


Medical Adaptations

If you have difficulty with sight or hearing, or if you require a translated copy of this document, we would be pleased to provide this information in a form that suits your needs.

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Our Vision, Mission Statement and Values

Glen Oaks' vision statement '**Where Communities Thrive**' and our mission statement '**Our aim is to provide good quality affordable housing and an excellent service. We will encourage resident participation and work with other agencies to regenerate our community**' provide the foundation for Glen Oaks Housing Association's commitment to its residents and the communities they live in.

This commitment is also demonstrated in the Association's values which were agreed following discussions with the Board and staff. Glen Oaks' values are fundamental to how we carry out our day-to-day activities.

Our values are:

respectful

we trust and respect our customers and each other

dedicated

we will give 100% commitment to our work

transparent

we will be open and honest about what we do

aspirational

we will strive to achieve the best we can for our communities

Equality & Diversity Statement

The Association is intent on ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; sex; marriage & civil partnership; race; religion or belief; sexual orientation; gender reassignment; pregnancy & maternity.

This document complies with the Association's equality & diversity policy.

The Association will regularly review this document for equal opportunities implications and take the necessary action to address any inequalities that result from the implementation of the policy.

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1.0 Introduction

- 1.1 Glen Oaks Housing Association acknowledges that our tenants normally wish to remain in their homes regardless of changes in their health and physical fitness and where possible every attempt will be made to ensure that this wish is achieved. However, it should be acknowledged that in some cases physical constraints and cost may prohibit the successful adaptation of a property.
- 1.2 The provision of adaptations to existing properties can assist residents to continue to live in their existing home rather than transfer to specialist accommodation when their health or physical well-being deteriorates.
- 1.3 The Association currently undertakes a number of disabled adaptations each year and this policy aims to formalise our commitment to this process and the procedure for carrying out and recording adaptations.

2.0 Policy Statement

- 2.1 Glen Oaks Housing Association will undertake adaptation works on behalf of its tenants, subject to receipt of an appropriate referral from Local Authority Social Work Department, Occupational Therapist (OT). These referrals should be prepared in accordance with the criteria set out in the Authority's own policy.

3.0 Aims and Objectives

- 3.1 The aim of the policy is to ensure effective administration of referrals made by Social Work in order to permit tenants to continue residing in their existing property. The Association will:
 - Consider the circumstances and individual needs of the occupant to prevent imposed solutions which are not used. Any adaptation will be undertaken in partnership with the user, OT and Housing Association.
 - Support independence, privacy and dignity of occupants by undertaking adaptations to improve access and facilitate daily living.
 - Prevent undue delay in the provision of adaptations, subject to funding constraints.
 - Maximise expenditure through HAG funding from Glasgow City Council.

- Maintain a database of all adaptations completed at properties on IT system.
- Ensure adapted properties are re-let to applicants with similar needs, where possible.

4.0 The Scottish Housing Regulator's Guidance on Medical Adaptations

4.1 The Scottish Housing Regulator classifies Adaptations in three groups:

- Stage 1** - design features which are not specific to a condition or an individual and which are incorporated into the initial specification prior to construction or improvement.
- Stage 2** - adaptations to a house to meet the particular needs of a tenant to whom the property has been allocated before, or close to, practical completion. These adaptations may be completed by the original contractor.
- Stage 3** - works to adapt a property to suit the changing needs of the existing tenant, or of a new tenant, where these could not reasonably have been identified when the house was originally provided.

Applications for Stage 1 and Stage 2 adaptations funding will normally be included in main scheme submissions.

This policy concentrates on Stage 3 adaptations.

5.0 Types of Adaptation carried out by the Association

5.1 The list of adaptations below indicates various adaptations that may be referred to the Association. These works will be eligible for HAG funding from the Scottish Government via Glasgow City Council (GCC).

- level access shower
- provision of ground floor wc/bathing facilities
- installation of lever taps
- provision of access ramps (permanent)
- handrails to access ramps/stairs
- alterations to windows or doors - width, sightlines, ironmongery, etc.
- provision of support rails by bath/wc
- non-slip flooring

The list is not exhaustive and all referrals made by Social Work will be considered by the Association in order to meet the needs of the occupant.

6.0 Temporary Adaptations provided by Social Work

6.1 The Local Authority Social Work Department is responsible for the provision of items classed as 'temporary' including:

- Specialist bathing equipment
- Raised toilet seats
- Stair/bath lifts (Association responsible for the provision of Associated structural works)
- Ramps (removable)

7.0 Housing Allocations

7.1 In order to balance the housing needs of disabled tenants/potential tenants and make the best use of existing adapted stock the Association will impose a number of measures. These controls are necessary due to the increase in demand for adaptations and the limited resources available.

- (a) Where possible no offer of accommodation will be made to an applicant with special needs without consultation with the Social Work Departments Occupational Therapist to assess the suitability of the property being offered.

Where possible the Occupational Therapist or relevant support worker will be invited to view the property being offered to confirm its suitability.

- (b) The Association will maintain a list of existing properties where adaptation works have been undertaken. This list will be used to highlight appropriate adapted properties and ensure that tenants awaiting transfer can be offered existing adapted properties that suit their needs.

This is particularly relevant where a tenant has requested a transfer a suitable adaptations to their existing home are not physically possible or where the excessive cost of adaptations is prohibitive.

- (c) Where a disabled person residing in an adapted property applies for a transfer to another Glen Oaks property, this application will only be considered if an Occupational Therapist confirms that the property that the tenant wishes to transfer to fully meets their needs without further adaptation.

The Association will not progress any adaptation work required purely as a result of the unsuitability of the transfer property rather than the changing medical needs of the tenant.

- (d) Where a tenant is offered another tenancy or vacates the property for another reason the Association will endeavour to allocate the property to a tenant with similar needs.

8.0 Assessment of Requests for Adaptation

8.1 Requests will normally be received from the Social Work Occupational Therapist following a GP referral or discharge from hospital.

8.2 All referrals from Social Work will be discussed with Technical Services/Housing Allocation Services to enable consideration of the applicant's circumstances such as:

- The tenant's preference to transfer to a more suitable property or to remain in their existing home.
- Availability of suitable accommodation.
- Likely waiting time for alternative accommodation.

8.3 In exceptional circumstances, where the cost of the required adaptations are prohibitively high, the option of transfer to a more suitable property will be discussed with the tenant.

9.0 Prioritisation of Applications

9.1 The Association will maintain a list of applicants graded in priority order based on the Social Work referrals. The Occupational Therapist will allocate points to each case, depending on the level and urgency of need and the Association will use the allocated points to decide the order in which adaptations are carried out. Where applicants have equal points, priority will be given to cases considered to be in greatest need, e.g. cases where the applicant's partner would also benefit.

- 9.2 This additional assessment will be determined jointly by Housing Allocation Services and Technical Services staff and will take into account the length of tenancy, the suitability of the property for the adaptation and the known circumstances of the tenant.
- 9.3 Should a tenant's circumstances change while they are on the waiting list, their points level may be reviewed. Where necessary the Social Work will be asked to provide an updated referral. The number of points awarded by the OT may be increased or decreased depending on circumstances.
- 9.4 It should be noted that a tenant's position on the list may change, e.g. where additional referrals are received with a greater number of points or an applicant with a higher prioritisation is removed from the list due to a termination of tenancy.
- 9.5 Due to the limited resources available, it may only be possible to progress referrals above a minimum points level. This minimum may vary and will be determined by the numbers of cases on the waiting list. Where referrals fall below this minimum, they will be retained for reference and will be actioned should additional resources become available.

10.0 Funding

- 10.1 The Association will seek approval of an annual funding allocation through the Strategy and Development Funding Plan submitted to Glasgow City Council. The funding bid will reflect the known requirements of the Association and will take into account historic expenditure to ensure the maximum funding available is obtained.
- 10.2 In the event of the Cash Planning Target (CPT) being exhausted, application will be made to Glasgow City Council for additional funding.
- 10.3 It should be noted that Sharing Owners are excluded from HAG funding, as they are eligible for Local Authority grants.
- 10.4 The Association will also explore any other sources of funding available.
- 10.5 Where there is insufficient funding available to meet demand, consideration will be given to the utilisation of any underspend in the maintenance budget. Approval will be required from the Board to allow funding from the Maintenance budget to be utilised for medical adaptations.

11.0 Procurement of Works

11.1 The procedures set out in the Association's Procurement Policy and Financial Regulations will be followed when procuring medical adaptations works. The Association may consider an annual tender for all medical adaptations however, due to the varying volume of cases and the varying nature of work involved, this may not always be deemed the best method of procurement for this work. The best value returned tender will qualify for all works.

12.0 Targets

12.1 The Association will endeavour to complete all medical adaptations within six months of the date of the receipt of the referral from the Social Work Department. Where this target is not achievable, the Association will inform the tenant in writing giving an explanation for the delay and a likely revised completion date, if possible.

13.0 VAT Exemption

13.1 The Association will claim VAT exemption where applicable. Tenants will be required to sign a VAT exemption certificate supplied by the Association and this will be forwarded to the Contractor carrying out the adaptation works.

14.0 Customer Satisfaction

14.1 The Association will consult tenants in receipt of adaptation works in order to obtain feedback on the installation and the performance of the Contractor. Tenant responses will be taken into account when instructing further works.

15.0 Monitoring

15.1 The Association will develop a system to record all adaptation works and a report will also be presented to the Board on a quarterly and annual basis, highlighting the information detailed below:

- The number and types of adaptation completed.
- The total expenditure and funding source.
- A breakdown of work types.
- The extent of any outstanding referrals.
- Any operational difficulties being experienced in the operation of the policy.

16.0 Risk Management

16.1 This policy aims to control the following risks:

- That the Association fails to follow best practice.
- That the Association fails to provide suitable accommodation for the changing needs of its tenant base.
- That the Association fails to make best use of its resources by allocating adapted houses to tenants other than those with suitable needs.
- That the Association carries out adaptations that are inappropriate to tenants' needs and, therefore, not utilised to their full potential.

17.0 Policy Review

This policy will be reviewed as required and certainly within a period of no greater than three years.

18.0 Links with other Policies

This policy has links with the following Association policies:

- Allocations Policy
- Equality & Diversity Policy
- Financial Regulations
- Procurement Policy
- Repairs & Maintenance Policy