



Adaptations Policy

1. Policy Aims and Objectives

- To provide equality of opportunity for all of the Association's customers in accordance with our organisational objectives.
- To comply with the standards and outcomes of the Scottish Social Housing Charter.
- To facilitate tenancy sustainability and tenants' enjoyment of their homes.

2. Charter Outcomes and Standards relating to this policy

- 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;
- Tenants and other customers find it easy to communicate with their landlord, understand how and why it makes decisions and are informed about the services it provides;
- Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done; and
- Tenants get information they need on how to obtain support to remain in their home; and ensure suitable support available, including services provided directly by the landlord and by other organisations.

3. Adaptations

3.1 There are 3 categories of adaptations to a residential property:

- Stage 1 – Design features which are not specific to a condition or an individual and which are incorporated into the initial specification prior to construction or improvement;
- Stage 2 – Adaptations to a house to meet the particular needs of a tenant to whom the property has been allocated before, or close to, practical completion: and
- Stage 3 – Works to adapt a property to suit the changing needs of the existing tenant, or of a new tenant, where these could not reasonably have been identified when the house was originally provided.

Yorkhill Housing Association's adaptation activity is limited to stage 3 work. Funding for adaptations is normally provided by the Scottish Government via Glasgow City Council. The Association will also make reasonable service

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adjustments to meet specific needs of an individual where these are viable and within the Association's scope.

3.2 Typical examples of stage 3 adaptations include:

- Wet rooms;
- Level access shower cubicles;
- Lever taps;
- Handrails; and
- Electronic door opening controls.

4. Criteria

4.1 By installing an aid or adaptation the Association is endeavouring to:

- Promote independent living;
- Where support is required, provide an environment where a tenancy can be sustained and enjoyed;
- Help tenants remain in their homes, in their community; and
- Contribute to the health and social care agenda.

4.2 Although the objectives are desirable, the practicalities must be considered. Before an adaptation can be made or aids installed, the following points need to be considered:

- Will any proposed adaptation meet the tenant's long term housing need?
- Would an offer of alternative accommodation be a better long term solution?
- Is the property suitable to accommodate the aid or adaptation proposed?
- Is the tenant in agreement with the proposal?
- Is funding available?

4.3 The Association will ensure that all criteria requirements are considered during the Adaptation process. It is recognised that funding criteria is set by Glasgow City Council and therefore not within YHA's control. Not all adaptation requests can be met if funding is not available.

5. Communication

- 5.1 Good communication with our customers is always our objective. In this process good communication is a pre-requisite to a successful outcome. This is because of the potential and varying needs of the individuals who require this service. And because cross-departmental and inter-agency activity is involved.
- 5.2 The Adaptation procedure issued to all staff will be followed to ensure desired outcomes are achieved through effective communication.
- 5.3 The Association will ensure that communication is given the priority it merits, recognising its fundamental importance to achieving policy outcomes.

6. Referrals

- 6.1 A tenant who feels they could benefit from aids and adaptations can request a referral by an occupational therapist. This can be from a social work or NHS therapist.
- 6.2 Association staff can assist a tenant to complete a referral to the Council's social work department. The Association holds referral forms for this purpose.
- 6.3 Other health professionals have requested adaptations. For example, a doctor requesting that the Association remove a bath and fit a shower. The City Council has funded such requests through their stage 3 adaptations budget when asked.
- 6.4 The Association will ensure that tenants have the information and assistance required to access services through adherence to the referral process.

7. Funding

- 7.1 Adaptation funding received by the Association is administered by Glasgow City Council.
- 7.2 To date, the Association has received sufficient funding to meet all eligible adaptations requested.
- 7.3 The Association will monitor previous and current spend to determine future need when making its bid for 'Stage 3 Adaptation' funding.

8. Customer Service

8.1 Customer Satisfaction

- 8.1.1 The Association is committed to providing the best service possible and achieving total customer satisfaction is a priority in this regard. On the completion of work every customer will be provided with a customer satisfaction survey form. If required, staff will assist in the completion of this. Customer satisfaction will be monitored and reported to Committee in accordance with the Association's monitoring and reporting procedures.

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8.1.2 Customer Complaints

If, for any reason, there is a degree of dissatisfaction expressed regarding the service received the tenant will be advised of the Association's 'Complaints Handling Procedure'. Staff will encourage tenants' to let us know what they think went wrong.

8.1.3 The Association will ensure that our customer satisfaction and complaints procedures are followed. Customer satisfaction and complaints information will be recorded and monitored. The governing body will consider and monitor outcomes through reports to the appropriate sub-committee in accordance with the Association's reporting and monitoring procedures.

9. Adaptation Procedure

Appendix 1 of this policy document describes how each adaptation request will be processed by the Association.

10. Policy Review

10.1 The future of adaptation funding is continually being discussed among our peers. With an ageing population, demand for adaptations will potentially increase. Although there are no definite proposals on the table, an anticipated change to the current financing model for adaptations could be said to be looming.

10.2 In view of this the Adaptation Policy will be reviewed on an annual basis. Committee will be updated on any developments during this time frame. This will inform weather or not any earlier or at point in time review is required.

Yorkhill Housing Association Adaptation Policy Appendix 1

Subject: Medical Adaptations Procedure Document

Purpose of Document

This document seeks to provide clear guidance to the Association's governing body, staff and tenants on how requests for adaptations are processed by Yorkhill Housing Association.

This procedure forms part of the Association's Adaptations Policy. (*appendix 1*)

Medical Adaptations

Medical adaptations are adjustments, alterations or installations that assist disabled tenants or their household members to remain in their homes with a reasonable degree of independence.

These adaptations can be internal or external, for example: handrails, lever taps, electronic door openers, wet rooms or showers.

The Association receives ring fenced grant assistance from Glasgow City Council for most adaptations.

The Process

There are four stages to the process:

Stage 1 – Initial Request

The Association receives a request from an appropriate health professional such as a GP or Occupational Therapist.

This identifies the adaptation required, its urgency level, the nature of the disability, and may also include information on the person's longer term housing needs.

Stage 2 - Feasibility Investigation

Once the request is received, YHA staff assess the various aspects of the proposed adaptations. Housing management and maintenance staff inspect the property and discuss the practicalities involved and the Association's ability to fulfil the request.

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Factors taken into consideration are the tenant's current circumstances and their medium to longer term needs, whether there are structural or construction issues, whether YHA has sole decision authority and the impact of the adaptation on the longer term use of the property.

If any of these issues restrict or prevent YHA's ability to progress the adaptation request, the tenant will be advised that the adaptation is not feasible. In all such cases, YHA will actively seek to provide alternative accommodation more suitable for the tenant.

Stage 3 - Funding Approval

Once the feasibility stage is complete and the adaptation has been agreed at SMT level, staff will check funding eligibility and availability with GCC. Once eligibility has been confirmed, it becomes an approved adaptation.

Stage 4 - Planning and Instruction of work

Maintenance staff take the lead in progressing approved adaptations but will work closely with Housing Management staff to ensure works are undertaken with the minimum of disruption to the tenant.

Funding for Adaptations

Glasgow City Council allocates the Association a fixed adaptation budget at the beginning of each financial year. It is not a payment made in advance; YHA has to make a claim for each individual adaptation. Claims are administered by Finance staff in conjunction with the Maintenance section.

The Association has used its full budget allocation in recent years but has not required to request additional funding, as generally the number of eligible requests has matched availability of funds.

Keeping the Tenant Informed

Stage 1: The Association will acknowledge receipt of an adaptation request within five days of its receipt. The acknowledgment will include information on Stages 2 and 3 and an estimate of the timescale involved.

Stages 2 and 3: The Association will advise the tenant if the adaptation is to proceed and the estimated timescale of Stage 4.

If the application is to be refused, the Association will provide the tenant with a written explanation for the refusal.

Keeping Committee Informed

Regular reports on adaptation requests and expenditure will be submitted to the Management Committee or relevant sub-committee in accordance with the Management Committee's preference.

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Record Keeping

All adaptation requests and related correspondence will be recorded in the Reasonable Adjustments folder on the central drive

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