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| Policy: | Stage 3 Adaptations Policy |
| Legal Requirements: | Equality Act 2010 |
| Regulatory Standards: | <p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 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>Standard 5. The RSL conducts its affairs with honesty and integrity.</p> |
| Equality and Diversity: | <p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p> |
| Human Rights: | <p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p> |
| Complaints: | <p>Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.</p> |
| General Data Protection Regulation (GDPR): | <p>The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.</p> |
| Policy Author: | Kevin Freeman |
| Policy Review: | In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of March. |



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| Policy Approval: | This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 31st of March 2022. |
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Statement of Policy Aims/Principles

Yoker Housing Association ("the Association") recognises that if a tenant's health and / or mobility deteriorate, their existing property can fail to meet their housing needs.

The aim of this policy is to ensure efficient and effective administration of adaptation referrals made by an Occupational Therapist, a medical professional or by Social Work Services in order to enable a tenant to continue to reside in their own home for as long as possible. It is also recognised that provision of an adapted home can facilitate a quicker discharge from hospital.

The Association will:

- Support the independence, privacy and dignity of tenants by undertaking adaptations to improve access and to facilitate daily living;
- Prevent undue delay in the provision of adaptations, subject to funding constraints;
- Seek an annual budget from the Scottish Government to process and complete adaptation works;
- Where possible, ensure that adapted properties are re-let to applicants with similar needs;
- Take into consideration the suitability of the property before carrying out the adaptation to ensure that the best use can be made of the resources available;
- Acknowledge that in some instances, construction type and financial constraints may prohibit the successful adaptation of a property.

Policy Details

A Stage 3 Adaptation is the name given to works to adapt a property to suit the changing needs of a tenant where these works could not reasonably have been identified when the house was originally allocated.

Assessments for Requests for Adaptation

Following a self-referral, requests will most often be received from the Occupational Therapist on a CL1 form, which notes the recommended category of adaptation – Critical, Substantial or Moderate. Requests can also come through a GP, hospital doctor or other medical professional. Where a tenant requests an adaptation direct, the Association will advise the tenant to seek a medical assessment via these channels.

In consultation with Housing Services, consideration will be given to the applicant's circumstances – for example:

- The availability of suitable alternative accommodation;
- The likely waiting time for alternative accommodation;
- The tenant's preference to remain within their existing home;
- Tenants with rent arrears and/or unpaid rechargeable repairs may have restricted access to non-essential repair and maintenance works. This could include routine repairs, planned maintenance works and medical adaptations.

If funding has not been made available from the Scottish Government, we may not be able to carry out adaptations.

Prioritisation of Applications

Given the reactive nature of Stage 3 Adaptation referrals, the Association will generally process applications on a first come, first served basis until the budget is expended. However, if two applications were to be received simultaneously and one had a higher category of adaptation than the other, it would receive priority.



Procurement of Works

Two "quick quotes" will be sought for each Stage 3 Adaptation application in accordance with the Association's procurement policy and will be recorded in the Association's Minor and Small Works Register.

Types of Adaptation

The following indicates the types of adaptations most commonly carried out and for which the Association would expect to receive Stage 3 Adaptation funding. These lists are not exhaustive and all referrals by the Social Work Department's Occupational Therapists will be considered.

Low Value Minor Category

Work that involves minor changes to the house and does not involve any significant or structural changes, for example:

- Grab rails;
- Bannister;
- Specialist door handles/taps/WC handles;
- Re-siting a radiator;
- Additional door entry hand set;
- Sensory aids for visually or hearing impaired tenants.

Moderate Value

Work that involves permanent changes to the house, for example:

- Re-hanging doors;
- Installing a sliding door;
- Over bath shower;
- Widening footpath;
- Blacksmith handrails.

High Value

Structural work or work that involves significant and/or permanent changes to the house (which may involve a Building Warrant), for example:

- Ceiling track hoists;
- Permanent ramps;
- Level access tray with shower;
- Wet floor shower in existing bathroom;
- Additional WC or shower;
- Widening doorways.

The Association will not carry out the following types of adaptation which are the responsibility of Glasgow City Council Social Work Services:

- Specialist bathing equipment;
- Raised toilet seats;
- Bath lifts;
- Stair lifts.

Whilst the Association recognises the validity of the needs and wishes of individuals and the skills of the Occupational Therapist in assessing an individual's needs, the Association must also safeguard its stock and its ability to re-let adapted properties. As a result, there may be instances where it is not practical to carry out an adaptation in certain property types and locations.



Target Times

5 The Association will endeavour to complete all medical adaptations within the Key Performance Indicator (KPI) target timescale from the date the referral is received. A fixed target is not set as there can be constraints which are out with the Association's control in administering the process – for example, if the adaptation is significant and requires a building warrant.

Value Added Tax

10 VAT exemption will be claimed where applicable. In such circumstances, the tenant will be required to sign a VAT exemption certificate, provided by the Association and this will be forwarded to the contractor who is carrying out the adaptation works.

Monitoring and Reporting

15 In order to report and monitor Stage 3 Adaptations quarterly reports will be presented to Management Committee.

The following information will be recorded and reported to the Management Committee:

- The percentage of the Stage 3 Adaptations budget expended;
- Average time in days taken to complete medical adaptations;
- The percentage of approved medical adaptations completed.

20 The Association will keep records of all adaptations carried out in the Stage 3 Adaptations Register which details the nature of the adaptation, completion times and costs.