



# ADAPTATIONS POLICY

<b>Policy Owner</b>	Chief Executive - Keith Anderson
<b>Applicable to</b>	Group, PoLHA and all subsidiaries
<b>Approved by OMT</b>	
<b>Approved By SMT</b>	
<b>Approved By Audit Committee</b>	N/A
<b>Formal Review Cycle</b>	3 years
<b>Next Formal Review Date</b>	
<b>Revisions made by</b>	Asset Manager
<b>Reason for Revision</b>	n/a New Policy
<b>Methods for raising awareness &amp; training users about the content of this document</b>	<ul style="list-style-type: none"> <li>• Reviewed and signed off by OMT members before SMT final approval.</li> <li>• Will be formally issued to OMT &amp; SMT members once approved.</li> </ul>
<b>The document has a direct link to the following PoLHA policies and procedures</b>	none
<b>This policy complies with the requirements of these legal and/or regulatory documents</b>	none
<b>Equality Impact (EIA) Assessment Status</b>	<ul style="list-style-type: none"> <li>• EIA carried out by Project Officer Assets and record lodged.</li> <li>• Policy adjudged to have low impact relating to the Management of equality and diversity issues.</li> </ul>

## **1.0 INTRODUCTION**

Port of Leith Housing Association's (PoLHA) vision of 'making our homes and neighbourhoods great places to live in' is at the heart of the Adaptation Policy. As part of its responsibilities as a registered social landlord PoLHA is committed to undertaking medical adaptations to properties to service the needs of all its tenants. This is to ensure properties are accessible and useable to tenants with a medical condition or disability.

PoLHA is committed to carrying out adaptations to properties where the criteria stated in this policy are met.

## **2.0 OBJECTIVES**

PoLHA will endeavour to achieve the following as part of its adaptations policy:

- Ensure the adaptations process is managed efficiently and effectively.
- Ensure PoLHA promote available services for adaptations and how they can be accessed.
- Provide individual solutions to enable residents to enjoy freedom in accessing and moving around their home.
- To ensure adapted properties are highlighted on the Association's housing database so that best use of these properties can be made in assisting in the Association's Allocation policy.
- Maximise funding to ensure best value for money.
- Work in partnership with Edinburgh City Council (CEC) to make adaptations to disabled residents' homes.
- Promote good practice and compliance with all statutory and regulatory requirements in relation to adaptations.

## **3.0 ADAPTATION TYPE**

### *3.1 Minor Adaptations*

These are aids to existing facilities to ensure they can be fully accessed and utilised by the tenant. These do not require an Occupational Therapists (OT) referral and will be carried out as an urgent repair funded from the Association Annual Responsive Repair budget. An OT may provide guidance on the location of items such as grab rails, stair rails etc and include the following:

- Provision of grab rails
- Removing thresholds for level access
- Provision of stair (and half height) rails
- Provision of lever taps
- Provision of additional power points
- Provision of additional door entry handsets
- Provision of enhanced lighting inside and outside the home

- Provision of vibrating alarms linked to smoke detection
- Enhancement of warden call systems within sheltered and amenity housing.

### 3.2 *Permanent Adaptations*

These are adaptations that meet the long term needs of the tenant. These require an OT referral and to be approved by the city panel for funding. They will be carried out as soon as possible subject to planning, building warrant and procurement timescales and include the following:

- Permanent ramps
- Level access showers
- Wet floor showers
- Provision of wheelchair accessible
- Provision of Clos-o-Mat toilets
- Ceiling track hoists
- Door entry ramps
- Kitchens

## 4.0 **FUNDING**

All adaptation applications approved by the city panel will be carried out as soon as possible. Should the current level of CEC funding granted not be sufficient to cover the works, PoLHA will consider front funding the works from the annual major repairs budget and claim the costs as soon as funding become available.

At the beginning of the financial year, PoLHA will bid for an estimated amount of funding for adaptations. Based upon this bid CEC will allocate the level of adaptation funding to the Association. Should this funding be used before the end of the financial year, discussions will take place with CEC requesting additional funding.

## 5.0 **REFERRALS**

All adaptation requests must be made through the council's Occupational Therapist department. Any tenants requesting permanent adaptations directly from the Association will be signposted to their local OT Department.

OT requests must be made in writing either using a Stage 3 Adaptations Request Form, Adaptations Requisition or Request for Minor Adaptation form.

## 6.0 **THE POLICY**

### 6.1 *Policy*

This policy sets out PoLHA's approach to Adaptations and along with associated procedures is aimed at defining the adaptation criteria and process.

Additionally, PoLHA works with its contractors to ensure that adaptations to elderly/disabled person's accommodation are managed in an efficiently and sympathetic manner.

## 6.2 *Priority*

Prioritization of adaptation will be performed by the OT department who will then inform PoLHA of the priority category recommended. All applications will be allocated into one of four categories:

P1 – Very High Priority

P2 – High Priority

P3 – Medium Priority

P4 - Low Priority

All referrals that are graded P1 – P4 will be accepted with P1 & P2 referrals being funded by CEC and P3 & P4 referrals being funded directly by PoLHA. All referrals irrespective of their priority category are dealt with as soon as they are received to ensure tenants wait as little time as possible for their adaptations.

## 6.3 *Shower Adaptations*

It is the policy of PoLHA to install wet floor showers in ground floor properties only. Level access showers will be considered in none ground floor properties, but will only be installed in properties with lift access.

Upon completion of the works the Project Officer will perform a post works inspection for all permanent adaptations. For all minor adaptations the tenant will be contacted to ensure they are satisfied with the works.

## 7.0 **MONITORING**

The number and type of adaptation completed will be reported as part of the Association's annual charter return. The financial consequences, including income and expenditure impacts, and capital receipts are reported through the quarterly business review report.

Tenant satisfaction levels to be monitored with the aid of tenant satisfaction survey to tenants that have received adaptations, the results of which will be reviewed on a quarterly basis. This feedback will be used to inform service improvement, component specification and policy development.

## 8.0 **REVIEW**

It is recommended this policy is reviewed every three years unless there are changes to legislation, guidance or funding requiring the policy to be amended.