



Clydesdale Housing Association

Policy name & number **12 – Technical Services
Stage 3 Adaptations**

Date approved **7 February 2018**

Date for review **3 February 2021**

Policy by **Kirsty Kennedy**

Responsible Officer **Technical Services Officer**

Clydesdale Housing Association will provide this policy on request at no cost, in large print, in Braille, in audio or other non-written format, and in a variety of languages

1 **INTRODUCTION**

1.1 **Statement of Objectives**

The Association will comply with Communities Scotland Guidance Note number HSGN 2012/04 Procedures for Funding of RSL Adaptations and any other subsequent updates, on procedures for funding for Stage 3 Adaptations.

The Stage 3 Adaptations Policy aims to ensure that the Association effectively administers referrals for medical adaptations that will enable our tenants to sustain their tenancy. Our objectives include:

- Where possible provide a prompt, efficient and cost effective medical adaptation service;
- Supporting the independence and dignity of tenants by undertaking adaptations to their existing properties so that they can sustain their tenancies;
- Ensuring that the Association carries out adaptations that are appropriate to the tenant's needs and therefore, utilised to their full potential;
- Acknowledging that in some instances construction type and financial constraints may prohibit the successful adaptation of a property and in such circumstances refer the tenants to our Housing Management Team to provide appropriate housing options advice;
- Ensuring that the Association where possible makes best use of its housing stock and resources available by allocating vacant adapted houses to tenants with similar medical needs;
- Procuring appropriately qualified contractors to install medical adaptations within the homes of tenants;
- Operating an effective monitoring system, including audit trails and reporting systems that ensure compliance with the medical adaptations process;

The Technical Services Manager has responsibility for overseeing the implementation of the Stage 3 Adaptations Policy and the Technical Services Officer is responsible for key aspects of the day to day service delivery.

The Management Committee will receive regular updates on the implementation of the Stage 3 Adaptations Policy so that they can have assurance that it is operating effectively in practice.

1.2 Legislation and best practice

We will comply with all relevant legislation and associated regulations, including:

- The Housing (Scotland) Act 1987, 2001 & 2010
- Data Protection Act 1998 (GDPR as of the 25th May 2018)
- The Scottish Social Housing Charter

1.3 Equalities

Clydesdale Housing Association operates under the overarching duty of a Registered Social Landlord to provide housing accommodation and related services in a manner which encourages equal opportunities and in particular the observance of equal opportunity requirements as specified in the Housing (Scotland) Act 2001.

No person or group of persons applying for housing will be treated less favourably than other persons or group of persons because of their sex, marital status, family circumstances, race, ethnic or national origins, disability, age, religion, political orientation, or sexual orientation.

1.4 Confidentiality

Clydesdale Housing Association recognises that confidentiality is important to tenants and will treat their tenancy information in the strictest confidence under the Data Protection Act 1998 (GDPR as of the 25th May 2018)

2 FUNDING BID

Clydesdale Housing Association receives Stage 3 Housing Association Grant (HAG) funding to assist with the provision of aids and adaptations to tenants who have been identified as requiring assistance in the form of permanent medical adaptations to allow them to remain in their home.

Expenditure on medical aids and adaptations varies from year to year, based upon the needs of individual tenants and the availability of HAG.

The Technical Services Manager will request funding through an annual submission to the Scottish Government. The assessment of funds required will be based upon current requirements and historic expenditure levels.

Medical adaptations will only be instructed where there is clear confirmation of funding / budget availability.

Where there is no HAG funding available Clydesdale Housing Association may choose to allocate resources for permanent medical adaptations to tenanted houses from its

own reactive repairs or planned maintenance budget, where there is sufficient budget provision and a clear case for such expenditure. The Chief Executive has delegated authority from the Management Committee to authorise this spend.

Where the need for adaptations exceeds the amount available in our annual HAG funding agreed award, the Technical Services Manager can make an online application to the Scottish Government in line with current guidance.

3 ASSESSMENTS FOR ADAPTATIONS

Clydesdale Housing Association is only responsible for **permanent** adaptations to tenanted properties, the list is not exhaustive; please refer to Appendix 1.

Other referrals may be considered on a case by case basis. For example, minor works under the value of £150 may be instructed by the Technical Services Manager and paid via the Associations reactive repairs budget where it is considered reasonable to do so.

Association staff will advise tenants to either make:

- A self-referral to the Occupational Therapy Department at South Lanarkshire Council in order that an assessment can be made or;
- A request for a letter from a Qualified/Appropriate Health Professional such as a Doctor, Nurse, Health Visitor or Psychologist

The above would necessitate an assessment of their needs, in line with their own internal policies and procedures, which would allow them to make a recommendation for an adaptation.

4 PRIORITISATION OF CASES

The Association recognises the expertise of the Occupational Therapists and will prioritise cases based on the information provided in their referrals:

- Applications are assessed and points awarded on a variety of factors i.e. social, medical, independence and risk. The Priority is determined by the total amount of points awarded (score). These are as follows:

Priority 1	-	High Priority	=	25 points and above
Priority 2	-	Medium Priority	=	15 to 24 points
Priority 3	-	Low Priority	=	0 to 14 points

- The risk to the tenant or the carer from injury should the adaptation not be carried out is highlighted separately. Risk factors are as follows:

Risk Factor 8 – 10 or Zero	=	High Priority
Risk Factor 3 to 7	=	Medium Priority

Risk Factor 1 to 2 = Low Priority

A case with Risk factor 10, points (score) of 25 and above and a category 1 is the highest priority assessment that can be given. The total points awarded provides a further breakdown to prioritise cases.

However, a case with a combination of Risk factor Zero, with high points (above 21) and a category 1 or 2 should be deemed a high priority also and positioned accordingly on the list between Risk factor 6 and 10.

An example of the way in which referrals should be prioritised is attached to the back of this document and named Appendix 2.

- Cases are ranked by Risk factor, then points (score) and then by priority as indicted by the Occupational Therapists Referral (CL1).
- All other referrals received from a Qualified/Appropriate Health Professional are not measured in level or risk, score or priority and therefore will immediately fall to the bottom of our waiting list. Tenants are advised of this when a referral of this nature is received and encouraged to make a self-referral to the Occupational Therapy Department at South Lanarkshire Council in order that a assessment of priority can be made,
- Prioritisation of cases and maintenance of waiting lists will be the responsibility of the Technical Services Officer who will update relevant staff as changes occur.
- Tenants can appeal against their position on the list by contacting the Occupational Therapist involved. The Association shall update tenant's positions on the list via an instruction from the Occupational Therapist.
- Should a tenant's condition change whilst on the waiting list, their points may be reviewed and an updated referral submitted by the Occupational Therapist

5 HOUSING OPTIONS

In cases where the adaptation required cannot be carried out to an existing property due to the complex nature of the adaptation or the lack of space, drainage, etc; the Technical Services Officer will advise the Occupational Therapist concerned and arrange a meeting with all parties to discuss new housing options and the possibility of Stage 2 funding in line with the Association's development programme.

If there is no development programme, or the tenants do not wish to move to another property due to personal circumstances, the Occupational Therapist will be required to reassess their current situation and revert back to the Association as appropriate.

6 REMOVING CASES FROM THE LIST

In circumstances where a tenancy is ended, e.g. through a termination/death, the Housing Officer involved will advise the Technical Services Officer and the case will be removed from the list.

The Technical Services Officer will advise the Occupational Therapy Department accordingly.

7 PROCUREMENT OF WORKS

The Technical Services Officer will be responsible for appropriate submissions to the Scottish Government and ensure that all work is carried out from the prioritised list where funds are available.

If required, the Technical Services Officer will appoint consultants as required in line with the Association's procurement policy.

The Technical Services Officer will appoint contractors whilst adhering to the Scottish Governments guidance.

7.1 Specification of Works

In all instances, the Association will adopt South Lanarkshire Council's standard specifications for all adaptations (i.e. Wet floor, level access shower, etc)

The Association's contractors will be provided with this specification before visiting each tenant to price for the works.

7.2 Quality Control

The Technical Services Officer will be responsible for supervising and monitoring the performance of the contractor during works and preparation of snagging list if necessary with feedback to Technical Services Manager.

The Technical Services Officer will provide information on complete cases to the Occupational Therapist, and appropriate Housing Officer, and will update the priority list as required.

8 MONITORING AND REPORTING

The Technical Services Officer will provide reports to the relevant committee's as necessary.

The Technical Services Manager will update the Asset Management database accordingly.

9 TENANT CONSULTATION & SATISFACTION

Tenants will be consulted and clear indications of timescales will be provided in writing before any visits or works take place. Thereafter, the Technical Services Officer will be responsible for tenant liaison throughout the contract and arranging visits as required.

On completion of works, the Technical Services Officer will visit the property to approve works and will complete a Tenant Satisfaction survey, with the tenant, to seek their views on the overall adaptation process and finished works. This information will be reported to the Management Committee.

12 REVIEW OF POLICY AND PROCEDURES

The Management Committee will review the Policy and the associated Procedures after three years or sooner if there are significant changes relating to guidance from the Scottish Government and/or internal practices.

This policy and procedure should be read and applied in conjunction with all other relevant policies and procedures relating to the development process.

Approved by the Committee of Management on:	
Signed:	Signed:
Secretary/Chairperson	Chief Executive/Senior Staff Member

APPENDIX 1

Eligible Adaptations (List not exhaustive)

External Adaptations

- Handrail at front or rear of dwelling
- Widening paths around property
- Modification or widening of steps
- Defining steps for people with visual impairment
- Outdoor lighting
- Paved areas for wheelchairs
- Carport or covered access to property
- Installation of ramp to front / rear access

Internal Adaptations

- Widening or re-hanging of doors
- Re-positioning of door locks
- Replacing door knobs etc
- Installation of door call, entry phone and door unlock systems
- Additional stair rail
- Alterations to windows
- Installation of stair lift
- Vertical hoist including reinforcing ceilings and provision of hoist track
- Provision of level access shower, adapted bath etc
- Alteration or relocation of taps, power supplies, lights, sockets and heating appliances
- Storage space for wheelchair
- Acoustic insulation
- Warning or alarm systems
- Non-slip or tactile surfaces
- Letter cages or delivery shelf
- Alterations to kitchen storage or equipment (excluding full re-design)

Major Works

- Extensions or alterations to provide suitable bedroom or bathroom for a disabled person
- Vertical through floor lift
- Re-design of existing kitchen
- Creation of hard standings or other extensive external alterations

APPENDIX 2

<u>RISK</u>	<u>SCORE</u>	<u>PRIORITY</u>	
10	25+	1	Highest priority ranking
0	25+	1	
8	25+	1	
6	25+	1	These two are practically equal
0	21+	2	