



STAGE 3 ADAPTATIONS POLICY & PROCEDURES

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1. Introduction

- 1.1 Calvay Housing Association seeks to provide appropriate housing for disabled people and will carry out adaptations to properties to enhance the quality of life for its existing or prospective tenants. It is recognised that adapting existing properties can assist people to access appropriate housing and/or remain in their homes, while helping to sustain their independence, privacy and dignity.

2. Aims & Objectives

- 2.1 The main aims and objectives of this policy are to:-
- (i) Identify key staff and their respective responsibilities and clarify the procedures to be followed.
 - (ii) Provide clear information to tenants and prospective tenants on how to apply for adaptations to be carried out.
 - (iii) Ensure adaptations are carried out effectively, efficiently and within a reasonable timescale.
 - (iv) Promote effective joint working with Social Work and other relevant agencies in the delivery of the adaptations service.
 - (v) Provide a person-centred approach by ensuring disabled people and their carers are consulted at each stage of the adaptations process.
 - (vi) Establish and respond to the ongoing needs and demands for adaptations among the Association's tenants and prospective tenants.
 - (vii) Ensure an up-to-date register of purpose-built and adapted properties is maintained.
 - (viii) Ensure compliance with good practice in the provision of adapted properties.

3. Legislation and Good Practice

- 3.1 In formulating this Policy, the Association seeks to comply with all statutory and legal requirements, good practice and performance standards.
- 3.2 The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities, e.g.
- *Outcome 1: Equalities – every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.*
 - *Outcome 11: Tenancy Sustainment – 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.*

4. Equal Opportunities

- 4.1 All contractors will be required to accept the Association's Equal Opportunities policy or to have developed policies of their own that are acceptable to the Association.
- 4.2 The Association will have regard to its Equal Opportunities policy in all aspects of the provision of its Stage 3 Adaptations service and the needs of all groups of people.
- 4.3 Any complaints received in relation to breach of this policy will be addressed via the Association's Complaints Policy. (Cross Ref: Equal Opportunities Policy)

5. Securing Funds

Non – SST Stock

- 5.1 Stage 3 Adaptation works potentially eligible for HAG funding should essentially be of a permanent nature, e.g. level-access showers. Further examples of items that may be eligible for HAG funding are shown in Appendix 1.
- 5.2 Funding will not normally be available to cover adaptations of a temporary nature that are the responsibility of other agencies. Temporary adaptations are those that are removable or can be re-deployed when no longer required, e.g. an internal stair lift. Such adaptations and relevant costs will generally be provided by Social Work.
- 5.3 Adaptation works that are not the responsibility of other agencies and that are agreed to be eligible for HAG will be carried out by the Association.
- 5.4 Stage 3 Adaptations grant funding is provided by the Scottish Government's Housing Options and Support Division and administered by Glasgow City Council's (GCC's) Housing Investment Team at Development and Regeneration Services (DRS). Each year the Association will submit a request for funding amount based on anticipated demand, which DRS will consider and respond with a Programme Agreement letter detailing the actual allocation for Stage 3 Adaptations Funding.
- 5.5 Each request for adaptation works will require a referral as noted in Section 7 below, following which it will be assessed by the Association based on availability of funding and priority attributed in relation to urgency of need.
- 5.6 It will be the Property Services Manager's responsibility to apply for funding for Stage 3 Adaptations and to monitor spending. Once confirmation has been received of any award, this will be notified to all staff within the Property Services Team.
- 5.7 A standard allowance of 10% of the cost of works will also be HAG eligible and the Association will retain this as an administration fee for all Stage 3 Adaptations works processed.

SST stock

- 5.8 As SST stock is not eligible for HAG funding for Stage 3 Adaptations, any such works would need to be funded from the Association's own reserves. It is therefore agreed that an allowance will be made for this, in the Association's annual budget and that allowance should amount to no more than the match funding amount received from the Scottish Government for the non-SST stock.

- 5.9 The referral process and associated criteria will be the same as for non-SST stock.
- 5.10 In all circumstances, staff should continue to pursue moves for people in upper floor properties or houses with internal stairs, where suitable adapted properties become available, as this would enable a two-fold benefit of saving the cost of an adaptation to an upper tenement and making best use of the voids that are available.

6. Value Added Tax Exemption

- 6.1 Most Stage 3 Adaptation works are zero-rated for the purposes of VAT. The contractor carrying out the work will therefore be made aware of this and that it is their responsibility to re-claim the VAT from the Inland Revenue. (In the case of any exceptions, any VAT that must be levied in accordance with the VAT regulations will be treated as a HAG eligible cost.)

7. Referrals

- 7.1 Social Work Departments have a responsibility to provide specialist advice on the specific needs of people with a physical disability. All applications for approval of HAG for Stage 3 Adaptations must be based on specialist advice and comply with specialist recommendations. This will generally entail the provision of a letter or report from a suitably qualified expert, such as an Occupational Therapist.
- 7.2 Referrals made directly to the office, by members of the public or other agencies will be passed to the Property Services Officer who will arrange for the Standard Referral form to be completed and forwarded on to the appropriate Occupational Therapist. The tenant/agency will be advised of this procedure. (See Appendix 2)
- 7.3 All referrals will be recorded on the Stage 3 Adaptations Log and their progress noted accordingly.
- 7.4 All related paperwork for each referral will be held in the Stage 3 Adaptations file.
- 7.5 Where the Occupational Therapist has requested a site visit, the Property Services Officer (Maintenance) will arrange this with the tenant and may also invite the contractor and/or other Property Services staff, where relevant, prior to any quotes being submitted.
- 7.6 Prioritisation and assessment of referrals will be as outlined by Social Work's Occupational Therapy service, in conjunction with the Association's own criteria. (See Appendices 3 & 4)

8. Quotes

- 8.1 The Association has discretion to select how adaptation works with an estimated contract value of up to £15,000 are procured within the context of achieving best value and the Association's own policy thresholds for procuring contracts.
- 8.2 The Association may agree to accept a single quotation from an approved contractor if this is in line with costs previously received as a result of a competitive selection

process carried out within the last two years (in which price and quality were considered). (Cross Ref: Contractor Selection Policy).

- 8.3 Alternatively, competitive quotations or competitive tenders may be obtained as a way of demonstrating that value for money has been achieved. Where this is applicable, the tender procedure will be used. (Cross Ref: Tendering Policy)
- 8.4 A full tendering procedure will always be required for works with an estimated contract value of over £15,000. Tenders should be open for acceptance for a period of three months. Any other arrangement, such as a negotiated tender, will require the prior approval of the funding agent.
- 8.5 The Property Services Officer (Maintenance) will be responsible for co-ordinating requests for quotations, issuing work orders and monitoring the progress and satisfactory completion of works, while the Property Services Manager will have overall responsibility for authorising works, managing the budget and liaising with Glasgow City Council's Housing Investment Team regarding reclaiming of costs.

9. Monitoring Performance

- 9.1 In tendering for Stage 3 works, the Association will ensure that contractors are given clear timescales to complete the work and that the tenant is advised of these. It is recognised that agreed timescales will vary according to the nature of work, but the Association will seek to develop a set of anticipated completion times for adaptation works of a common nature that can form part of the standard tendering procedures.
- 9.2 All Stage 3 works will be pre and post inspected by the Property Services Officer (Maintenance) and contractors' performance monitored to inform future maintenance works. Joint inspections with the Occupational Therapist may also be arranged, where appropriate.
- 9.3 The Property Services Manager must sign off all works as complete and satisfactory, prior to the invoice being passed for payment.
- 9.4 A satisfaction survey form will be issued to all customers for whom a Stage 3 Adaptation has been carried out to enable them to provide feedback on the standard of the works and the overall service. This feedback will be used to monitor performance and inform future contracts. (See Appendix 4)
- 9.5 The Property Services Manager will include spend on adaptations within the quarterly maintenance expenditure report presented to the Operations Sub Committee.

10. Processing Claims for HAG Funding

- 10.1 A log of all referrals received, approved or cancelled and all relevant progress from receipt through to completion of works, will be held on a computerised file, while copies of all relevant paperwork will be held in the Stage 3 File for the current year.
- 10.2 All approved Adaptations, whether for SST or non-SST stock, will be coded and recorded as such on SDM to enable assessment against the appropriate budget.

- 10.3 The Property Services Manager will complete the Grant Claim Forms as required via Glasgow City Council's online HARPS system and forward them to DRS, together with copies of invoices for the associated works.
- 10.4 The Property Services Manager will also ensure an updated record is maintained of the remaining funding available measured against the anticipated spend for the year and will seek to apply for additional funding, or alternatively advise DRS of any potential underspend of the allocated amount, as appropriate.

11. Publicity

- 11.1 Anyone who has applied for Stage 3 works will be kept informed on the availability of funding, where it is not immediately available.
- 11.2 The provision of Stage 3 Adaptations will be highlighted to new tenants via the allocation's procedures and to existing tenants via the Association's website and from time to time in the quarterly newsletter.
- 11.3 The number of adaptations carried out and level of spend will also be publicised in the Association's annual report.

12. Maintaining Adapted Properties

- 12.1 All adaptations carried out will be logged on the Adaptations Register to ensure an up-to-date record of all adapted properties.
- 12.2 When previously adapted properties become void, they should be assessed for the suitability of another person with similar requirements, who will make use of the adaptations that are in place. Where there are no suitable applicants on the waiting-list, such properties should be re-let with the adaptations in place and only removed in exceptional circumstances, e.g. where the adaptation has reached the end of its useful life. Where the adaptation is in good working order, e.g. a level access shower, the Association would not remove it, but may allow the incoming tenant to apply for alterations permission to remove it themselves and replace with a bath if that is their choice. (Cross Reference: Void Management Policy)
- 12.3 Where removable adaptations or equipment is present in void properties, the value of re-using them should be considered and where appropriate, these should be returned to the relevant agency that supplied them.
- 12.4 Where a property has had major adaptations and there is no longer anyone in the household who requires them, the Association may offer a priority move to encourage the household to transfer to suitable alternative accommodation to free up their property for a disabled person. (Cross Reference: Voids & Allocations Policies)

13. Rent Review

- 13.1 The rent charged for a property will generally not change following a Stage 3 Adaptation being carried out.
- 13.2 However, where major adaptation works result in one or more additional rooms being created, the rent may be reviewed to reflect this.

14. Staff Training / Protocols

- 14.1 The effectiveness of this policy is dependent on staff being aware of disability issues, funding arrangements, tendering and other administrative processes, and on being committed to maintaining joint protocols and effective liaison arrangements with other agencies, e.g. the Occupational Therapy Service.
- 14.2 The Association will seek to ensure staff are fully updated on any changes whether to this policy and procedure or to any protocol or liaison arrangements that are in place.

15. The Role of the Committee

- 15.1 The role of Committee in the management of stage 3 adaptations is restricted to:-
- agreeing and reviewing the policy
 - monitoring outcomes of the policy through reports
 - considering complaints via the complaints process
- 15.2 All information provided to Committee will be in a form where confidentiality and anonymity of tenants or prospective tenants is retained.

16. Confidentiality & Data Protection

- 16.1 The Association will ensure that we meet the requirements of the General Data Protection Regulation 2018. All information provided by customers in relation to this policy will be treated with the strictest of confidence and will not be disclosed to any third party without the express permission of the person concerned.

17. Appeals and Complaints

- 17.1 Anyone who has any grievance with the way this policy or procedure has been executed should contact the Property Services Manager in the first instance.
- 17.2 If they remain dissatisfied, they will be advised to follow the Association's Complaints Procedure, copies of which are available on request. (Cross Ref: Complaints Policy)

18. Review

- 18.1 This Policy will be reviewed in 3 years or earlier to reflect any changes in funding allocations, legislation, good practice or joint protocols with relevant agencies.

19. Related Policies

Equal Opportunities Policy
Contractor Selection Policy
Tendering Policy
Voids Policy
Allocations Policy
Complaints Policy

Adaptations to Property for People with Disabilities

Adaptation works to existing dwellings in order to make them more suitable for residents are eligible for HAG if they are by definition “structural”. The list below, while not exhaustive, gives several examples of items that, when provided for a disabled person, are admissible for HAG. These are items that, because they are fixed to or become part of the structure of a dwelling, may be regarded as “structural”.

1. General alteration

- extensions or alterations to provide bathroom, WC or bedroom etc, with level or suitably ramped access

2. Garaging and external facilities

- widening of garden paths;
- carport and/or undercover access to the dwelling if practicable; and
- remote control garage door opener to existing garage used by (or for) a disabled driver

3. Approaches to entrance doors

- modification of steps, for example to widen treads or incorporate half-steps or create ramp;
- handrails or balustrading to ramps/steps (and elsewhere in the dwelling where necessary); and
- doorcall and entryphone system

4. Doors and windows

- widening or re-hanging of doors to permit wheelchair manoeuvre;
- substitution of sliding or bi-fold doors for side-hung doors;
- suitable ironmongery, for example level in place of knob handles, pull handles and rails to doors or kicking plates and/or protective edging to door frames and handing stiles;
- remote control window and/or door openers; conversion of window to French window where no other wheelchair access to the garden is available;
- alterations to windows to give satisfactory sightlines for people in wheelchairs; and
- larger windows for visually impaired people

5. Staircase and vertical circulation

- additional handrail to staircase or gate at head or foot of stairs;
- stairlift installed over staircase, for standing or seated use, or with platform for wheelchair; and
- vertical home lift or hoist

6. Water services

- substitution of lever for screw down taps;
- re-fixing of taps at convenient level;
- remote control valves for taps;
- thermostatic control for shower; and
- relocation of control valve for mains water supply

7. Electrical and heating services

- re-fixing for socket outlets at a convenient level, additional socket outlets or rocker light switches;
- alarm call or loud bell for people who are hard of hearing;
- relocation of prepayment meters or of thermostat or heating controls;
- central heating, or supplementary radiators to existing installation;
- fixed heating appliance (gas or electric) in place of open fire or other solid fuel appliance;
- fluorescent lights in kitchen, bathroom and working areas for visually impaired people;
- warning systems for people who are hard of hearing, for example, flashing lights;
- provision of power supply for electric hoists suspended from ceiling track; and
- relocation of main switches for gas or electricity

8. Provision for lifting aids

- reinforcement of ceilings and provision of track for personal hoist

9. Acoustic insulation

- acoustic insulation

10. Entrance halls

- letter cages or delivery shelf; and
- relocation of clothes hanging rails (also in bedrooms)

11. Kitchens

- alterations to provide fixed storage units, worktops and sink units at convenient levels;
- non-slip flooring;
- built in cooker for use by disabled person; and
- waste disposal unit to sink

12. Bathrooms and WCs

- shower unit in place of, or to supplement, bath;
- shower cubicle, special bath, special WC fixture, suitable washbasin and/or bidet;
- raising of WC fixture;
- sluice sink;
- fixed bath hoist;
- support rails to walls by bath or WC, or other fixed support or non-slip flooring; and
- platform at head of bath

13. Storage

- storage provision for wheelchair

OCCUPATIONAL THERAPY SERVICES PRIORITY CRITERIA

P1 Client or Carer is at immediate risk of injury

- f Client unable to carry out essential daily activities with / without a Carer
- f High probability of admission to care if service not provided.
- f Service is essential to enable hospital discharge.

P2 Client or Carer is imminently at risk of injury

- f Client has difficulty in carrying out essential daily activities and has no regular support.
- f Reasonable probability of breakdown in living arrangements if service is not provided.
- f Service is required to prevent deterioration of health.
- f Service is required to enable normal development of children.

P3 Safety and wellbeing of Client / Carer potentially at risk in normal daily activities

- f Client has difficulty in carrying out essential daily activities but has suitable support available.
- f Facilities required to promote independence of disabled / elderly person.
- f Facilities required to prevent need for more costly alterations.

P4 Services to promote quality of life, additional to essential requirements.

CALVAY HOUSING ASSOCIATION PRIORITY CRITERIA

1. Referrals received will be held in date received order and split by SST or non-SST stock, but only for budgeting purposes, i.e. to determine the amount claimed via Stage 3 funding or paid directly from the Association's budget.
2. Where funding is limited, referrals with higher priority status as awarded by the Occupational Therapist or other medical professional may be carried out first.
3. Wet floor adaptations and level-access or step access showers will be carried out to ground floor properties where practicable. Where such adaptations are requested in upper floors, tenants may be asked whether they would consider moving to more suitable accommodation, where feasible. Similarly, where adapted properties become available for let, Property Services Officers may consider offering the property to someone with similar requirements who is waiting for an adaptation to their current property, regardless of whether they are already on the Association's waiting list or not, as if they were willing to move to the void property, they may be given a priority move.
3. Handrails will generally be provided where funding is available and/or they are deemed to be necessary. Where considered appropriate, these may be provided through the reactive repairs budget.
4. Major adaptations, e.g. creation of en-suite shower rooms, additional bedrooms, etc. would only be considered where majority funding is available and there is no suitable alternative accommodation available either within or out-with the Association's area of operation to which the tenant could be transferred.
5. Other minor adaptations, e.g. repositioning of or additional door entry phones, may be claimed via Stage 3 funding where appropriate, or may be provided via the reactive maintenance budget.

CUSTOMER SATISFACTION SURVEY FORM

MEDICAL ADAPTATION

Name:		
Address:		
Post Code:		
Telephone:	Date Adaptation Completed:	Contractor:
Type of Adaptation:		
In your opinion were the contractors polite and helpful?		YES <input type="checkbox"/>
Comments:-		NO <input type="checkbox"/>
Did the contractors take suitable precautions to protect your belongings during the work?		YES <input type="checkbox"/>
Comments:-		NO <input type="checkbox"/>
Did the contractors remove all rubbish from your home?		YES <input type="checkbox"/>
Comments:-		NO <input type="checkbox"/>
Was the installation carried out within the agreed timescale?		YES <input type="checkbox"/>
Comments:-		NO <input type="checkbox"/>

Are you satisfied with the quality of the finished job?

YES

NO

Comments:-

Did you find Calvay Housing Association's staff helpful?

YES

NO

Comments:-

Does the adaptation meet your expectations?

YES

NO

Comments:-

In your opinion, will the adaptation improve your quality of life?

YES

NO

Comments:

Do you have any further comments you wish to make?

Signed by Customer:

Date:

FOR OFFICE USE ONLY: