

OPS003 - Adaptations Policy

MONITORING FORM	
Department	Housing Management
Department Director	Operations
This policy is applicable to	Housing Management Yard Finance
Author	Housing Manager
Original Version approved by & date	
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Date of next review	November 2022
Internal /external consultees (if required)	Yard Finance

1. INTRODUCTION (AIM)

Weslo Housing Managements vision of “Changing Lives, Making a Difference” is at the heart of the Adaptations Policy. As a Registered Social Landlord we have a duty to consider requests from tenants for assistance if they, or a member of their household is disabled and require an adaptation.

2. SCOPE

This covers the right of all Weslo tenants with a Scottish Secure Tenancy or a Short Scottish Secure Tenancy.

3. OBJECTIVES AND POLICY PRINCIPLES

Weslo is committed to carrying out adaptations to properties. We will endeavour to achieve the following as part of this policy:

- Applications for adaptations are managed efficiently and effectively
- Promote the availability of the service
- Keep accurate records of adapted properties to ensure that best use can be made of them through our allocations policy
- Maximise funding to ensure value for money
- Work closely with our local authority partners to ensure tenants needs are met
- Promote good practice and compliance with all statutory and regulatory requirements in relation to adaptations

4. ELIGIBILITY CRITERIA

The eligibility criteria defines the threshold that a tenant must meet in order to be considered for the provision of a medical adaptation. The criteria is based on the risk to the individual.

There are four levels of risk, Low, Moderate, Substantial and Critical.

- a. The use of an eligibility criteria ensures that Weslo make best use of the resources we have to meet the needs and demands for adaptations.
- b. Adaptations that are deemed to have a low or moderate risk can be self-assessed but must be verified by an occupational therapist or a doctor.
- c. Adaptations that are deemed to have a substantial or critical risk need to be assessed by a Local Authority Occupational Therapist.

5. DEFINITIONS

Low Risk – The tenant has a few health and wellbeing problems indicating low risk to independence. Difficulty with one or two aspects of personal care. Able to manage some aspects of domestic activities.

Moderate Risk - Some health and wellbeing problems indicating some risk to independence. Unable to do some aspects of personal care. Able to manage some aspects of domestic activities.

Substantial Risk - Significant health and wellbeing problems causing significant risk of harm or danger to self or others. Unable to manage domestic routines or personal care.

Critical Risk - Major health and wellbeing problems which cause life threatening harm or danger to self or others. Unable to do vital or most aspects of personal care. Unable to manage many aspects of domestic routine.

6. ADAPTATION TYPE

Following an assessment the adaptation type will then be categorised as a Minor, Major or Complex adaptations.

Minor adaptations – these are mainly in the form of aide and considered to be relatively inexpensive and may be installed or removed quickly or easily. They do not have any impact on the structure of the property. Examples of minor adaptations include the provision of:

- Grab rails
- Threshold level access
- Stair rails
- Lever taps
- Raised electrical sockets
- Flashing door bells
- Enhanced external lighting

Major adaptations – these are usually defined as works that involve structural or other permanent changes to the property. Examples of major adaptations include the provision of:

- Permanent ramps
- Level access showers
- Wet floor showers
- Widening of front doors to allow access to a property
- Widening of internal doors to allow access
- Installation of curved or straight stair lift
- Hoists including reinforcement of ceilings and provision of hoist track
- Warning or Alarm system

Complex adaptations – these are defined as large structural changes or extensions to the existing property. Examples of complex adaptations are:

- Extensions or alterations to provide a suitable bathroom or bedroom for a disabled person
- Vertical through lift
- Re-design of existing kitchen
- Creation of hard standing or other extensive external alterations

7. FUNDING

The Scottish Government has two separate funding streams available for adaptations. The funding of minor and major adaptations will come from the adaptations General Budget and Complex one off adaptations coming from the Major Adaptation budget.

7.1 General Budget

Each year Weslo submit a bid to the Scottish Government for funding from the General Budget to carry out adaptations. The bid is usually based upon any known outstanding requirements and historical expenditure. Any budget allocated from the Scottish Government is usually limited and does not always meet the demands placed on the service.

7.2 Major Budget

Requests for a complex adaptations or an extension to a property are less frequent than the minor and major adaptation and funding for works such as this is not included in our annual budget allocation.

Prior to a submitting a funding request for a complex adaptation an assessment will be carried out to assess the suitability of the property and determine if the property can accommodate the request. Alternatively Weslo may decide that this is not the most appropriate use of the property or that the request is not feasible. In the event the property is not suitable or it is cost prohibitive Weslo will provide the tenant with Housing Options advice.

If it is deemed that the property would be suitable for a complex adaptation a separate funding application will be made to the Scottish Government.

7.3 Insufficient Funds

The Scottish Government budget allocation may not always be sufficient to meet the demands placed on the service. In the event that there is insufficient funding we priorities requests based the eligibility criteria with the highest priority given to referrals assessed as being critical by an Occupational Therapist. All other referrals will be held on a waiting list and a request for additional funding will be made as part of the Scottish Governments annual spending review.

Position on the waiting list will based on the:

- Eligibility criteria
- Date received.

8. EQUALITY & DIVERSITY

This Policy will always be carried out in accordance with Weslo's Policy of Equality & Diversity which aims to promote diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures.

On request we will provide versions of this policy in other languages, large print, Braille or in audio format, and will also arrange for interpretation services when necessary.

9. PUBLICISING AND AVAILABILITY

This policy is available on the Weslo website, to Board, staff members and any other key stakeholders. Copies are available free of charge. A summary of this policy can be made available in other formats and languages.

10. MONITORING AND PERFORMANCE

Performance management is extremely important in order to assess whether the policy objectives and statutory obligations are being met we will measure:

- Number applications received per eligible criteria
- Number of applications processed within target
- Number of application approved
- Number of applications held on waiting list

It is a requirement to meet the Scottish Housing Regulations Activity standards. The specific indicators to monitor the areas policy are detailed below:

- Number of households currently waiting on adaptations to their home (I19)
- The cost of adaptations completed in the year by source of funding (I20)
- The average time to complete adaptations (I23)

11.COMPLAINTS

Anyone wishing to make a formal complaint about the services provided should do so as per our complaint's procedure. The Complaints Policy and information about how to complain are available on the website and from our office.

12. DATA PROTECTION AND GENERAL DATA PROTECTION REGULATION (GDPR)

12.1 Weslo applies data protection principles throughout our allocation process so that information gathered is processed in accordance with the law. For example, information that is gathered is only shared with the explicit consent of applicants, or as otherwise permitted or required in law.

12.2 We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

12.3 We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z4942312 and we are the data controller of any personal data that you provide to us.

12.4 Any questions relating to our privacy practices should be sent to our Corporate Services Department: corporate.services@weslohm.co.uk or call 01506 634286.

13. OTHER RELEVANT POLICIES AND PROCEDURES

This policy relates to:

- Allocations Policy
- Complaints procedure
- Data Protection policy
- Equality and Diversity policy

14. LEGAL AND GOOD PRACTICE REQUIREMENTS

This policy is compliant with the following legislation and good practice guidance:

- Data Protection Act 2018 (DPA 2018)
- General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679)
- Equality Act 2010
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 1987
- Human Rights Act 1998
- Scottish Social Housing Charter
- Scottish Government –Procedure for Funding of RSL Adaptations in 2012/13

15. POLICY REVIEW

This policy will be reviewed every 3 years to ensure compliance with applicable legislative changes, changes within the organisation and best practice