properties and will work in close partnership with external agencies.

2. The following documentation can be relied on to supplement this policy:

2.1. Internal

- Decant Policy
- Allocations and Referral Policy
- Equality, Diversity and Inclusion Policy
- Voids Management Policy
- Safeguarding Adults Policy
- Safeguarding Children and Young People Policy
- Aids and Adaptations Procedure

2.2. External

- Local Authority Disabled Facilities Grant
- Housing Grants Construction and Regeneration Act 1996
- The Equality Act 2010
- Care Act 2014

3. Introduction

- 3.1. This policy provide guidance to staff on promoting choice and independent living for existing residents and applicants for housing that have a disability.
- 3.2. The policy applies to all properties owned and managed by saha. The policy does not apply to leaseholders, market rent properties, shared ownership or properties for outright sale.
- 3.3. The operation of the policy ensure that saha complies with the relevant legislation in regards to the provision of aids and adaptations . The main provisions of the legislation are set out in item 2.

4. Objectives

- 4.1. This policy aims to achieve the following objectives:
 - 4.1.1. To provide a fair and accessible aids and adaption service to existing residents and applicants that promotes choice and encourages independent living, in most cases this is a free service
 - 4.1.2. saha will ensure it meets its legal and regulatory requirements in regard to providing aids and adaptation services
 - 4.1.3. saha will endeavour to promote a co-ordinated partnership with other agencies in the provision of adapted properties
 - 4.1.4. saha will make decisions on major aids and adaptations that meet needs identified through Occupational Therapist reports within budgetary constraints
 - 4.1.5. saha will make the distinction between 'minor' adaptations (those costing less than £500) and major adaptations (those costing more than £500)
 - 4.1.6. Resident will be able to self-refer for minor adaptations (subject to assessment of the request internally. Whereas requests for major adaptations will require an Occupational Therapist report and recommendations. Any resident unsure of the extent of the required adaptation should contact saha for advice ion the first instance.
 - 4.1.7. saha does, however, reserve the right to seek an Occupational Therapist's report on aids and adaptation below £500 value on a discretionary basis to ensure the proposed works meet the residents individual needs in the most effective way
 - 4.1.8. To ensure all works undertaken help to achieve our targets set for:
 - The Decent Homes' initiative
 - Improvements in energy efficiency (SAP)
 - To maximise grants/resources available for adaptations, ensuring value for money.
 - Work within saha's Asset Management Strategy, ensuring long term 'lettability' of properties.

- To be consistent with other organisational policies, for example, policies on equality and diversity, resident involvement, repairs and maintenance, procurement and asset management.

5. Definitions

- 5.1. For the purpose of this policy and accompanying procedures, the definition of a '**disabled aid or adaptation**' is an alteration or addition to any aspect of a dwelling to promote safe and independent living for residents or applicants on the housing register.
- 5.2. **Disabled Facilities Grant's (DFG's)** are mandatory, which means that the local authority must provide a grant to a person who has met all the required conditions. However, a local authority may decide to give discretionary assistance for adaptations in addition to, or instead of, a mandatory disabled facilities grant.
- 5.3. Minor adaptations are defined as non-structural alterations or additions to a home, for example, grab rails. Examples of minor adaptations are available in Appendix A. saha will not, however, provide non fixed equipment to assist with a disability or mobility problem that is normally provided by Social Services and Re-Enablement Teams
- 5.4. Major adaptations are defined as involving structural alteration, or which typically cost more than £500. Each request for a major adaptation will be considered on its own merit. Examples of major adaptations can be found at Appendix B.

6. Policy Statement:

- 6.1. saha is committed to providing an aids and adaptations service to residents that is:
 - Adequately resourced,
 - Transparent in its decision making,
 - Efficient in its management and purchasing,
 - Addressing the needs of its customers
 - Complying with Disability Discrimination Act and The Equality Act 2010
- 6.2. We recognise the diverse needs of saha's residents with disabilities and will work with local authorities to secure available grant funding to enable suitable adaptations to be carried out. Residents do not need to be registered disabled to access aids and adaptations. The Association will investigate and address each case individually.
- 6.3. saha will endeavour to ensure all disabled adaptation works carried out represent value for money, are of good quality, meet the needs and aspirations of our residents and minimise future maintenance costs.
- 6.4. If a resident wishes to transfer the Association will assess the likelihood of a more suitable or more easily adapted property becoming available. saha will encourage a move, where the necessary adaptation works are extensive or where there is difficulty complying with Building Regulations

Regulation 7 (Materials and Workmanship) or Building Regulations Part M (Access). The Association will liaise with other registered providers and local authorities to ensure that should such situations arise, the resident has the correct priority within the local lettings schemes.

- 6.5. Major adaptations will not be undertaken in properties that are under / over-occupied, where the resident is awaiting transfer or where the property is subject to a 'right to acquire' application.
- 6.6. The Association will carefully consider the options of recycling different types of aids and adaptations. saha will develop a database of adapted properties in order to recycle adaptations.
- 6.7. Responsibility for the maintenance of all equipment installed and work carried out as part of disabled adaptations remains with the resident and/or local authority Social Services department unless written agreement is provided by the associations Director of Operations. When the Association does agree to undertake on-going maintenance it reserves the right to recoup costs through a variation to the service charge to the property. Residents wanting to install their own aids and adaptations should seek prior authorisation from the Association. Where approval is given and works carried out by the resident themselves, future maintenance will also be the responsibility of the resident.
- 6.8. Funding for disabled adaptations is means tested and will be met from Local Authority Disabled Facilities Grants
- 6.9. Saha will only consider approving major adaptations in non-adapted properties when moving or allocating to a pre-adapted property is unsuitable for the customer , or, unlikely to meet critical needs (as identified by Occupational Therapist reports0 within reasonable timescales
- 6.10. Where major adaptations require replacing, for example, they have reached the end of their operation life, saha will reassess the needs of the resident an may require a new Occupational Therapists report.
- 6.11. The Association will use its order coding to allow aids and adaptations to be distinguished from repairs and maintenance orders.
- 6.12. saha will seek feedback from residents to ensure that aids and adaptations are successful and that the procedure was effective to ensure continuous improvement. The Association will also liaise with the resident at least once per fortnight whilst progressing the application.
- 6.13. saha reserve the right to levy annual service charges for any minor or major adaptations that has an ongoing maintenance liability .
- 6.14. In the event that demand for aids and adaptations outstrips the resources available, a waiting list will be established giving top priority to those who require an aid or adaptation in order to be released from hospital. Other applications will be prioritised according to applicants that are deemed by the Occupational Therapist report to be in the greatest need.
- 6.15. Inadequate and incorrect provision of aids and adaptations can lead to unnecessary suffering for residents and potential failures of tenancy and

failure to comply with legislation. Therefore, saha will only progress aids and adaptations following receipt of, and in line with, the Occupational Therapist's recommendations.

7. Appeals and Complaint

- 7.1. Where saha refuse permission for an aid or adaption, customers may have the right to request a review of the decision within 14 day of being notified, by following saha's Complaints and Feedback policy and procedure.
- 7.2. If customers are unhappy with the way they have been treated by saha during course of the aids and adaptations application, they can seek to redress via the saha Complaints and Feedback policy and procedure.

8. Monitoring and Reporting

- 8.1. This policy does not relate to any Key Performance Indicators. Spend is monitored through the budget setting and monitoring process.

9. Implementation

- 9.1. saha will ensure that the implementation of this policy is proactively inclusive across all activities with particular attention towards the nine protected characteristics as defined in the Equality Act 2010 whilst also being mindful towards the inclusivity of other vulnerable and marginalised groups that may be affected.
- 9.2. All saha staff have a responsibility to be aware of the saha Aids and Adaptation policy and to signpost any customer queries that may arise

10.Roles and Responsibilities.

- 10.1. Asset Management and Housing Management Staff have responsibility for the promotion and implementation of this policy. The Asset Management Team will oversee policy implementation and hold the budget. Compliance will be checked by the Association's appointed auditors.
- 10.2. The Association will review the operation of this policy in consultation with residents, staff and relevant stakeholders (where appropriate), in light of current best practice, amending the policy where required.
- 10.3. The Directorate of Operations has overall responsibility for the implementation of the policy, and each local manager will have direct responsibility to ensure it is implemented effectively.

11.Policy Review

11.1. We will review the operation of this policy in consultation with our residents, staff and relevant stakeholders (where appropriate), in light of current best practice, amending the policy where required.

Appendix A – Examples of Minor Works

Grab rails
Mop stick hand rails
Plinth for WC
Lever taps
Steps
Door entry systems
Key safes
Silent bells
Visual smoke alarms

Appendix B – Examples of Major Works

Over bath and level access showers
Wet rooms
Modular ramps
Stair lifts
Extensive door widening

Document History Log

Lead Reviewer	Date			Version	Approval	
	Created	Revised	Expiry		By	Date
HoBSI	16/07/2008		July 2011	1.0	Mon Com	MC 034/08
HoBSI			April 2014	1.1	Mon Com	MC.21/04/11
HoBSI		16/09/2014	September 2017	1.2	Management Review	23/09/14
BSO	Dual Policy	11.01.2017		1.3		
HoHS / HoAM		Jan 2019	Jan 2022	1.4	EMT	26/02/2019
Equalities Monitoring Form						
Name of Policy: Aids and Adaptations Policy			Carried out by: HoHS		Date: January 2019	
Protected characteristics		Impact (Positive, Negative, Neutral)	Protected characteristics		Impact (Positive, Negative, Neutral)	
Age		Positive	Disability		Positive	
Sex		Neutral	Race		Neutral	
Religion or Belief		Neutral	Sexual Orientation		Neutral	
Marriage / Civil Partnerships		Neutral	Pregnancy / Maternity		Neutral	
Gender Reassignment		Neutral				
If Negative impact is identified, please complete The Full EMF, including mitigations of risks section, and return to Business Assurance Team.						
Privacy Impact Assessment Form						
Privacy Data Impacting Policy:		Timescales for Retaining Data:		Notes:		
		3 Years for policy				
Changes to Property		Permanent		(unless alteration is temporary)		
Tenants Details		Length of the tenancy plus 6 years post tenancy		Limitations Act 1980 and Best practice with DPA compliance 5th principle.		