



# Aids & Adaptations Policy

## October 2019

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Review Date:	October 2022

## Our Vision

Excellent housing in vibrant communities.

## Our Values

### Respect

We see the positive in everyone, especially our tenants. We treat everyone fairly, regardless of age, race, gender, sexuality or background. We ask for opinions even if we know we might not like what we hear. And we address people's concerns in any way we realistically can.

### Integrity

What we say in public is the same as what we say behind the scenes. If we say we'll do something, we mean it. Our tenants can count on us to solve their problems and make sound decisions.

### Aspiration

We want the best for all our current and future tenants. We're not afraid to strive for things that won't be easy – or try things that haven't been done before. We seek out opportunities and welcome change. If it doesn't turn out as planned, we learn and improve again. And then we try again.

## Our Strategic Objectives

1. Build more desirable homes in popular neighbourhoods
2. Deliver more excellent services to suit our tenants' lives
3. Invest in our people to grow and develop their skills
4. Find more ways to ensure value for money
5. Continue to challenge poverty
6. Put even more focus on community health and wellbeing
7. Be ready for opportunities

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## 1. Introduction

- 1.1 As the general population grows older, and life expectancy increases, we can expect an increased demand for aids and adaptations within our stock.
- 1.2 Queens Cross Housing Association (the Association) understands the diversity of its customers and the importance of meeting different needs to promote sustainable communities. Aids and Adaptations can help customers with disabilities live safely and independently within their homes. This policy is designed to ensure that the Association takes appropriate action when residents require Aids and Adaptations.

## 2. Scope

- 2.1 This policy is designed to ensure that the Association is responsive to the changing needs of our customers, supporting our residents and sustaining our Tenancies. The policy will provide a person centred approach to assist customers to continue to live independently when their health deteriorates, where it is feasible to introduce aids and adaptations to the home.
- 2.2 This policy applies to customers living in housing owned by the Association.

## 3. Policy Objectives

- 3.1 The key objectives of this aids and adaptations policy are to:
- Ensure that when a request is received for aids and adaptation work, that the Association responds within the target timescales set out in this policy, and prioritises action on the basis of risk
  - Ensure that our customers are treated with courtesy and respect throughout the whole process in line with the Association's Customer First strategy.
  - Provide a person centred approach by ensuring that customers requiring aids and adaptations to their home are kept informed throughout the whole process, and that their views are taken into account.
  - Helping customers to remain in their own homes, sustain tenancies and reducing turnover of properties.

## 4. Definitions & Timescales

- 4.1 Eligibility criteria and priority are set by Glasgow City Council (GCC), based on the degree of risk to the Health and Safety of the customer.

Priority Level	Description
Critical	Level of risk relates to serious physical and/or psychological harm which has, or is likely to occur without action being taken. Client is at immediate risk of going into care or hospital if OT service is not provided.

Priority Level	Description
Substantial	Level of risk relates to serious physical and/or psychological harm which has, or is likely to occur, and that without action will lead to a critical band need. Client is unable to carry out the majority of personal care tasks but has regular family/carer support.
Moderate	No immediate risk to health and safety. Client who is unable to access the bath with or without equipment but has no medical need for bathing.
Low	No foreseeable risks to health & safety. Services to support quality of life additional to essential requirements.

- 4.2 The Associations timescale targets for dealing with each priority are set below. All targets are measured from the date the OT Report is received by the Association.

Priority	Critical	Substantial	Moderate or low
Visit by HO	7 days	7 days	7 days
Visit by MO	14 days	14 days	3 months
Complete Adaptation	6 weeks	12 weeks	6 months

## 5. Funding

- 5.1 GCC provides funding to meet the cost of aids and adaptation works within certain properties, and each year will advise the Association of the level of funding to be provided. GCC only provides funding for adaptations undertaken in properties not previously owned by Glasgow Housing Association (subject to stock transfer to the Association in 2010 and 2011).
- 5.2 The Association is committed to responding to the changing needs of all tenants and their families within its stock and in order to meet this commitment will set aside each year a budget to meet the costs of aids and adaptation works in stock transfer properties (excluded from GCC funding).
- 5.3 Where costs exceed £10,000 a holistic options appraisal will be undertaken in conjunction with the tenant, Occupational Therapist and Association staff. If the agreed option is to proceed with a property adaptation, other sources of grant funding may be sought.

## 6. Performance

- 6.1 The delivery of this policy will be undertaken jointly by Property Services and Housing Services, in accordance with the Aids & Adaptations procedures.
- 6.2 On an annual basis the Association will report via the Annual Return on the Charter to the Regulator on the percentage of adaptations completed measured against all requests for adaptations received in the previous year, including any requests carried over.

## **7. Review**

- 7.1 This Policy will be subject to a review every three years, or sooner in the event of any relevant legislative or regulatory changes or best practice guidance.

## **8. Legislation**

The Equalities Act 2010  
The Housing Scotland Act 2006  
Human Rights Act 1988

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