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**Loreburn Group**

# **Aids & Adaptation Policy**

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<b>Policy</b>	<b>Aids &amp; Adaptation Policy</b>					
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<b>Approved by</b>	<b>MC</b>		<b>LET</b>		<b>MT</b>	<b>X</b>
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<b>Policy champion</b>	<b>Head of Investment &amp; Sustainability</b>					

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## 1 Purpose of this Policy

- 1.1 The policy describes the activities and responsibilities involved to ensure adaptation grants are maximised, improve quality of life for our customers and enable sustained tenancies. To achieve this through Loreburns' Aids & Adaptations Policy:
- 1.2 We recognize that housing which meets customer needs can have a positive impact on health and wellbeing and contribute to independence. The aim of this policy is to ensure that the service provides equipment and adaptations that meet the customers' assessment needs and enhances their quality of life.
- 1.3 To provide a customer centered approach by ensuring that customers and their family/carers are involved in decisions about adaptations and take their views into account.
- 1.4 To establish procedures to ensure compliance with Scottish Government Performance Standards.
- 1.5 We are able to access annual grant funding from the Government specifically for adaptations. We can only claim this funding if we receive a referral from an Occupational Therapist stating that this adaptation is necessary. Our funding award is limited; therefore, we may have to operate a waiting list, however, adaptations that enable us to make best use of our stock will be priorities when necessary.
- 1.6 Following an annual bidding process to the Scottish Government the Association is allocated an amount of grant to spend on medical adaptations. The funding bid will reflect any known requirements (outstanding referrals) and will take into account historic expenditure. It will also take into account the affordability of any matched expenditure expected from the Association. The grant awarded will take account of general adaptations anticipated and any specific major adaptations works that have been requested for the financial year. The Technical Assistant will submit a bid to the Government in line with timescales provided by the Government

- 1.7 Funding is provided annually to LHA which means that some substantial referrals will go on a waiting list until the following year's funding. Critical referrals will always be attended to swiftly and funded by LHA. This ensures no customer with a critical adaptation need ever goes more than a few weeks from the date of the referral to the install date. The funding is then claimed from the following year's allocation of funding.

## 2 Related policies, procedures, and documents

- 2.1 This Policy should be read in conjunction with the following LHA policies and procedures:
- Safe Guarding Policy
  - Complaints Policy & Procedure
  - Contract Management & Performance Monitoring Policy & procedure
  - Contractor Working Arrangement Policy & procedures
  - Design Guide
  - Development Policy & Procedure
  - Planned Maintenance Major Repairs Policy & Procedures
  - Reactive Repairs Policy & Procedure
  - Safety of Clients and Customer Policy

## 3 Legislative background

- 3.1 Adaptations are only available to customers who are LHA tenants.
- 3.2 Adaptation Definition: - Adaptations are usually an alteration to a home in order to help those that are disabled, or less able, to manage personal and domestic tasks. These can include larger works such as ramps, widening of doorways or a walk-in shower, to smaller items such as grab-rails, second banisters or external handrails.

3.3 In preparation for this Policy, we have taken account of the following legal obligations and guidance:

- The Equality Act 2010
- The Care Act 2014
- Social Work (Scotland) Act 1968
- Chronically Sick and Disabled Persons (Scotland) Act 1972
- National Health Service (Scotland) Act 1978
- Disabled Persons (Services, Representation, and Consultation) Act 1986
- Housing (Scotland) Act 1987
- The Data Protection Act 1998
- Human Rights Act 1998
- Children (Scotland) Act 1995
- Adults with Incapacity Act 2000
- Regulation of Care (Scotland) Act 2001
- The Housing (Scotland) Act 2001
- Community Care and Health (Scotland) Act 2002
- National Health Service Reform (Scotland) Act 2004
- The Adult Support and Protection (Scotland) Act 2007
- Equalities Bill 2009

## 4 Aims of this Policy

- 4.1 To establish procedures to ensure compliance with Scottish Government Performance Standards.
- 4.2 To achieve continuous improvement in the Aids & Adaptations process by setting and monitoring targets and improving performance over time.
- 4.3 To ensure the Aids & Adaptations process is implemented in a professional, effective and efficient manner.
- 4.4 To meet our legal obligations.

- 4.5 To ensure the Aids & Adaptations service meets the provisions of the Association's Diversity Policy, Risk Management Policy, Health & Safety Policy and Sustainability Policy.
- 4.6 To ensure Aids & Adaptations are procured in line with the Association's Procurement Policy.
- 4.7 To have a fair system in place for prioritising applications, currently based on assessment of need with priority designated by OT service.
- 4.8 To allow service users to participate in setting standards, policies and priorities.
- 4.9 To provide good quality information to service users through all stages of the adaptations process and to gain feedback from service users to help improve the service.

## 5 How we will achieve our aims and objectives

- 5.1 To provide a customer centered approach by ensuring that customer and their family/carers are involved in decisions about adaptations and take their views into account and promote good practice and partnership working in relation to equipment and adaptation provision to improve outcomes for our customers via onsite visits with all appropriate stakeholders prior to work being completed.
- 5.2 Ensuring full compliance with the Aids & Adaptation Procedure.

## 6 Defining Disability

- 6.1 Disability Discrimination Act 1995 uses a 'medical model' of disability and defines disability as follows: 'A person has a disability... if he has a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities.'

6.2 The Scottish Government guidance describes equipment and adaptations as a range of products and changes to the building that enable people who are affected by ill-health, traumatic injury, disability or the effects of aging to carry out ordinary activities of daily life. It includes assistive technology, but not anything that is invasive to the body. This could be provided on a short or longterm basis, depending on the persons' assessed needs

6.3 A disability can arise from a wide range of impairments which can be:

- Sensory impairments, such as those affecting sight or hearing;
- Impairments with fluctuating effects such as rheumatoid arthritis and epilepsy;
- Progressive, such as motor neurone disease, muscular dystrophy, forms of dementia and lupus
- Organ specific, such as asthma, thrombosis, stroke and heart disease;
- Developmental, such as autistic spectrum disorders (ASD), dyslexia and learning difficulties;
- Mental health conditions, such as depression, schizophrenia, bipolar affective disorders,
- Produced by injury to the body or brain
- Persistent aggression and violent play

6.4 Minor Adaptation Description

6.4.1. Minor adaptations are classed as any low cost (below £500 or up to £1000 cost be determined) adaptation work. Such adaptation work can be carried out when we receive a referral from Occupational Therapist Services.

6.4.2. The following are examples of minor adaptations;



- Lever taps;
- Visual smoke detectors;
- Visual doorbells;
- Grab Rails
- Handrails
- Bannisters

## 6.5 Major Adaptation Description

6.5.1. Major Adaptations All other adaptation work costing £500 to £1000 (cost to be determined) and over is classed as a major adaptation and will only be carried out once a referral has been received from Occupational Therapist.

6.5.2. The following are examples of major adaptations:

- Level access showers
- Major structural conversions
- Stair lifts/ through floor lifts
- Hoists
- Wet rooms
- Ramps

## 6.6 Portable and temporary equipment

6.6.1. Portable or temporary appliances such as bath, toilet or shower seats etc. are provided by Occupational Therapist.

# 7 Responsibilities chart

7.1 The chart below illustrates the responsibilities of all staff pertaining to this Policy:

<b>Responsibilities</b>	CEO	Director of Property & Development	Head of Investment & Sustainability	Team Manager	All Staff
To set the policy and direction with regards to Aids and Adaptations	✓				
Ensure Loreburn H A staff have a robust understanding of Aids and Adaptation Policy		✓			
Manage service, reporting and update LET quarterly			✓		
Take lead on applications, make day to day decisions				✓	
Policy Champion			✓		
Ensure effective and clear communication with key stakeholders including customers				✓	
Reporting concerns to Line Manager					✓
Ensure all properties with referrals are dealt with swiftly			✓	✓	
Participate in meetings and provide evidence for investigations as required			✓	✓	✓
Ensure complaints feedback is used to improve service			✓	✓	✓

<b>Responsibilities</b>	CEO	Director of Property & Development	Head of Investment & Sustainability	Team Manager	All Staff
Working with Head of P&C ensure staff have appropriate training			✓		
Ensure policy is reviewed annually or as necessary			✓		
Ensure Loreburn H A staff have a robust understanding of Aids and Adaptation Policy			✓	✓	

## 8 Scottish Social Housing Charter – Performance Monitoring

8.1 The Scottish Social Housing Charter sets out the standards and outcomes that all Scottish social landlords should achieve when conducting their housing activities. These are used to monitor performance and to ensure customers are receiving a high standard of service.

8.2 There are five relevant charter outcomes, these are described below:

- **Equalities**

Social landlords should ensure 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. We can achieve this by prompt resolution of estate management complaints, and by offering solutions to meet the needs of our customers.

- **Communication**

Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get information they need about their landlord, how and why it makes decisions and the services it provides. Loreburn HA can achieve this outcome by using a variety of methods of communication from face-to-face conversations to social media. Customers should be able to have queries about the management of their neighbourhood answered promptly.

- **Participation**

Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with. Loreburn H A will use the communication methods outlined above and look to our Customer Engagement Strategy to engender a culture where customers can influence the management of their own neighbourhood.

- **Neighbourhood and Communities**

Social landlords, working in partnership with other agencies, help to ensure that tenants and other customers live in well maintained neighbourhoods where they feel safe. Where appropriate Loreburn will work with other agencies such as Police Scotland, and social work to tackle issues which are of concern to our residents.

- **Tenancy Sustainment and Support**

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. We will offer advice and assistance to residents to help them maintain their tenancy by referring them to appropriate agencies or by organising support by us or other support services.

## 9 Measuring performance

- 9.1 Performance is monitored through Loreburn H A's Performance Management Framework using the Scottish Housing Regulator Annual Return Charter Indicators, House Mark and Loreburn HA's Strategic Performance Indicators and operational performance indicators.
- 9.2 Loreburn HA will consult customers, stakeholders, and other agencies to continually measure good practice.
- 9.3 The Policy will adhere to Loreburn HA's commitment to continuous improvement and value for money.

## 10 Policy review

- 10.1 The Policy Champion is the Head of Investment & Sustainability.
- 10.2 The Policy Champion is responsible for reviewing the Policy.
- 10.3 This Policy will be reviewed every three years or sooner as required due to legislative or substantive change.