



Aids and Adaptations Policy

Board Approved: January 2023

Next Review: January 2026

1.0 Introduction and Background

- 1.1 Homes for Life (HfL) is committed to Tenancy Sustainment by providing support to those tenants who require it including those who require their home to be adapted to cope with age, disability, or caring responsibilities.
- 1.2 HfL 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.
- 1.3 HfL will ensure that funding bids to The Scottish Government, reflect identified demand for Stage 3 adaptations. "Stage 3" is the general term for an Adaptation to a property which is grant funded by the Scottish Government
- 1.4 In 2022, HfL entered into a service agreement with East Lothian Care & Repair. East Lothian Care & Repair are part of East Lothian Housing Association Limited and provide a complete adaptation service, available to all East Lothian Social Housing tenants.

2.0 Types of Adaptations

- 2.1 Adaptations can be permanent or semi-permanent changes to a house and can be classified as follows:

Stage 1

Features in new build developments that help create a flexible design for all accommodation types to facilitate specific needs e.g., wet room bathrooms.

Stage 2

Adaptations undertaken in a newbuild development to suit the tenant to whom it has been allocated. These usually require Scottish Government approval prior to instruction and are likely to be carried out by the Main Contractor towards the end of the contract once the properties have been allocated.

Stage 3

Adaptations that are necessary to alter the property to suit the changing needs of the tenant.

The majority of adaptations carried out by HfL will be classified as Stage 3 adaptations.

- 2.2 In certain circumstances, we may consider that adapting the property is not the most appropriate option. The criteria influencing these circumstances could be financial, technical or for reasons relating to the present or future use of the property. In these situations, alternative options such as re-housing will be discussed between the HfL, the Occupational Therapist and the tenant.

- 2.3** Stage 3 Adaptations are funded by Housing Association Grant (HAG) from the Scottish Government. East Lothian Care and Repair will provide advice on the estimated level of funding required to allow HfL to place their bid for Stage 3 funding each year.
- 2.4** Moveable or non-permanent equipment, such as stair lifts, should be funded by Local Authority Housing Strategy Teams. HfL cannot use HAG to fund this type of non-permanent requirement.

3.0 Timescales

- 3.1** East Lothian Care & Repair undertakes to process applications within the timescales noted in Para 3.3. Where HfL is unable to secure funding, East Lothian Care & Repair will advise the applicant and the OT and will suggest alternative sources of funding where this is practicable.
- 3.2** East Lothian Care & Repair will inform HfL and OT's as to the progress of applications on a monthly basis. This information will be part of HfL's monthly KPI's.
- 3.3** All applications will be acknowledged by East Lothian Care & Repair in writing within 5 days and an indication provided to the applicant and the referring agency of the extent of any backlog of applications, the likely timescale for taking the application forward and that they will be regularly updated on the progress of their application.
- 3.4** Tenants will be given at least 5 working days' notice of visits from East Lothian Care & Repair staff and or their consultants.
- 3.5** Tenants will be given at least 5 working days' notice prior to the commencement of work, and HfL will provide 10 working days' notice in cases where the works will cause significant disruption.

4.0 Performance Monitoring

- 4.1** East Lothian Care & Repair will provide monthly performance information to HfL to enable HfL to maintain an Adaptations Register to monitor and report on performance and outcomes to HfL's Board.
- 4.2** Performance will be measured against defined targets set annually, including:
- The number of households awaiting adaptations and
 - The average time and number of days to complete approved applications for medical adaptations

5.0 Complaints

- 5.1** Any complaint relating to the processing of an application for aids and adaptations funding will be dealt with in accordance with HfL's Complaints Handling Policy.

6.0 Review

- 6.1** This policy will be reviewed at every 3 years or where there has been new legislation, or a change in regulatory requirements or policy guidance.

