



Loreburn Group

Aids & Adaptation Policy

Policy	Aids & Adaptations Policy					
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Policy champion	Head of Property Services					

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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 tenants and enable sustained tenancies.
- 2.2 To achieve this through Loreburn Housing Associations (LHA) Aids & Adaptations Policy:
 - LHA recognize that housing which meets tenants' 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 tenants' assessment needs and enhances their quality of life.
 - To provide a tenant centered approach by ensuring that tenants and their family/carers are involved in decisions about adaptations and take their views into account.
 - To establish procedures to ensure compliance with Scottish Government Performance Standards.
 - LHA can access annual grant funding from the Scottish 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 for those tenants with a critical need will be prioritised.
 - Following an annual bidding process to the Scottish Government LHA is allocated an amount of grant to spend on medical adaptations. The funding bid will reflect any known requirements (outstanding referrals) and will consider historic expenditure. It will also consider the affordability of any matched expenditure expected from LHA. 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 Property Services Project and Admin Officer will submit a bid to the Scottish Government in line with timescales provided by them.
 - Funding is provided annually to LHA which means that some referrals will go on a waiting list until the following year's funding.

2 Related Policies, Procedures & Documents

- 2.2. This Policy should be read in conjunction with the following LHA policies and procedures:
 - Safeguarding Policy
 - Complaints Policy & Procedure
 - Contract Management & Performance Monitoring Policy & Procedure
 - Contractor Working Arrangement Policy & Procedures
 - Loreburn approved specification for aids and adaptations
 - Planned Maintenance Major Repairs Policy & Procedures
 - Reactive Repairs Policy & Procedure
 - Safety of Clients and Customer Policy



3 Aims of this Policy

- 3.1. To establish procedures to ensure compliance with Scottish Government Performance Standards.
- 3.2. To achieve continuous improvement in the Aids & Adaptations process by setting and monitoring targets and improving performance over time.
- 3.3. To ensure the Aids & Adaptations process is implemented in a professional, effective and efficient manner.
- 3.4. To meet our legal obligations.
- 3.5. To ensure the Aids & Adaptations service meets the provisions of LHA's Diversity Policy, Risk Management Policy, Health & Safety Policy and Sustainability Policy.
- 3.6. To ensure Aids & Adaptations are procured in line with LHA's Procurement Policy.
- 3.7. To have a fair system in place for prioritising applications, currently based on assessment of need with priority designated by OT service.
- 3.8. To allow service users to participate in setting standards, policies and priorities.
- 3.9. To provide good quality information to tenants through all stages of the adaptations process and to gain feedback from tenants to help improve the service.
- 3.10. To provide a tenant centered approach by ensuring that tenants 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 tenants via onsite visits with all appropriate stakeholders prior to work being completed.
- 3.11. Ensuring full compliance with the Aids & Adaptation Procedure.

4 Legislative Background

- 4.1. Adaptations are only available to tenants of LHA.
- 4.2. Adaptation Definition: - Adaptations are usually an alteration to a home 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.
- 4.3. 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 2006
 - 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
- Scottish Social Housing Charter

5 Defining Disability

- 5.1. Disability Discrimination Act 1995 uses a 'medical model' of disability and defines disability as follows: 'A person has a disability... if he has physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities.'
- 5.2. 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 long-term basis, depending on the person's assessed needs.
- 5.3. 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 neuron 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
- 5.4. Minor Adaptation Description
 - 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.
- 5.5. The following are examples of minor adaptations;



- Lever taps;
 - Visual smoke detectors;
 - Visual doorbells;
 - Grab Rails
 - Handrails
 - Bannisters
- 5.6. General Adaptation Description
- General Adaptations costing £1,000 - £10,000 (cost to be determined) and over is classed as a general adaptation and will only be carried out once a referral has been received from Occupational Therapist.
- 5.7. The following are examples of general adaptations:
- Level access showers
 - Stair lifts/
 - Hoists
 - Wet rooms
 - Ramps
 - Adapted Kitchens
- 5.8. The following are examples of major adaptations costs more than £10,000
- Major structural conversions
 - Through floor lifts
- 5.9. Portable and temporary equipment
- Portable or temporary appliances such as bath, toilet or shower seats etc. are provided by Occupational Therapist.

6 Measuring performance

- 6.1. 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 tenants are receiving a high standard of service.
- 6.2. Performance is monitored through LHA's Performance Management Framework using the Scottish Housing Regulator Annual Return on Charter Indicators
- 6.3. LHA will consult tenants, stakeholders, and other agencies to continually measure good practice.
- 6.4. The Policy will adhere to LHA's commitment to continuous improvement and value for money.



7 Complaints

- 7.1. LHA is committed to valuing complaints and ensuring the organisation benefits from feedback provided.
- 7.2. LHA is fully compliant with the Model Complaints Handling Procedure set by the Scottish Public Services Ombudsman (SPSO). Any complainant that has exhausted internal procedures has the right to escalate their complaint to the SPSO.

8 Equality, Diversity & Inclusion

- 8.1. LHA aims to ensure that equality, fairness, dignity and respect are central to how tenants are treated. LHA support diversity and uphold equal opportunities in all areas of work, as an employer and service provider.
- 8.2. LHA will not discriminate against tenants, staff, visitors or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status, pregnancy and maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010)

9 Policy Review

- 9.1. The Policy Champion is the Head of Property Services
- 9.2. This policy will be reviewed every [insert number of years] years or sooner due to legislative or substantive changes occurring.

