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ADAPTATIONS POLICY

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| **Version Number** | 2 |
| **Revision Date** | August 2023 |
| **Department** | Asset Management |
| **Author** | New Build and Remodelling Manager |
| **Reason for Policy Creation/Revision** | Three yearly review |
| **Data Protection** | This policy conforms to Hanover’s data protection policy and procedures. |
| **Equalities** | This policy seeks to ensure equality of treatment and opportunity for all. |
| **Sustainability** | This policy conforms to Hanover’s Sustainability Policy. |
| **Proof Read By** | Head of Development and Sustainability |
| **Date Approved** | 31 August 2023 |
| **Approved By** | SMT |
| **Next Review Due** | 31 August 2026 |
| **Audience – Training and Awareness Approach** | Policy will be circulated to all relevant employees to ensure awareness of the content. |
| **Effective Date** | 5 September 2023 |
| **Internal References – Policies & Procedures *(Located on The Hub)*** | * Data Protection Policy * Sustainability Policy * Procurement Strategy |
| **External References** | [Public sector procurement support - Public sector procurement - gov.scot (www.gov.scot)](https://www.gov.scot/policies/public-sector-procurement/support-for-public-sector/) |

1. **Policy Purpose**

1.1 We recognise that housing which meets customer needs can have a positive impact on health and contribute to independence, privacy and dignity. The purpose of this policy is to facilitate planning, consultation and delivery of adaptations enabling customers to remain in their own homes for as long as possible.

* 1. We are responsible for permanent adaptations subject to the availability of resources. Responsibility for temporary aids and adaptations normally lies with Social Work or equivalent services.
  2. Definitions of classification of adaptations are provided in Appendix 1.

1. **Policy Scope** 
   1. The objectives of this policy are to:
      1. Provide a customer-centred approach to the delivery of adaptations by ensuring customers and their family/carers are involved in decisions about adaptations and their views are taken into account.
      2. Ensure adaptations are undertaken in the minimum time possible with minimal disruption.
      3. Ensure we provide customers with up-to-date and relevant information on referrals to Occupational Therapists (OT).
      4. Increase the number of properties available with adaptations with the aim of meeting a person’s needs within available financial resources.
      5. Promote good practice and partnership working.
2. **Employee Responsibility**
   1. Employees will at all times respect the confidentiality of customers and ensure equality of opportunity and treatment for all customers.
3. **Funding**
   1. Funding will be sought from the Scottish Government and Local Authorities (in respect of Edinburgh and Glasgow) in accordance with the appropriate funding guidelines and procedures.
   2. The New Build and Remodelling Manager will recommend the amount of the annual bid to be made to the Scottish Government and Local Authorities by 31st March each year. Allocations are normally confirmed by 31st May.

4.3 Funding of low value minor adaptations below a threshold will be met from Hanover’s own resources. This may include fitting of temporary aids and adaptations provided by Social Work where there are no other arrangements in place. The threshold level is currently £150 but will be reviewed and set annually in light of available resource levels.

4.4 Where a shortfall of external funding has been identified, we will review this and aim to provide an allocation which addresses particularly high priority needs cases. The level of budgetary provision will take account of overall affordability to Hanover.

4.5 Wherever possible we will claim unfunded adaptations from the following years grant allocation. Wherever possible we will continue to give approvals to new adaptations to prevent an excessive waiting list building up prior to receiving the new year’s allocation.

4.6 The New Build and Remodelling Assistant will maintain Key Performance Indicators covering: -

* The average length of time taken to complete medical adaptations.
* The percentage of survey respondents satisfied with adaptations.

4.7 The New Build and Remodelling Assistant will present monthly performance and management information outlining current waiting lists, approved adaptations and the current funding allocation to the New Build and Remodelling Manager.

4.8 An annual review of expenditure on adaptations, including an analysis of adaptation types and trends, will be undertaken.

1. **Assessing Needs**

5.1 Assessment may be carried out through one or a combination of the following: -

* GP referral: A customer can be referred by their GP to an Occupational Therapist (OT) to have a full assessment carried out.
* Hanover referral: An employee may identify a potential need for an adaptation, in consultation with the customer. They will be able to advise the customer how to request an OT assessment.

5.2 For all works over the threshold level, an assessment of need and priority for an adaptation must be undertaken by a local authority or NHS OT.

5.3 The property will be assessed for suitability for the proposals. Where proposals are prohibitively costly or, may affect the future ability to let the property, a more detailed options appraisal will be undertaken and will include consideration of alternative accommodation.

1. **Waiting List**

6.1 We will maintain a waiting list of requests for adaptations when all allocated funding has been used. This will be managed by the New Build and Remodelling Assistant.

6.2 Priority is assessed by the OT who allocates a category of priority based on the Local Authority standards that apply to them.

6.3 Funding will be allocated where available to the highest priority adaptations. In the event that the highest priority adaptations have been authorised, medium and low-priority adaptations will be authorised in priority order.

6.4 Adaptations are normally undertaken in order of assessed priority and then by the length of time since referral received.

6.5 Where funding is unavailable, the referral will be held on the waiting list and this will be subject to regular review by the New Build and Remodelling Assistant.

1. **Procurement**

7.1 Adaptations will be procured using a range of contractors, taking account of geographical distribution and contractor capacity.

7.2 Procurement will take account of Scottish Government Guidance, procurement legislation, and Hanover policy on quotations and tenders.

1. **Adapted Property Register**

8.1 We will maintain a database of adapted properties in order to ensure that the best possible use is made of existing housing stock.

8.2 Where the adaptation process identifies an applicant with specific requirements for an adapted property, the matching process will ensure, as far as is practical, that they are matched with an adapted vacant property, subject to the requirement of our Allocations Policy.

8.3 Where practical, adaptations will be recycled and re-used.

1. **Communications**

9.1 We will ensure that information on adaptations is available for customers and prospective customers through our website and publications.

9.2 We will ensure that appropriate and timely communications are maintained with the customer and appropriate stakeholders in respect of referrals, and that they are consulted in arriving at decisions where appropriate.

1. **Data Protection**
   1. All customers’ personal data will be held in accordance with Hanover’s data protection policy and procedures.
2. **Monitoring, Evaluation & Reporting**
   1. Performance with regard to the Annual Return of the Charter (ARC) relating to Adaptations will be reported as required through our established Performance Management framework.
   2. Internal Key Performance Indicators for Adaptations will also be collated and monitored on a monthly basis and reported via ELT, SMT and OMT.
3. **Review**
   1. This policy will be reviewed every three years or earlier if required.

**Appendix 1**

**Definitions**

* **Temporary Adaptations:** Temporary adaptations are those that may be removed from the property or redeployed when no longer required by the person for whom they were provided. The funding for temporary adaptations in our properties is the responsibility of local authority social work departments.
* **Permanent Adaptations:** Permanent adaptations are those that are intended to remain in the property and relates to alterations to the structure of the property. They are funded by Scottish Government grant and are classified as minor or major. Hanover are responsible for the maintenance of permanent adaptations.
* **Minor Adaptation:** A change that does not affect the overall structure of the dwelling, e.g. handrails, lever taps, over-bath showers, wet-floor showers.
* **Major Adaptation:** A permanent, structural change to the dwelling, e.g. widening doors, installation of a through lift and extensions added to the property.