



Cassiltoun Housing Association

MEDICAL ADAPTATIONS POLICY

Date Approved	Proposed Review Date
September 2021	September 2024
Chair Person/Office Bearers Signature:	

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Registered Scottish Charity no 035544

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1. INTRODUCTION

1 PRINCIPLES, AIMS AND OBJECTIVES

1.1 PRINCIPLES

Cassiltoun Housing Association (hereinafter referred to as CHA) is committed to Tenancy Sustainment by providing support to those tenants and their families who require it including those who require their home to be adapted to cope with age, disability or caring responsibilities.

CHA recognises that being able to access appropriate housing or to adapt existing housing can have a positive impact on health whilst contributing to independence, privacy and dignity.

CHA will provide a person centred approach by ensuring tenants and their family/carers are consulted at each stage in the adaptations process.

CHA undertakes to communicate progress to tenants at each stage of the adaptations process.

1.2 KEY AIMS AND OBJECTIVES

CHA key aims and objectives are to:

- meet fully our legal obligations and The Scottish Housing Charter Outcomes 1 and 11 :-

Outcome 1: - *‘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: - *‘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.’*

- enhance the quality of life for our elderly and disabled tenants by contributing to housing adaptations and maximising the availability of housing for people with diverse needs
- ensure adaptations are carried out effectively and efficiently within a reasonable timescale
- ensure economy, efficiency, effectiveness and equity in the delivery of the adaptations service
- ensure effective joint working with the Council, our contractor and other relevant agencies in the delivery of the adaptations service
- involve tenants and their carers’ in the decision making process regarding adaptations and ensure their views are taken into account.
- establish adequate funding arrangements with GCC to ensure that adaptations need is met and ensure that those properties not covered by GCC funding are included in the annual budget.

- develop robust management information systems for monitoring and reporting performance in the Annual Return on the Charter which can be independently verified.

2. SUSTAINABILITY

- 2.1 This Adaptations Policy complies with CHA's commitment to sustainability and takes account of wider economic and social impacts of the policy in terms of individuals, households, local communities and the environment.

3. EQUAL OPPORTUNITIES STATEMENT

- 3.1 This Adaptations Policy complies with CHA's Equal Opportunities Policy. CHA recognises its pro-active role in valuing and promoting diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures.
- 3.2 CHA will check its Adaptations Policy and associated procedures regularly for their equal opportunity implications, taking appropriate action to address inequalities likely to result or resulting from the implementation of the policy and procedures.
- 3.3 CHA is committed to providing fair and equal treatment for all its stakeholders including tenants and will not discriminate against any on the grounds of race, colour, ethnic or national origin, religion, age, gender, sex, sexual orientation, marital status, family circumstances, employment status, physical ability and mental health. Indeed we will positively endeavour to achieve fair and similar outcomes for all.

4. LEGAL AND REGULATORY FRAMEWORK

- 4.1 In formulating and implementing this Policy, statutory requirements, Performance Standards and Good Practice outlined in documents such as The Scottish Social Housing Charter have been incorporated.
- 4.2 Legislation relevant to this Policy includes:
- The Social Work (Scotland) Act 1968
 - Chronically Sick & Disabled Persons (Scotland) Act 1972
 - Disabled Persons (Services, Consultation & Representation) 1986
 - Human Rights Act 1988
 - Disability Discrimination Act 1995
 - Building Standards (Scotland) Amendment Regulations 2001
 - The Housing (Scotland) Act 2001
 - Disability Discrimination Act 2005
 - Housing (Scotland) Act 2006
 - Housing (Scotland) Act 2010
 - Equality Act 2010
 - Housing (Scotland) Act 2014

A summary of the relevant provisions is given in appendix 2.

5. Performance Standards

- 5.1 As a Registered Social Landlord, CHA is subject to regulation and inspection. by the Scottish Housing Regulator. As part of the 2010 Housing (Scotland) Act the Scottish Housing Regulator was established as an independent body to regulate and scrutinise RSL's business plans and performance. In addition to this the Scottish Social Housing Charter was developed containing 16 standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

The Charter replaces the performance standards set out in the guidance that the Scottish Ministers issued under section 79 of the Housing (Scotland) Act 2001 in November 2006:

6. POLICY

6.1 DEFINITION OF TERMS

Disability

The Equality Act 2010 replaces the Disability Discrimination Act 1995 and defines a person as having a disability if:-

'A person has a physical or mental impairment.'

And

'the impairment has a substantial and long-term adverse effect on the persons' ability to carry out normal day-to day activities'.

However, this policy follows good practice guidance and uses a social model of disability, which emphasises the disabling nature of society and the barriers created within the environment, and sees those barriers as being what disables people, not the functional limitation or impairment of the person. Disability is defined as:

"the loss or limitation of opportunities that prevents people who have impairments from taking part in the normal life of the community on an equal level with others due to physical and social barriers"

Adaptations to Housing

Adaptations are permanent or semi-permanent changes to a house and are classified as:

Temporary Adaptations

Temporary adaptations are those that may be removed from the property or redeployed when no longer required e.g. stair lifts. The funding for temporary adaptations in CHA properties is the responsibility of GCC Social Work Services.

Permanent Adaptations

Permanent Adaptations are those that are intended to remain in the property. They are funded by either through grant funding from GCC or from CHA and are classified as minor or major.

Minor

A minor adaptation is defined as a change that does not affect the overall structure of the dwelling, e.g. handrails, lever handles, over-bath showers.

Major

Major adaptations are defined as permanent, structural changes to the dwelling e.g. widening doors, kitchen adaptations, and wet-floor bathrooms.

Definitions of other terms are given in Appendix 4. These include:

- Barrier-free housing
- Wheelchair Housing
- Ambulant Disabled Housing

6.2 PROGRAMME ARRANGEMENTS

Investment Programme

The investment programme to upgrade existing CHA stock should take the needs of disabled people into account. CHA already includes in its specifications for bathrooms over-bath showers, as this is one of the most commonly requested adaptations. However, as part of the planning process for investment, particularly in the provision of kitchens, bathrooms and electrical rewiring, Operations staff should seek to establish whether there are disabled people living in the households.

Where such households are identified, Operations staff should take steps as outlined in paragraph 8.3 so that the improvements can meet the requirements of such households, using the Adaptations Budget where necessary to fund additional costs. Where high cost adaptations are required a holistic option appraisal should be carried out to ensure that the eventual solution not only meets the needs of the disabled person(s) but also delivers value for money for CHA. (See 8.3 below).

New Build Programme

Design standards will be contained in CHA's Design Brief and will comply with Building Regulations and current good practice guidance. CHA will ensure that all new build properties are built to barrier free standard at ground floor level. Where a need is identified either by specific tenant/disabled person's needs, or having regard to the Glasgow City Council Local Housing Strategy on provision, a number of new build properties will be built to fully wheelchair accessible standard.

Tenants and applicants with particular housing needs (e.g. Medical A and Community Care cases) will have priority for new housing which will meet their

needs. Where possible, properties will be pre-allocated to enable tenants to participate in the design of their homes. Where there are particular needs, Operations staff should request advice from the Occupational Therapists, and follow other relevant procedures detailed in this policy, so that the work will meet the needs of the household.

Reactive Adaptations

In addition to CHA's own annual budget, CHA will apply for funding for medical adaptations annually in its Strategy and Development Funding Plan submission to GCC to meet the need for adaptations in core stock. The level of funding will be based on the following criteria: -

- Demand in previous year(s)
- Trends in expressed needs (e.g. through tenant surveys)
- Changes in CHA policy and working arrangements
- External influences, such as changes in government policy

Where reactive adaptations are needed to building components awaiting upgrading under the investment programme (e.g. installation of over-bath showers) consideration should be given to the work being carried out and funded through the investment programme budget for that year.

6.3 ASSESSMENT AND REFERRALS

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

Self-referral

Tenants may approach Social Work Services direct, to request an occupational therapy assessment for adaptations. Operations staff will hold a stock of "Request for Occupational Therapy Service" forms where a referral is required for an OT assessment. The same form will cover the full range of OT Services, including equipment and temporary adaptations. CHA staff will assist CHA tenants to complete the forms. Once completed, the form will be forwarded to the Social Work Area Office.

CHA referral

CHA Operations staff may identify a potential need for adaptations in consultation with tenants and their carers. Where such needs are identified the Operations staff should complete an assessment form for referral to Social Work to carry out a full assessment of needs.

Occupational Therapist Assessment

Glasgow City Council and Greater Glasgow NHS Occupational Therapists are working closely to progress an integrated Occupational Therapy Service. Occupational Therapists may receive referrals from a variety of sources, including self-referral by tenants.

Holistic Option Appraisal

Where the OTs assessment indicates that high cost works, with a potential value of £10,000 are required, the Association should carry out, or commission, a holistic option appraisal in conjunction with Occupational Therapy staff to assess the housing options and alternatives available to the tenant. The option appraisal will consider:

- proposals for planned housing investment or demolition;
- the likely medical prognosis, and the long-term usability of the proposed adaptation(s);
- the suitability of the property to meet the tenants' current and future needs
- the tenants desire to stay in their current accommodation;
- the availability of the tenants existing support network and carers;
- the likely availability of suitable alternative accommodation by CHA or the possibility of opportunity conversions
- the likely availability of alternative accommodation from other RSLs, shared-ownership or owner-occupation
- the cost of adaptations required;
- technical or planning requirements which may make an adaptation unviable;
- timescale of available options;
- sources of funding available.

Where the outcome of the option appraisal is that the best solution would be a move to suitable alternative accommodation, CHA will carry out urgent minor adaptations to the current home, where the move would be likely to take more than 6 months. If the tenant would have been entitled to Home Loss and Disturbance payments because the property is scheduled for demolition, then they are still entitled to that payment.

In exceptional cases, major projects may require the disabled person and their family to be decanted from their home for part or all of the construction stage of the project. A full assessment should be carried out by the Technical Officer to confirm that the works cannot be programmed in a manner that obviates this need.

If alternative temporary accommodation is required, CHA depending on length of time the tenant is required to be out of the property will identify an appropriate property or source hotel accommodation. This may require joint working with GCC Social Work Department or other RSLs to identify suitable decant accommodation. Tenants and their carers, including the OT, will be involved from the very early stages of the adaptation process to discuss any complexities this may involve.

6.4 PRIORITISATION AND ELIGIBILITY CRITERIA

The prioritisation and assessment systems are outlined in the Statement of Best Practice below :-

Priority 1 *Client or carer is at immediate risk of injury*

- *Client unable to carry out essential daily tasks with/without carer*
- *High probability of requiring admission to hospital if service not provided*
- *Service essential to enable hospital discharge*

*Example:
facilities to enable access to toilet repair of
equipment/adaptation to avoid risk to health and safety.*

Priority 2 *High probability of requiring admission to care if service not provided*

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

*Example:
Needs for assisted access to bathroom/bedroom
Specialist bathing facilities to manage health condition
Special facilities to assist children in normal day to day activity
Ramped access to enable attendance at essential facilities*

Priority 3 *Safety and well-being or client/carer potentially at risk in normal daily activity*

- *Client has difficulty in carrying out essential daily activities but has suitable support*
- *Facilities required to promote independence of disabled/elderly person*

*Example:
Specialist bathing facilities
Kitchen adaptation to enable
Ramped access for occasional/social use*

Priority 4 *Services to promote quality of life, additional essential requirements*

*Example:
Assisted access to garden area and other non-essential areas of home
Facilities for recreational use of kitchen*

6.5 TIMESCALES

- Social Work Services to acknowledge receipt of the referral form to the agency which has forwarded the form, provide a copy of the form to CHA where relevant and also to the person requesting the adaptation, all within 5 days.
- CHA to complete standard property and tenancy checks within 3 working days of receiving the recommendation for permanent adaptation
- Where Social Work Services request CHA to participate in a joint visit, CHA will respond to the request within 2 working days for void properties and 5 working days for all other circumstances.
- Once GCC Social Work Services have completed their assessment of a case a "Recommendation of Permanent Adaptation" form (if appropriate) will be forwarded to CHA Operations within 2 days of the completion of the assessment.
- CHA will acknowledge receipt of this form within 3 days of receipt of same from GCC Social Work Services and register.
- CHA will inform the tenant and the referrer of the outcome of the recommendation request within 3 days of registering receipt of the "Recommendation of Permanent Adaptation" pro forma (e.g. to go ahead with the adaptation / register it as a request that cannot currently be funded / deferred approval/ not feasible for a given reason).
- The timescales for completing a works programme from date of instruction to a contractor are determined by the repairs coding. The code allows for 30 days for the work to be complete unless the adaptation is of a more complicated nature, e.g. one that requires a consultant and GCC Building Control Dept. to issue Building Warrant
- Where CHA requests advice from Social Work prior to letting a property and this requires a home visit, the Occupational Therapist should complete 'Housing Request for an Assessment Form' and return it to CHA within 15 working days from the date of the written request.

6.6 PROGRAMME OF WORK

- Tenant's will be advised at the start of the process (march-in) how long the proposed works will take.
- Tenants will be advised of the programme of work and how the work will be carried out.
- Tenants will be left with toilet facilities each evening when work has been finished for the day.
- Decant accommodation will only be provided in exceptional circumstances or when recommended by a health professional, (occupational therapist, consultant). E.g. where a bathroom floor is lifted and rot work is discovered meaning that the floor has to remain lifted which from a Health and Safety point of view is not acceptable and tenants could not be provided with toilet facilities at the end of each evening.

- For short term decant accommodation hotel accommodation will be sourced which should include breakfast and dinner. Should this not be available on receipt of receipts breakfast and dinner may be claimed to a maximum of £10pp per day for breakfast and £20.00 pp for dinner per day..
- On completion of the works, inspections will be carried out to ensure quality and tenant satisfaction.

6.7 ALLOCATIONS AND VOIDS

Voids

CHA Operations staff should ensure that void inspections provide information on adaptations that have been carried out and the suitability of the property for use by a disabled person. All ground floor properties and flatted accommodation with lift access (Barlia Supported Accommodation Development) should be assessed for suitability for use by a disabled person (with or without further adaptations).

Properties should be re-let with adaptations that have previously been carried out.

Operations staff will, through void inspections, consider the value of re-using equipment that can be removed from properties.

Allocations

CHA's Allocations Policy currently classifies tenants and applicants whose households include a person with severe medical problems whose current accommodation creates a barrier to normal day to day living, as Medical A cases. Medical A cases should have priority for housing which would suit their needs. The Operations Team should aim to re-let properties with 'major' adaptations to a person who will benefit from those adaptations.

Where a house has been adapted for a wheelchair user, the Operations Team must first seek to offer the property to a person who needs wheelchair accommodation. This may require liaison with OTs, other RSLs and Housing Options for Older People to identify suitable applicants.

Where appropriate, an OT's assessment of the suitability of the property for a particular applicant or member(s) of his or her family will be obtained before an allocation is made. This may involve further adaptations to meet individual needs up to a limit of £10,000. Should adaptation requirements exceed this level, a holistic assessment of the household's needs should be carried out.

Where a property which has had major adaptations and there is no longer anyone in the household who requires adaptations, CHA will encourage the household to seek a move to suitable alternative accommodation to free up the property for a disabled person.

The review of the Allocation Policy will consider the needs of disabled people to ensure that such households receive priority for housing which will meet their needs.

6.8 TENANCY ISSUES

Rent Review and Service Charges

CHA will review the rent on a dwelling where major works are carried out to create additional room(s). The rent charge will be reviewed in line with the Rent and Service Charge Policy and with due regard to the rights of disabled persons under the Equalities Act 2010. This will be carried out on a case by case basis with the aim of ensuring that the applicable rent is comparable with a similar non adapted property (e.g. where an additional bedroom has been created, to change a property from a two-bedroom to a three-bedroom property, then the comparable rent is a similar three bedroom property).

CHA will not charge an additional rent or service charge for the provision and/or maintenance of adaptations.

Information and Advice

CHA will provide user-friendly information on the Adaptation Policy and processes for both new and existing tenants and through joint working with partners and key stakeholders.

Removal of Adaptations

Tenants will be advised at the time of installation of any adaptations that the Association will not remove any adaptations requested for the duration of the tenancy. Only exceptional circumstances will this aspect of the policy be relaxed. Procedures will be put in place to ensure that tenants' signed agreement is obtained prior to the adaptation going ahead.

6.9 ADAPTATIONS REGISTER

CHA will record all 'major' adaptations carried out to its properties on the SDM repairs package, to ensure that a comprehensive database is established. The Adaptations Register will be maintained centrally by CHA.

Disability Register

CHA will develop a Disability Register of applicants and tenants seeking a move to a more suitable property due to a disability.

6.10 STAFF TRAINING

The effectiveness of this policy is dependent on skilled staffing across all partner agencies and the development of core competences. CHA will provide learning opportunities to raise awareness on disability issues; and the Adaptations Policy and procedures. In addition, CHA will seek opportunities for CHA in joint disability training with relevant statutory and voluntary organisations.

7. PERFORMANCE MONITORING

- 7.1 In order to judge the success of this policy, CHA will put in place a system which monitors and measures performance and meets the requirements of the Annual Return on the Charter (ARC).

- 7.2 CHA will meet the reporting requirements detailed in this policy. This will involve regular reports being made available to CHA committees on performance against targets, including an analysis of reasons for targets not being met and any recommendations for policy/procedural change.
- 7.3 Performance targets which have been set in relation to this policy will be contained within the Operations Service Plan. Key targets and performance against targets will be published by CHA in newsletters and displayed in CHA's reception area and reported in the ARC.

8. POLICY REVIEWS/ CONSULTATION

- 8.1 CHA will review this policy every 3 years. More regular reviews will be considered where, for example, there is a need to respond to new legislation/policy guidance. Reviews will consider legislative, performance standard and good practice changes.
- 8.2 CHA has developed this policy in consultation with tenants through the Association's Focus Group (March 2016) and GCC Social Work Dept. and account has been taken of representations made. Similar consultation will take place for all proposed policy reviews or revisions of re-let standards.
- 8.3 A summary of this policy will be published by CHA and is available on the website or on request from the office.

9. CUSTOMER SERVICE

Confidentiality

- 9.1 All information given by customers in relation to this policy will be treated as strictly confidential and will not be discussed with third parties without their permission. CHA will comply with the requirements of the General Data Protection Regulations and Data Protection Act 2018 in this regard.

Customer Satisfaction

- 9.2 CHA is committed to a high level of customer satisfaction in the delivery of this policy, seeking continuous improvement. Satisfaction with the full range of services provided by CHA will be measured regularly, including the effectiveness of the objectives of this policy, and results will be disseminated to tenants and other service users.

10. Complaints Policy

Our aim is to get it right first time; however, if you are unhappy with the way in which CHA has handled any issue to do with the implementation of this policy, or you feel that the decision taken is contrary to this policy, you are encouraged to use the complaints procedure. This is available as a separate document from CHA offices.

11. LINKS WITH OTHER POLICIES

- 11.1 This Adaptations Policy has key links with the following:

- Internal Management Plan
- Repairs and Maintenance Policy
- Procurement Policy
- Allocations Policy
- Void Management Policy
- Rents and Service Charges Policy
- Right to Buy Policy
- Tenant Participation Policy
- Equal Opportunities Policy

Appendix 1 – Relevant Legislation

The Social Work (Scotland) Act 1968 (s12A) contains a duty to assess a person aged at least 18 years who appears to be in need of community care services (including equipment and adaptations). The local authority must also take account of the views of the service user and carers. Community Care legislation governs the provision of services including aids and adaptations: it sets out some details concerning assessment of clients.

Chronically Sick and Disabled Persons (Scotland) Act 1972 applies potentially to any chronically sick and disabled person or person with a mental disorder to whom the Social Work (Scotland) Act 1968 applies – or, if the person is under 18 years of age, to any disabled child to whom s.2 of the Children (Scotland) Act 1995 applies. If the local authority has a specific, enforceable duty towards the individual person to make arrangements for various services, this may include equipment and adaptations.

The **Disabled Persons (Services, Consultation and Representation) Act 1986** reinforces the duty on local authorities to assess people's need for services and requires them to provide them with as much additional information as possible about their own and other people's services.

Human Rights Act 1988 contains a number of important provisions which affect adaptations, including the right to home life, family and privacy and the right not to be subjected to degrading treatment.

Disability Discrimination Act 1995 contains specific provisions relating to housing allocations. There is no requirement in the Act for RSL/housing providers to provide disabled adaptations. Landlords are prohibited from discriminating against applicants in the disposal of property:

- i) in the terms on which premises are offered
- ii) by refusing the application for premises
- iii) in the treatment of an applicant in relation to any list of persons in need of premises of that description

Building Standards (Scotland) Amendment Regulations 2001 aims to ensure that, as a minimum, disabled people can visit people within new build housing. This means that any new build properties built by CHA must incorporate access and sanitary arrangements to suit the needs of disabled people.

The Housing (Scotland) Act 2001 sets out the roles and responsibilities of social housing providers/registered social landlords; Communities Scotland and Local Authorities as strategic partners. The Act amends the operation of the Housing Improvement Grant scheme that funds adaptations in the private sector. The grant scheme opens up housing options for disabled tenants who have the resources to purchase their home under the Right to Buy.

Disability Discrimination Act 2005 extends the terms of the 1995 Act. Section 13 covers discrimination in relation to letting of premises. It requires landlords and managers of residential property to take reasonable steps to change policies, practices and procedures which would make it difficult for a disabled person to take a let or enjoy the benefits or facilities conferred with the lease. For example, a landlord may: -

- Allow a tenant who has mobility difficulties to leave their rubbish in another place if he cannot access the designated place;
- Allow an occupier who uses a wheelchair to use an existing accessible entrance at the back of a block of flats even though other tenants cannot use it;
- Put correspondence in large print for a visually impaired tenant or provide a clip-on receiver (which vibrates when the door bell rings) for a tenant who has a hearing impairment.

However, these duties do not extend to the provision of physical adaptations to the property.

The **Housing (Scotland) Act 2006** gives private rented sector tenants the right to make alterations to their home to provide disabled adaptations with the consent of their landlord (which should not be unreasonably with-held). Scottish Secure tenants already have this right.

The **Housing (Scotland) Act 2010** established the Scottish Housing Regulator and the Scottish Social Housing Charter which sets out the standards that all RSLs must meet including Tenancy Sustainment. It also includes the Annual Return on the Charter which for the first time includes the reporting and monitoring of Stage 3 Adaptations.

The **Equality Act 2010** legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single **Act**, making the **law** easier to understand and strengthening protection in some situations

The **Housing (Scotland) Act 2014** sets out under what circumstances an RSL can take an adapted property back for re-allocation.

Appendix 2 –Self-assessment questions

You may wish to ask the following self-assessment questions about the quality of the adaptations service:

- Can we demonstrate that we maximise the availability of adapted stock for those in need?
- How well have we performed against our own targets for adaptations (e.g. average waiting time, spend against budget, number of properties adapted)?
- What are users' views on the adaptations service (e.g. complexity of process, time taken, quality of work, impact on quality of life)?
- Can we demonstrate through internal monitoring that work is undertaken to a good quality?

You may wish to ask the following self-assessment questions about the user focus of the adaptations service:

- Do we give service users an opportunity to participate in setting standards, policies and priorities?
- Are robust mechanisms in place to seek service users' views on the quality of the adaptations service?
- Is there fair and equal access to adaptations?
- Do we have in place appropriate service standards (e.g. appointments for assessments, response times)?
- Do we provide service users with good quality information through all stages of the adaptations process (e.g. access to the service, clear and unweighted presentation of options, description of works and of client / landlord responsibilities, estimated price, service standards, safety issues etc)?
- Are our publications written in plain language, and can they be made available in different languages and formats?
- Do we fully involve the service user and – where appropriate – his / her carer throughout the process?
- Where more than one department or agency is involved, do we ensure communication and information provision are well co-ordinated?

You may wish to ask the following self-assessment questions about the management and support systems which aid the delivery of the adaptations service:

- Are we meeting our legal obligations?
- Do we articulate clearly our responsibilities, objectives and targets in providing adaptations?
- Is our approach underpinned by a clear understanding of the funding framework for adaptations, and are our priorities derived from a robust analysis of need?
- Do we set out clearly the criteria which determine service users' eligibility for assistance?
- Have we established an effective process for assessing service users' needs and housing options (where appropriate in partnership with other agencies), and do we have a fair system for prioritising applications?
- Do we use the outcomes of user consultation and feedback to improve the service?
- Do we have in place and adhere to agreements with other agencies to ensure targets are met for assessment, funding and carrying out adaptations?
- Are our relationships with partner departments and agencies well managed?

- Do we have a good information base on individuals' current and developing support needs?
- Do we record the characteristics of adapted properties in a way which, so far as is possible, enables tenants and applicants to be matched to properties which meet their needs?
- Does the allocation process make the best use of all stock?
- Is our approach to procuring adaptations-related services and assessing their quality consistent with that of our other repairs and maintenance services?

Appendix 3 – Definitions of Disabled Housing

Barrier free housing

Barrier free is defined as housing and its environment that is designed to allow for the needs of almost everyone. This includes:

- People with temporary or permanent impaired mobility due to accident, illness or old age and who may use a wheelchair for some of the time;
- People who have difficulty with steps, bending down or reaching or who lack dexterity;
- People with impaired sight or hearing;
- People with impaired memory, learning or reasoning;
- People pushing and manoeuvring prams

The key features of barrier free housing allow such people to reach the entrance from a road or parking area to enter the dwelling, move around the dwelling, and access essential rooms including the bathroom, operate all fittings, service and controls. Good practice in all housing design should give equal emphasis to the needs of less able members of society as it does to the comfort, convenience, safety and security of occupants in general (“Housing for Varying Needs”, Scottish Homes, 1999).

Definitions used by Communities Scotland and the Scottish Executive for other types of housing are:

Wheelchair Housing

This consists of dwellings for people confined to wheelchairs. It is built or adapted to give extra floor area, whole house heating, and special bathroom, kitchen and other features.

Ambulant disabled housing

This consists of dwellings for people with disabilities who are not confined to Wheelchairs. It is built or adapted to general needs housing standards but has a level or ramped approach, WC and bathroom at entrance level and other special features.

PROCEDURE

1.0 AIM

1.1 To facilitate the efficient administration of Stage 1, Stage 2 and Stage 3 Adaptations.

2.0 RESPONSIBILITY

2.1 The responsibility for administering adaptations lies with the Senior Technical Assistant and Technical assistant.

3.0 RECORDS

3.1 Records for Stage 3 Adaptations shall be kept centrally within the office. These will be split into 'live' and completed adaptations. Progress shall be reviewed on a regular basis.

3.2 Records for Stage 1 and Stage 2 Adaptations (newbuild) shall be kept with the associated scheme files and progress will be monitored as part of the main contract.

4.0 REPORTING

4.1 The Operations Sub-Committee will be directly informed of the number of adaptations carried out on a quarterly basis and the funding status thereof.

4.2 Performance including days to complete adaptations will be contained within the Annual Return on the Charter

ADMINISTRATIVE RESPONSIBILITIES

1.0 Assessment

- 1.1 Tenant/future tenant informs the Association of the requirement for an adaptation to his/her home on medical grounds. The local Occupational Therapist (O.T.) will be informed by the Operations section of the need for an assessment through the completion of Appendix 1.
- 1.2 The Technical Assistant will liaise with the O.T. regarding completion of the assessment.
- 1.3 A completed assessment may also be received directly from the Social Work Department without having gone through a referral process as referred to in sections 1.1 – 1.3.
- 1.4 The completed O.T. assessment will be passed to the Technical Assistant, who will check that there are sufficient resources available to fund the works.
- 1.5 If there are insufficient resources available, the Operations Sub Committee, the tenant and the O.T. will be informed. The Director of Operations shall liaise with Glasgow City Council DRS Dept. to secure additional funding if required.

2.0 Works

2.1 Stage 1 and Stage 2 Adaptations

- 2.1.1 The Technical Officer shall inform the Design Team and the Contractor of the required adaptations. The costs of the works will be identified and will be incorporated into the main contract sum.
- 2.1.2 A HAG claim for the works will be made to Glasgow City Council DRS Dept. as part of the HAG/Completion submission for the project.

2.2 Stage 3 Adaptations

- 2.2.1 The Technical Assistant will check the value of the work to ascertain whether or not tender action is required. The Technical Assistant will arrange for all works to be carried out.
- 2.2.2 Should the works require the services of an Architect to prepare drawings for a building warrant application the Technical Officer will support the Technical Assistant with this.
- 2.2.3 The Technical Assistant shall inform tenants of timescales for completion at a pre-inspection with the appointed contractor. At the pre-inspection, the agreement of the tenant for the works to go ahead on the understanding that they will not be removed by the Association for the remainder the tenancy through the completion of the Memorandum in Appendix 2.

- 2.2.4** The Technical Assistant shall inform the tenant that no decant accommodation will be provided and that they will remain in the property for the duration of the works. Only in exceptional circumstance will a tenant be decanted this is where the property would be unsafe for the tenant to remain in for example where rot is found and floors remain lifted or on the advice of a health professional.
- 2.2.5** When decant accommodation is to be provided approval must be sought from the Housing Manager (property) or the Director of Operations. As the Association do not hold a decant pool in their own stock, the decant will take place in a local hotel. The Technical Assistant will contact local hotels to ascertain suitability and availability.
- 2.2.6** Payment can be made for hotel accommodation either by invoice or the company credit card.
- 2.2.7** If the hotel does not provide meals (breakfast and dinner) tenant's may claim a breakfast allowance to a maximum of £10.00 pp and a dinner allowance to a maximum of £20.00 pp per day. Receipts must be provided to the Technical Assistant.
- 2.2.8** The Technical Assistant will complete the VAT exemption forms.
- 2.2.9** All completed works will be inspected by the Technical Officer.
- 2.2.10** An invoice for the works will be submitted to the Association. The works will be recorded within the Association's (SDM) Maintenance package by the Technical Assistant. This will allow for a record to be available of the adaptations made when the property becomes available for re-let, and will guide the Housing Officer in finding tenants whose needs are appropriate to the adaptations made.
- 2.2.11** The Senior Technical Assistant will authorise all associated invoicing.
- 2.2.12** A HAG submission and claim will be prepared by the Director of Operations. The following documentation will be required to be submitted: -
- Form HAG 11;
 - Copy of O.T's recommendation;
 - Copies of all invoicing.
 - **Satisfaction Survey**
 - All adaptation work will be subject to a satisfaction survey (see Appendix 3). This will be carried out by the Senior Technical Assistant.

END OF PROCEDURE

APPENDIX 1

Stage 3 Adaptations/OT Referral

DATE

Glasgow City Council
Social Work Services – Occupational Therapy
South East Area Services
10 Arden Craig Place
Castlemilk
GLASGOW
G45 9US

To Whom It May Concern

Medical Adaptations Request

With reference to the above, the tenant mentioned below has requested an assessment of medical adaptations within his/her home. The tenants' details are as follows: -

Name:

Address:

Telephone No:.....

Adaptation required:.....

I would be obliged if you would contact the tenant direct to make arrangements to carry out the required assessment.

I trust that this is in order.

Yours faithfully

Emma Scott
Senior Technical Assistant

APPENDIX 2

**MEDICAL ADAPTATIONS
MEMORANDUM OF AGREEMENT**

I, (NAME),
of

.....(ADDRESS),

hereby agree to Medical Adaptations as recommended by GCC Social Work Dept.
being installed in my home by Cassiltoun Housing Association Ltd. (hereinafter
referred to as “the Association”).

I accept that any adaptations installed will not be removed by the Association for the
remainder of the tenancy unless in exceptional circumstances.

Signed:.....

Date:

NF/Stage 3 Adaptations

DATE

TENANT
ADDRESS

Dear TENANT

Goods and Services for Disabled Persons Eligibility declaration

The Association has received a request for adaptations to suit your housing needs as detailed on the accompanying Declaration with this letter. In order to process this request I would be grateful if you would complete and return to the Association the enclosed declaration in the stamped, addressed envelope provided.

Please be advised that the Association cannot instruct the necessary works until it has received the signed declaration. If you have difficulty in being able to post the Declaration please contact us and we can arrange to have the Declaration collected from you.

I trust that this is in order and look forward to hearing from you.

Yours sincerely

Emma Scott
Senior Technical Assistant

Enc.



Goods and Services for Disabled Persons

Eligibility declaration

I, **TENANT**, of **ADDRESS**, declare that I am suffering from the medical condition/disabilities listed in Occupational Therapist's recommendation dated 6th April 2009 and that I am receiving from Cassiltoun Housing Association the following alterations to my private residence: -

- **ADAPTATION**

And I claim relief from Value Added Tax under Group 12, Section 8 of the Value Added Tax Act 1994.

Signed:

Date:

CASSILTOUN HOUSING ASSOCIATION LIMITED
Castlemilk Stables, 59 Machrie Road, Castlemilk, Glasgow G45 0AZ



**MEDICAL ADAPTATIONS
QUALITY SATISFACTION QUESTIONNAIRE**

Repair Order Number: _____
(To be completed by Association)

Name of Contractor: _____
(To be completed by Association)

Tenant Name & Address

Dear Tenant Name,

**Stage 3 Adaptation
Nature of Adaptation**

You recently had medical adaptation works completed within your home. Cassiltoun Housing Association wants to ensure that the quality of its adaptations service meets with your satisfaction. It will help us to achieve this objective if you would complete the questionnaire below now that the work has been completed.

How satisfied were you with the following (tick box as appropriate)?

	Very Satisfied	Satisfied	Dis-satisfied	Very Dis-satisfied	Don't Know
The access arrangements for repairs to be undertaken.					
Tradesmen turning up on-time.					
Time taken to complete repair.					
The level of disturbance you faced.					
Conduct of contractor's workforce.					
Quality of work carried out.					
Clearance of mess/rubble.					

	Very Satisfied	Satisfied	Dis-satisfied	Very Dis-satisfied	Don't Know
The helpfulness of the CHA staff in dealing with your request.					
How well-informed were you kept throughout the process, from application to completion of the works.					
How easy or otherwise the application process was.					
That the adaptation has improved your physical quality of life?					

Resident's Signature:

If you have any further comments or suggestions to make, please indicate in the space below or overleaf.

Thank you for your co-operation.

Yours sincerely

Emma Scott
Senior Technical Assistant