



**Medical Adaptations Policy**  
(Stage 3 Adaptations)

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2005

Development & Property  
Services Committee

Effective from: 1 December  
2005

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Senior Management Team

<b>Policy Implementation Checklist</b>	
<b>Policy Owner:</b>	Property Services
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<b>Equality Impact Assessment Required:</b>	n/a
<b>Privacy Impact Assessment Required:</b>	No
<b>Procedure Implemented:</b>	
<b>KPI / Reporting arrangements implemented:</b>	
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## **Aim**

Bield Housing & Care is committed to providing an adequately resourced and efficient aids and adaptation procurement and management service that meets the needs of its tenants and the requirements of Local Authorities and the Scottish Government.

## **Bield's Vision, Mission and Values**

Bield is committed to the provision of high quality accommodation which embodies its Vision, Mission and Values.

### Vision

A Scotland where people of all ages are respected, can make their own choices and are able to lead independent and fulfilling lives.

### Mission

To improve the life of older people by offering a diverse range of housing, care and other services.

### Values

- Caring - we have a passion for supporting and caring for each other
- Honesty - we are open, fair, just and act with integrity
- Equality & Diversity - we deal with all people equally and celebrate diversity
- Dignity - we treat all people with respect
- Inclusion - we involve our people in what we do because their opinions matter
- Ambition – we want to be the best at what we do and we want our people to reach their full potential

## **Context**

From time to time Bield receives requests from tenants, for the provision of equipment and aids, or for alterations to be carried out in their homes, to help them cope with a physical disability or sensory impairment. These works, as well as helping to improve wellbeing and quality of life can help people live independently in their home, and therefore maintain their tenancy, for longer. They can reduce the risk of falls and other accidents in the home and also avoid the need for home care or long term admission to a care home.

Adaptations are for individual tenants and are typically;

- replacing a bath with a level access or wet room shower
- improving access to the home by fitting automatic door openers, widening doors or constructing a ramp
- fitting lower work surfaces to make the kitchen easier to use

Requests are also made for a wide range of minor adaptations to be carried out such as the installation of grab rails, lever taps or deaf aid fire alarms for example.

An award of Housing Association Grant (HAG) funding is normally received from the Scottish Government each financial year, based on a request submitted by each HA. At the time of the request there can be a waiting list of tenants who have requested an aid or adaptation.

## **Objectives**

The key objectives of the policy are:

- To support people to stay in their own homes and arrange appropriate adaptations in a fair and consistent way.
- To work with partners in the Scottish Government, Local Authorities, The National Health Service and contractors to meet the identified and assessed needs of individual tenants to enable them to lead as fulfilling and independent lives as possible.
- To ensure that properties are clearly identified on a register so that best use can be made of these properties as they become available.
- To maximise the grants and other resources available for adaptations, ensuring value for money at all times.
- To comply with all statutory and regulatory requirements and ensure a high quality appropriate design in relation to aids or adaptations.
- To manage in accordance with The Scottish Government's current advice
  - Procedures for HAG funding of Stage Three Adaptations SHGN 2001/07
  - Guidance on the Provision of Equipment and Adaptations 2009
  - A Guide to Funding Major Adaptations 2010
  - CSGN 2004/12 Housing for Varying Needs Design Procedures

## **Eligibility**

This service is only open to tenants. Owners and sharing owners should contact their local council direct to enquire about any funding which may be available to them. Bield will provide assistance and guidance in applying for grant wherever possible.

## **Funding Adaptation Works**

The source of funding for adaptations to a Bield property will depend on the level of grant funding available to us, the capacity of Bield to front fund the costs itself in any given year and – in the case of 'stock transfers' from the Council or Scottish Homes – the terms of the stock transfer agreement.

Grant funding in the form of Housing Association Grant (HAG) is provided from the Scottish Government's Affordable Housing Investment Programme. Housing Associations obtain these grants from the Scottish Government, except in Glasgow and Edinburgh where funds are managed by the Local Authority.

All requests from tenants will be considered under two main categories.

- Minor Adaptations; individually not costing more than £2000 and subject to overall annual internal budget and grant funding limits. Examples of minor adaptations include fitting a grab rail, providing a shower seat or installing a deaf aid alarm. These must meet the criteria set out in the relevant guidance note.
- Major Adaptations; costing more than £2000 up to a maximum of £15000 and subject to overall annual grant funding limits. Examples of major adaptations include wet room shower

facilities, stair lifts, widening doors or adapting a kitchen. These must meet the criteria set out in the relevant guidance note.

HAG Funding bids will be made on an annual basis as part of Bield's Development Strategy and contribution to Local Authorities' Strategic Housing Investment Plans (SHIP's). HAG claims will be made throughout the year on a regular basis.

All works related administration, procurement, tenant communication, programming and installation will be managed by Property Services

Adaptation works that are not the responsibility of other agencies and that are agreed to be eligible for HAG will attract 100% grant.

### **Specialist Assessments**

"Procedures for HAG funding of Stage Three Adaptations SHGN 2001/02, 01/07 " provides information to Registered Social Landlord's on adaptation works eligible for grant.

Social Work Departments, in collaboration with Health Authorities, have a responsibility to provide specialist advice on the specific needs of people with a physical disability. All applications for approval of HAG for Stage Three adaptations must be based on specialist advice, or on medical opinion, and must comply with specialist recommendations. This will ordinarily entail the provision of a letter or report from a suitably qualified expert, such as an Occupational Therapist or a General Practitioner.

The requirement to obtain such independent specialist advice may be waived for funding applications for minor works (for example, provision of handrails) but this should be cleared with the relevant LA or the Scottish Government.

### **Recording & Prioritising Applications**

Property Services will maintain a register of all requested and completed adaptations.

Requests for major adaptations will be prioritised by the following criteria;

- Funding areas
- The level of assessed need, (typically high, medium and low)
- The date of request

Minor adaptations will be prioritised on a first come, first served basis.

### **Information on Adaptations**

Information on this policy will be provided to tenants through various means, including:

- information sessions at local development meetings
- an information leaflet produced by Bield
- occasional articles in the tenant's newsletter
- the tenants handbook
- Bield's website

Information and advice is one of the key tools to delivering the right housing and support services for older people and people with disabilities. The choice may not simply be about which type of adaptation would be best for an individual, but whether a move to another home would be better. Helping people to consider their housing options can encourage them to plan ahead.

### **Design, Procurement & Installation**

A procedure, regarding the provision of stage three adaptations, setting out our processes and targets for acknowledging, communicating, consulting with tenants and programming works, will be regularly reviewed to ensure the service is as efficient as possible.

Procurement methods will be in line with the current Bield Procurement Policy and Procurement Strategy to ensure Best Value.

Bield will engage competent contractors to provide the adaptations. All installation and subsequent maintenance works will be carried out in accordance with Bield's current Property Services Policy and Procedures and at no additional cost to the individual tenant. Details of all completed works will be recorded on Bield's Asset Management System, Keystone

The specification for all installation works will be regularly reviewed in line with other contracts which may have similar content; the kitchen and bathroom upgrade contracts for example. Care will be taken to ensure that flexibility, creativity and choice are retained in the design and procurement of stage three adaptations. Tenants will be offered a range of colour and finish choices where applicable. Well-designed adaptations that look more attractive will encourage more people to take advantage of their benefits and reduce the likelihood of them being removed.

### **Reporting and Evaluation**

Where possible, 100% of all works will be followed up with a post completion survey and any feedback received will be used in the review process.

Regular reports will be prepared regarding the level of funding received, the number and progress of works and average timescales to complete.

### **Data Protection**

All personal data used under this policy will be handled confidentially, in accordance with our obligations under Data Protection laws and Bield's Data Protection Policy and Procedures.

### **Equality & Diversity**

In operating this Policy, Bield will at all times adhere to the principles of its Equality and Diversity Policy where everyone can participate fully and be treated equally and fairly without disadvantage arising from any protected characteristic

### **Complaints**

If an individual wishes to make a formal complaint about how Bield apply this policy, a copy of the Complaints Procedure is available on request or on the Bield web site.

### **Review of Policy**

The Medical Adaptations Policy will be reviewed every 5 years.