

Aids & Adaptations Policy

March 2023

Lead officer	Mark Jones
Author	Andy Turner
Version number	2.0
Date agreed	20 March 2023
Agreed by	
Review date	3 years from approval date
Diversity compliant	Yes
Equality Impact Assessment required	No
Data Protection compliant	Yes
Health and Safety compliant	Yes

Contents

Item		Page
1.	What this policy is about and why we need it	3
2.	Who does this policy apply to	3
3.	Our policy is • Objectives • Scope	3 4
4.	How we will monitor this policy	4
5.	Equality & Diversity	4
6.	Data Protection	5
7.	Procedures and other documents that link to this policy	5
8.	Links to other policies, legislation, and regulations	5
9.	Legislation	5
10.	When this policy will be reviewed	5
11.	Jargon Buster	5

1. What this policy is about and why we need it

1.1 This policy identifies Acis Group Limited's (AGL) approach to the delivery of an efficient and effective aids and adaptations service to its customers.

1.2 We need this policy to ensure that we:

- Work with and provide advice to customers to enable them to sustain their tenancy and live independently.
- Positively respond to those instances where customers are living in accommodation that is no longer suitable for their support needs and fully embrace the key findings from the 2022 Homes for the Ages research.
- Assist in providing solutions to adaptation requests that remove barriers which may affect a person's quality of life.
- Comply with relevant legislation and regulatory guidance
- Give all applicants an equal opportunity to access the aids and adaptation service whatever their age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.

2. Who does this policy apply to?

2.1 This policy applies to all customers enquiring about aids and adaptations to their homes.

2.2 The policy also applies to AGL employees, stakeholders, and contractors who have identified responsibilities both within this document and in line with supplementary procedures/ information and guidance.

3. Our policy

3.1 Objectives

The objectives of this policy are:

- To provide a framework within which AGL will implement, operate, and monitor procedures for providing aids and adaptations, meeting the required outcomes as set out in the Home Standard to ensure:
 - *The quality of accommodation meets the Decent Homes Standards as a minimum*
 - *The repairs and maintenance service provides a cost-effective service to homes that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time*
 - *All applicable statutory requirements that provide for the health and safety of the occupants in their homes are met.*
- Respond within current target timescales, and prioritise actions based on risk
- Provide a person-centred approach by ensuring that customers requiring aids and adaptations to their home are treated with courtesy and respect and are kept informed throughout the process.
- Offer effective support to customers requiring adaptations, ensuring that their views are considered.
- Consider each major adaptations request on an individual basis.

- Adopt a partnership approach to seeking an effective adaptation solution and achieving all the objectives listed. This may involve liaising with and taking advice from professional advisors such as Occupational Therapists, and with other landlords regarding alternate suitable accommodation.
- Focus on value for money as a key consideration in delivering new adaptations and retaining existing adaptations.

3.2 Scope

This policy aims to enable Acis to:

- Proactively deliver solutions to support its tenants that have either physical or sensory disabilities in partnership with the relevant Local Authority Social Services Occupational Therapy Team.
- Refer requests to agencies that can provide appropriate support or care services, where applicable.
- Effectively manage and monitor service requests
- Where necessary, provide alternative suitable housing or refer tenants to other local landlords better able to meet their needs.
- Work with tenants to design and deliver cost effective adaptation solutions to meet their needs.
- Work with tenants and partners to develop and deliver the adaptations service in line with best practice.
- During the delivery of major refurbishment works, offer options to support tenants with disabilities and provide value for money adaptation solutions.
- Where appropriate, consult with tenants to ensure that communal spaces and common parts associated with their property are accessible in line with the recommendations of the Equalities Act 2010.

4. How we will monitor this policy

- 4.1 Operational performance will be monitored monthly by the Asset Investment Manager and will be reported to the Operations Committee as required.
- 4.2 In addition, where customers have used the services covered by this policy and wish to provide feedback, including suggested improvements, these will be collated and used at the time of the review.

5. Equality & Diversity

- 5.1 AGL is committed as an employer and provider of housing services to equality of opportunity for all. In addition to this statutory duty under the Equality Act 2010, it is further committed to developing a culture, which recognises wider social diversity in its communities and therefore respects and recognises the values and needs of individuals regardless of whether they belong to a particular section of society or group provided for by legislation.
- 5.2 The group will work with minority and vulnerable groups, support groups, resident forums, and external agencies to ensure they contribute to policy and service development.
- 5.3 All customers will have access to this document upon request.
- 5.4 This document can be translated or provided in alternative formats (e.g. large print, Braille, audio) upon request.
- 5.5 Equality and Diversity awareness training is mandatory for all staff.

- 5.6 Contractors delivering any element of the service will be expected to follow AGL's Equality and Diversity Policy.

6. Data Protection

- 6.1 All parties referred to in this policy must abide by the 6 principles of the General Data Protection Regulations as detailed below:
- Lawfulness, fairness and transparency
 - Purpose limitations
 - Data minimisation
 - Accuracy
 - Storage limitations
 - Integrity and confidentiality

7. Procedures and other documents that link into this policy

- 7.1 The following procedures link to this policy
- Appendix A – Qualifying Criteria for AGL funded work
 - Appendix B – Operational Delivery
 - Appendix C – Responsibilities
 - Capital Works process map
 - Capital works procedure

8. Links to other policies, legislation and/or regulations

- 8.1 Other policies that link into this policy are:
- Asset Management Strategy
 - Repairs Policy
 - Health & Safety Policy
 - Equality & Diversity Policy
 -

9. Legislation

- 9.1 In developing this policy, information, guidance, and references have been taken from the following:
- Housing Act 2004
 - Health & Safety at Work Act 1974 (HSWA)
 - The Regulator's Consumers Standards (e.g. Home Standard)

10. When this policy will be reviewed

- 10.1 This policy will be reviewed and externally reviewed every 3 years for accuracy and appropriateness or sooner where any legislative changes or requirements dictate.

11. Jargon buster

Reference	Definition
Decent Homes	The Decent Homes Standard is a technical standard for public housing introduced by the United Kingdom government. The criteria for the standard are as follows:

	• it must meet the current statutory minimum standard for housing • it must be in a reasonable state of repair • it must have reasonably modern facilities and services • it must provide a reasonable degree of thermal comfort. The standard was updated in 2006 to take account of the Housing Act 2004, including the implementation of the Housing Health and Safety Rating System (HHSRS).
Adaptation	An aid or adaptation is the provision of fixed equipment and / or modification to the property or associated land where there has been an identified need to enable customers to live safely and independently in their home. Portable equipment, for example, raised toilet seat or bath seats are typically supplied by the local health authority or social services and will not be provided by Acis.
Minor Adaptation	Minor adaptations are classed as any low cost (below £1000) adaptation work. This type of work will generally be carried out without the need for a referral. The following are examples of minor adaptations: • Lever taps • Half steps • Handrails • Grabrails • Small ramps
Major Adaptations	All other adaptation work costing £1000 and over is classed as a major adaptation and will generally only be carried out once a referral has been received from the relevant Social Care Services. The following are examples of major adaptations: • Over bath showers • Level access showers • Stair lifts • Large ramps • Major structural conversions