






AIDS AND ADAPTATIONS FOR OWNED PROPERTIES

| | |
|--|--|
|  | Advance will fund up to £1,000 for appropriate aids and adaptations; above that colleagues should ensure a DFG is applied for. |
|  | All Advance residents will be supported throughout the process. |
|  | Aids and Adaptations should be delivered with the long term asset management in mind. |
|  | Wellbeing and the long term needs of residents will be considered when assessing the need for an Aid or Adaptation to a home. |
|  | Property Services will undertake a survey of each property where aids and adaptations have been requested. |

Key Changes (Summary):

This is a new policy

This policy sets out to clearly define what aids and adaptations we will fund and manage for our residents and leaseholders to satisfy their agreed requirements. It gives direction on how we will effectively deal with requirements for adaptations either directly or in partnership with the appropriate local authority.

POLICY

1. Scope

This policy sets out to clearly define what aids and adaptations we will fund and manage for our residents and leaseholders to satisfy their agreed requirements. It gives direction on how we will effectively deal with requirements for adaptations either directly or in partnership with the appropriate local authority.

2. Introduction

Advance recognises the diverse needs of our residents and their family members. The aim of this policy is to ensure that:

- There is a clear process for assessing customers for Aids and Adaptations in all of our areas;
- Requests for Aids and Adaptations from residents are dealt with effectively and in a fair, transparent and consistent way;

- Properties are adapted with long term asset management in consideration;
- There is liaison between departments dealing with the installation of any aids and adaptations and improvement works to avoid duplication and providing a high level of service;
- Requests from Shared Owners will be considered in the same way as requests from our residents who rent with Advance. Whereas Advance may pay towards the cost for rented accommodation, this funding would come from the service charge account for shared owners;
- Requests from residents who live in properties owned by a third party will need to be considered alongside the legal arrangements in place for that property.

3. Policy Statement

Requests for aids and adaptations can be made directly by contacting Occupational Therapy Services or Advance, or indirectly by a third party, i.e. a GP or family member on behalf of the customer. Any request made directly or indirectly to Advance must be referred to the OT for assessment of suitability of needs.

Minor aids and adaptations requests from residents (those under £1000) will be assessed and implemented to all properties owned by Advance. These minor adaptations which are reported directly to Advance may not require an OT referral (dependant on the circumstance) but would be passed for approval by the relevant person within Property Services. Minor adaptations include (but are not limited to):

- grab rails
- mop stick rails
- half steps
- minor home improvements
- lever taps

It's recognised that Minor aids or adaptation request for Advance Shared Owners will need to be considered with the Shared Owner due to the cost apportionment for leaseholders. A Section 20 notice will also need to be considered by Property Services, if appropriate.

Major aids and adaptations (those over £1000) will be assessed and implemented subject to a review by the Property Services. Major adaptations include (but are not limited to):

- concrete ramps and key clamp rails
- over bath showers and level access showers
- extensions
- adapted kitchens

Where adaptations are approved and fitted to homes that require ongoing servicing (such as hoists and stair lifts) the cost of such service will be recharged to customers via service charges. It's recognised that these service charges may require a Section 20 notice for our Shared Owners.

4. Processing Applications

When making the decision to carry out all major aids and adaptations we must take into consideration the cost of works and the future use of the property. Advance may refuse applications on the following grounds:

- Where it has reasonable belief that the tenancy may shortly be terminated;
- In properties which are leased to Advance where the owner's permission for adaptations has not been given;
- Where the adaptation is not structurally feasible in the given property;
- Where there may be an available alternative property which will better suit the needs of the customer, and a management move is feasible.

Applications will be passed through to Property Services and feasibility will be reviewed by the Regional Maintenance Surveyor. If the adaptation is approved the installation will be ordered with the relevant contractor. Installations will be monitored and post inspected by the Regional Maintenance Surveyor.

5. Funding

Advance holds a limited Aids and Adaptations budget which it may fund adaptations, but Advance will support our customers by accessing the Local Authorities' Disabled Facilities Grant (DFG).

Advance will fund adaptations in Advance owned properties with a cost under £1000, any major adaptations (above £1000), Advance will pursue a DFG with the relevant local authority.

Advance will work together with Local Authorities and their policies in relation to DFG's. Advance may agree to part fund major adaptations with the Local Authority. Each Local Authority will have differing policies where DFG provision is concerned; Advance will make agreements with the Local Authorities in our areas of operation.

6. Performance

Regular reviews will take place to monitor the delivery of aids and adaptations and where adaptation works are carried out by contractors appointed by Advance, they will be subject to KPI scrutiny in line with our term contracts.

7. Data Protection

In applying this policy, all members of staff must comply with Advance's Data Protection Policy and ensure that personal information supplied by customers is protected using Advance protocols.

8. Equality and Diversity

We will ensure that this policy is applied fairly and consistently. We will not directly or indirectly discriminate against any person or group of people. We will act sensitively towards the diverse needs of individuals and communities.

Advance - Policies and Procedures

| | |
|--------------------------------------|--|
| Policy owner: | Director of Housing |
| Date written: | 08 June 2017 |
| Reviewed: | N/A |
| Approved by: | Head of Property Services, Director of Housing |
| Date of approval: | June 2017 |
| Who was consulted: | Head of Property Services, Director of Housing |
| Related Documents/ Forms: | |