

CLYDESDALE HOUSING ASSOCIATION LIMITED

Policy:	Stage 3 Adaptations Policy
Date:	25 th October 2023
Lead Officer:	Depute Chief Executive
Review Date:	October 2026
Regulatory Standards:	Standard 2 The RSL is open 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.

Guidance

- 2.1 The RSL gives tenants, service users and other stakeholders information that meets their needs about the RSL, its services, its performance and its future plans.
- 2.2 The governing body recognises it is accountable to its tenants, and has a wider public accountability to the taxpayer as recipient of public funds, and actively manages its accountabilities.
- 2.3 The governing body is open and transparent about what it does, publishes information about its activities and, wherever possible, agrees to requests for information about the work of the governing body and the RSL.
- 2.4 The RSL seeks out the needs, priorities, views and aspirations of tenants, service users and stakeholders. The governing body takes account of this information in its strategies, plans and decisions.
- 2.5 The RSL is open, co-operative, and engages effectively with all its regulators and funders, notifying them of anything that may affect its ability to fulfil its obligations. It informs the Scottish Housing Regulator about any significant events such as a major issue, event or change as set out and required in notifiable events guidance.

The Scottish Social Housing Charter relevant indicators:

11: Tenancy Sustainment

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.

1 INTRODUCTION

1.1 Statement of Objectives

The Association will comply with Scottish Government 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 Depute Chief Executive 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 General Data Protection Regulations

Any information that we hold regarding an individual must be treated lawfully and correctly in line with the safeguards outlined in the General Data Protection Regulation 2016 (GDPR) which requires data to be:

- lawfully, fairly and transparently processed
- processed for limited purposes
- adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed
- accurate and kept up to date
- kept no longer than the period necessary and
- kept securely against unauthorised or unlawful processing and protected against accidental loss, destruction or damage.

The processing will be carried out in a way that ensures compliance with the rights of data subjects, including:

- the right to be informed
- the right of access
- the right to rectification
- the right to erasure (so far as applicable)
- the right to restrict processing
- the right to data portability (so far as applicable)
- the right to object to processing (including profiling); and
- the right not be subject to fully automated decision-making including profiling.

Further information is available by viewing the Association's Privacy Policy.

1.3 Legal Requirements and Minimum Standards

The Allocation Policy is regulated by legal requirements and guidance issued by the Scottish Housing Regulator. This Policy is formulated to comply with:

- Legal requirements as specified in the Housing (Scotland) Acts 1986, 1987, 1988, 2001 and 2014.
- The Equality Act 2010;
- The Scottish Social Housing Charter
- The Scottish Housing Regulator's Regulatory Framework

As a general minimum standard of conduct in the management of its housing stock the Association must:

- comply with all legal requirements and good practice;
- comply with the Scottish Housing Regulators Regulatory Standards
- comply with The Scottish Social Housing Charter

- ensure that the Policy is clear, comprehensive and unequivocally non-discriminatory, providing equal access to housing for all in line with the nine protected characteristics as determined by the Equality Act 2010.

1.4 Equal Opportunities

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 equality of opportunity. In particular the observance of equal opportunity requirements as specified in the Housing (Scotland) Act 2001 and the Equality Act 2010.

We do not discriminate against applicants in any way either directly, indirectly or by association because of their age, disability, gender identify (reassignment), marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

To support our commitment to equality of opportunity an equality and human rights impact assessment has been carried out on this policy.

2 FUNDING BID

Clydesdale Housing Association receives Stage 3 grant funding, via the Scottish Government, 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 grant funding.

The Depute Chief Executive 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 funding available, the Association may choose to allocate resources for permanent medical adaptations to tenanted houses from its own reserves, 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.

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 Depute Chief Executive 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/categories 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) and category. These are as follows:

Priority Statement		Priorities Score Range
Critical	-	12 + points (36 max points scorable)
Substantial	-	7-11 points
Moderate	-	3-6 points
Low	-	1-2 points
N/A	-	0 points

- 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 Assistant 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 Assistant 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 in line with the Association's procurement policy.

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 Depute Chief Executive.

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 Depute Chief Executive will update the Asset Management database accordingly.

9 TENANT CONSULTATION & SATISFACTION

The Technical Services Assistant will be responsible for tenant liaison throughout the contract and arranging visits as required. On completion of works, a Tenant Satisfaction survey will be sent to the tenant via CX Feedback, 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.

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