



MOLENDINAR PARK HOUSING ASSOCIATION

ADAPTATIONS POLICY

Adopted: 13 November 2018
Date of Next Review: November 2021

Molendinar Park Housing Association
3 Graham Square
Glasgow G31 1AD

Registered in Scotland 2400 R (S)
Registered Scottish Charity SC043725
Registered Property Factor PF 000125

POLICY

1. Introduction

- 1.1 This document outlines Molendinar Park Association's policy in relation to the assessment, delivery and management of the provision of adaptations.
- 1.2 Adaptations are works to existing accommodation to suit the requirements of individual tenants who have a physical disability or sensory impairment.
- 1.3 Research has shown that people with particular needs prefer to remain in their existing accommodation where possible, with adaptations added if needed. These adaptations can vary from adding a simple grab rail beside a bath to more extensive adaptations such as a new walk-in shower.
- 1.4 The Association is committed to meeting tenants' needs and to providing adaptations, where possible, subject to resources, so that tenants are able to enjoy independence, privacy and dignity.
- 1.5 As the adaptations process is a multi-agency process, at the heart of which is the individual, the Association believes that effective liaison and good working relationships across the whole network of agencies involved in adaptations is essential.
- 1.6 This policy document covers the following:
 - initial contact/referral
 - assessment and prioritisation
 - how the funding system works
 - timescales and performance outcomes
 - allocation of adapted property
 - maintenance and replacement of adaptations

General Aims and Objectives

- 1.7 In relation to adaptations the objectives of the Association will be to:
 - i. streamline access to the adaptations process
 - ii. improve the speed, efficiency and effectiveness of service delivery
 - iii. maximise the use of resources
 - iv. improve the provision of, and information on, homes which are suitable for people with disabilities

This Policy aligns with outcome 11 of the Scottish Social Housing Charter (2017) which states that '*Social landlords ensure that: • 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. 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.*'

Legislation and Best Practice Guidance

- 1.8 The following legislation is relevant to this Policy –
- The Equality Act 2010
 - Disability Discrimination Act 2005
 - The Housing (Scotland) Acts 2006 and 2010
 - The Human Rights Act 1988

This policy has been based on examples of best practice in particular, , Glasgow City Council "Joint Protocol on the Provision of Equipment and Adaptations" 2000, SFHA Information Note "Equipment and Adaptations" 2003 and Evaluation of Adapting for Change, Scottish Government, Social Research 2017.

2. POLICY SCOPE

The Policy aims to ensure that the Association is responsive to the changing needs of customers; assists with tenancy sustainment and supports our customers. It should be noted that the scope of this Policy does not extend to sharing or outright owners, where a different funding arrangement is place meaning that those residents are responsible for securing funding for any adaptations.

3. INITIAL CONTACT/REFERRALS

- 3.1 Where the initial approach comes from the tenant the Association will offer assistance to the tenant to complete an Occupational Therapy Referral Form within 7 working days. If a funding problem is likely the tenant should be advised of this.
- 3.2 Alternatively the tenant may contact the local Social Work Services direct and arrange for an assessment to be carried out. The Association will provide full details of relevant contact persons and telephone numbers to assist tenants on request.

4. ASSESSMENT AND PRIORITISATION

4.1 The Occupational Therapist Section of the Social Work Services Department has the responsibility for identifying and assessing the need for adaptations works in all instances.

4.2 The Occupational Therapist will complete a CL1 Referral Form which will clearly recommend the type of work required to meet the tenant's needs.

Referral forms, within each level of priority, will be dealt with in the chronological order in which they are received and this can only be amended by written confirmation from the occupational therapists involved.

4.3 A flow chart demonstrating the Adaptations process is detailed in Appendix 1.

Liaison with Occupational Therapist Staff

4.4 Good practice in this area clearly depends on mutual understanding and co-operation. To try and develop and improve working practices the Association will hold regular liaison meetings (usually six monthly) at which the Association and Occupational Therapist staff can discuss and address any matters of concern.

Joint Visits

4.5 Joint visits will be held with the Occupational Therapist where this is considered appropriate in terms of cost, complexity or both.

4.6 Joint visits will usually be held in cases involving anything more than a walk in shower.

Occupational Therapist Recommendations

4.7 The Association will endeavour to carry out adaptation work which meets the long-term needs of its residents. For example, an over bath shower may not be the most suitable option if the tenant's disability is such that a walk-in shower is likely to be needed in the relatively near future.

Refusal by Association to Carry Out Adaptation Work

4.8 The Association recognises that there may be situations where it is not considered appropriate to carry out some forms of adaptation work. For example:-

- where the location of the property (e.g. upper floors in buildings without lift access) renders the work inappropriate because the flat could not be allocated in future to someone who requires that adaptation.
 - where the tenant's needs are likely to change very soon.
 - where the tenant is, or wishes to be, on the transfer list.
- 4.9 When such cases arise the Association will adopt a "case conference" approach where the tenant and any representative, the Occupational Therapist and housing association staff will meet to review the options. The Association recognises the very positive impact adaptation work can have on a tenant's quality of life and will therefore seek to arrive at a compromise solution to each situation wherever possible. Where the Association is unable to carry out the exact adaptation work specified by the Occupational Therapist the case will also be discussed by Association staff and details of the discussions recorded as part of the formal minute. Each set of circumstances will be considered on its own merit.
- 4.10 In cases where the Association is unable to reach a compromise solution and does not consider it appropriate to carry out adaptation work in a tenant's present accommodation the Association will award the tenant very high priority within its Allocation and Transfer Policy which will enable the tenant to move to more suitable accommodation which will allow permanent adaptation work to be carried out with minimum further delay.
- 4.11 Should any tenant be unhappy with any decision made by the Association in relation to the adaptations process then he/she may appeal to the Committee of Management.

5. FUNDING SYSTEM

- 5.1 Funding is provided by Glasgow City Council to enable housing associations to carry out adaptations.
- 5.2 The Director will consult with the Maintenance Officer on the likely future need/demand for adaptations, as well as taking into account current and previous year's expenditure. The Director will then bid for adaptation funding as part of the Association's annual Strategy.
- 5.3 The Housing Services Officers and Maintenance Officer will regularly monitor the demand and expenditure on adaptations throughout the year. Where it is likely that additional grant will be needed an application should be made as soon as possible to Glasgow City Council.
- 5.4 The Association will endeavour to keep tenants informed of their progress at all stages of the adaptations process.

6. WORK SPECIFICATION/QUALITY CONTROL

Managing the Process

- 6.1 The Maintenance Officer will be the person responsible for co-ordinating the day to day efforts of everyone engaged in delivering the adaptations service for our residents.
- 6.2 He/she will also be responsible for ensuring that Housing Association Grant (H.A.G.) is promptly and accurately claimed from Scottish Government.

Work Specifications

- 6.3 To minimise administrative delays the Association's Maintenance Officer will invite tenders at the beginning of each financial year for standard adaptations such as over bath/low profile showers.
- 6.4 Each contractor will then agree to carry out all similar adaptations for a fixed price (any minor variation can be agreed on a job-by-job basis).

Performance Targets

- 6.5 The Association will endeavour to set timescale targets to cover the period from the tenant's initial enquiry to the completion of the work.
 - In all cases we will contact the Tenant within 7 days of receipt of the request from Glasgow City Council.
 - Where cases are classified as "Critical or "Substantial", the Maintenance Officer will visit the property within 14 days of receipt of the request.
 - Where cases are classified "Critical", Commence works within 2 calendar months from the date of receipt of the request, and complete works within 3 calendar months.
 - Where cases are classified "Substantial", commence works within 6 calendar months from the date of receipt of the request, and complete works within 7 months.
 - Where cases are classified "moderate" or "low", these will be reviewed every three months and the Tenants informed of the outcome.
 - Carry out a satisfaction survey within 2 weeks of completion of the works
 - Measure satisfaction levels on a quarterly basis and report to the Committee as part of our suite of performance indicators.

- 6.6 It is recognised, however, that such targets may not be easy to achieve as the Association is not in control of the assessment process nor of the funding availability.

Quality Control and Customer Satisfaction

- 6.7 The Association seeks to ensure that all its adaptation work and the manner in which it is carried out meets the highest possible standards.
- 6.8 All adaptation work will be post inspected by the Maintenance Officer to ensure it is done to a satisfactory standard. The Occupational Therapist will also be notified that the work is complete in order that he/she may also visit their client to ensure satisfaction with the work done.
- 6.9 In addition all residents who get adaptation work carried out in their home will be asked to complete a Tenant Satisfaction Survey to ensure that they are satisfied with all aspects of the adaptations process and to seek their general comments on the subject.

7. ALLOCATION OF ADAPTED PROPERTY

- 7.1 The Association will ensure that its property records are updated promptly on completion of adaptation work.
- 7.2 The Association will publicise the availability of funds for adaptation work on a regular basis in its tenants' newsletter.
- 7.3 The Association will endeavour to make best use of its adapted stock by allocating such properties to applicants who require the relevant adaptations unless the property adapted is unsuitable for said applicant.

8. MAINTENANCE OF ADAPTED PROPERTY

- 8.1 The Association will assume the cost of maintaining adaptations from its mainstream maintenance budget. The cost of any servicing of adaptations may require to be passed on to the individual tenant who has benefitted from the adaptations work.
- 8.2 The replacement of adaptations, however, should normally be eligible for Stage III funding from Glasgow City Council, subject to overall funding availability.

9. STAFF TRAINING

- 9.1 Molendinar Park Housing Association will ensure that all staff who are required to undertake work in the adaptations process receive appropriate and regular training.
- 9.2 Clear procedures and guidelines will be maintained to ensure a consistent and equitable treatment of tenants seeking adaptation work in their home.

10. POLICY REVIEW

- 10.1 The Adaptations Policy will be reviewed and amended as necessary every five years.
- 10.2 It will be reviewed in the light of legislative changes, new policy/good practice guidance, the performance of the Association and the views of its tenants.
- 10.3 The targets relating to the timescales for service delivery will be reviewed and amended as appropriate on a regular basis.

ADAPTATIONS PROCEDURES

Appendix 1

FLOW CHART

Tenant Enquiry to H.A. re Adaptations



Housing Services Officer complete Occupational Therapist Referral Form and Send To Social Work Services



Association Receives Completed Occupational Therapist's Recommendations Form CL1



Association Considers if Adaptation Work Appropriate

YES

Check if Funding Available

YES

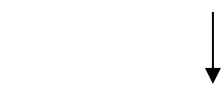
Follow Glasgow City Council Streamline Adaptation Procedure

NO

Call Case Conference to Resolve Matters

NO

Apply to Glasgow City Council for Additional Funding



- Instruct work to proceed
- Inform Occupational Therapist work instructed and arrange respite care for tenant if required
- Inspection/snagging
- Inform Occupational Therapist work complete and Occupational Therapist carry out inspection
- Await contractors invoice
- Inform Glasgow City Council work complete and claim H.A.G.
- Await payment from Glasgow City Council
- Amend property characteristics to show adaptation