

Homes Plus Aids & Adaptations Policy

Policy Author: [REDACTED]	Policy Valid From: 18/12/2018
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Policy/Strategy Control Statement

1	Document Title	Homes Plus Aids & Adaptations
2	Date of Document (Created Date)	October 2017
3	Service Lead	[REDACTED]
4	Author	[REDACTED]
5	Date Approved and approved by who i.e. Service Delivery Project Board, Executive, Group Board, etc.	18/12/2018
6	Date last reviewed	16/09/2025
7	Amendment record	16/09/2025
8	Next review date (Planned review Date)	01/12/2028
9	Staff Consultation	Customer Delivery Regional Managers, Director of Customer Delivery, Regulation Business Partner
10	Other Services Consultation	Living Plus
11	Customer Consultation	Yes, in early 2022
12	Equality Impact Assessment: insert priority as agreed with E/D team, Insert date copy of EIA sent to E/D team.	Approved

13	Confirm that document meets current legislative requirements	Yes
14	Further Information/Comments	None
15	Sign off of statement by Author and Service Lead (name and date):	[REDACTED]

Policy Applicable To

Business Area: Affordable Housing

Applicable to: Homes / Living+ / Cotman Housing / Technical Services

Amendment Sheet Record

Revision Date	Description of Changes	Approved By	Date Approved
September 2017	Changes to job titles to reflect restructure To request medical evidence for requirement of all adaptations (including minor) Changes to process for completing home visits Changes in process of PMD providing quotes before home visits are completed Changes to process for creation of service charges Variation Agreement to be signed for service charges instead of Deed of Variation, which will go to Head of Service instead of Company Secretary		
February 2018	Further information provided on replacement adaptations		

May 2018	Further information on replacement that are PFP responsibility		
September 2018	Variation agreement can be signed by HOS electronically and saved to file.		
October 2018	Clarification on ceiling track hoists		
July 2020	Change of policy owner and Head of Service		
January 2022	Change of policy owner and Head of Service		
September 2025	Funding for Assisted Technology if the Fire Service are unable to cover the costs		

Please summarise the current policy requirements and how this is changed in the new policy.

The Policy sets out our approach to carrying out adaptations and aims to support customers ensuring they experience a good quality of life within their homes.

Please explain the reason for changes/improvements/new policy.

This Policy has been updated to reflect the new operational structure in Homes Plus/ Communities, including the alignment of operations across the various businesses in Homes Plus/ Communities

Please explain any new actions required to put the policy changes into practice.

None

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1.0. Aim of the Policy

1.1. Introduction

Places for People is committed to providing a high-quality Aids and Adaptations Service, to enable customers to live safely and more independently in their homes.

The Policy sets out our approach to carrying out adaptations and aims to support customers ensuring they experience a good quality of life within their homes.

The Equality Act 2010 states that, "...landlords will be obliged to make certain reasonable adjustments if requested by the customer. Reasonable adjustments do not include the removal or alteration of a physical feature but do include providing auxiliary aids or services, changing practices, policies and procedures and/or changing the term of the letting."

1.2. Aims & Objectives

This Policy sets out the way in which Places for People manages requests and delivery of aids and adaptations.

For the purpose of this policy, an adaptation is an alteration or addition to any aspect of a property which is provided to make it easier or safer to use. Throughout this policy references to the customer will include their family or household member.

The assessment of an individual's need for adaptations remains the statutory duty of the local authority through its Community Occupational Therapy service.

The objectives of the Policy are to:

- Assist customers to live independently, whilst making best use of Places for People's existing adapted stock.
- Focus on the needs of the customer and ensure that customers are communicated with effectively to promote accessibility and choice.
- Meet our statutory, regulatory and compliance requirements.
- Ensure that applicants in need of adaptations are prioritised, in line with our Lettings Policy.
- Work in partnership with the Community Occupational Therapist Teams to ensure that the specific needs of the customer are identified and met.

- Deliver an active asset management approach that provides value for money and homes fit for the future
- Ensure adapted properties are let to those with the greatest need

2.0. Funding for Aids & Adaptations

Places for People will work closely with partners to access, on behalf of our customers, the services of qualified Occupational Therapists and a range of funding and advisory options including:

Disabled Facilities Grants - Under the Housing Grants, Construction and Regeneration Act 1996, there is a specific duty upon the local authority to provide Disabled Facilities Grants (DFGs) to eligible applicants to meet the cost of fixed equipment and adaptations to dwellings to meet a disabled person's needs.

Available on a tenure-neutral basis, the Mandatory element of DFG is subject to a maximum grant of £30,000 and is dependent upon a means test of the applicant's resources. This may result in the applicant being required to contribute towards the cost.

We will comply with legislative and regulatory requirements and work within the spirit of the Homes and Communities Agency (now the Regulator of Social Housing) guide: "Minor Adaptations without Delay".

Customers will be advised that they must initially apply directly to their Local Authority for a written assessment/referral from an Occupational Therapist recommendation, works cannot be completed without receipt of this.

This referral / recommendation must set the details of what adaptations are required and the location in the customer's home.

Places for People will not accept verbal requests from customers or their representatives.

Where DFG funding is not granted from the Local Authority, Places for People will fund and complete adaptations up to the value of £1000.

2.1. Exceptional Cases:

In a limited number of circumstances, Places for People may consider to fully fund adaptation requests valued at over £1000, which will not be funded by a Local Authority grant.

Such cases would require the approval of the appropriate Director for the business function.

Applications will only be considered in the following situations:

- Where the recommendations fall outside the remit of the Disabled Facilities Grant
- Recommendations for ex-servicemen.
- Recommendations where there are life expectancy concerns.
- Recommendations where the local DFG budget is committed for that financial year.

3.0. Delivery of Aids & Adaptations

Aids and adaptations that are undertaken by the Group may only be carried out with a valid Occupational Therapist(OT) Assessment to determine eligibility and both short- and long-term medical needs.

The OT's assessment will determine the urgency of the adaptation work required. Whilst guided by this, Places for People will also work to ensure a balance between both priority need, and time spent on the Local Authority's waiting list.

The Group will work with local Social Services Teams to ensure timely and accurate information is communicated to customers. The OT's assessment will determine the urgency of the adaptation work required. Whilst guided by this, Places for People will also work to ensure a balance between both priority need, and time spent on the Local Authority's waiting list.

Some minor adaptations, up to the £1000, will be installed by the Group or Trusted Assessor.

- Examples of minor adaptations may include:
- Grab or handrails.
- Lever taps.
- Small ramps or small steps to entrances.
- Moving power sockets.
- Changing door and window catches.
- Lowering of locks.
- Adjustments to or additional lighting,

3.1. Mobility Scooters

Places For People recognise that customers may require the use of mobility scooters when carrying out everyday tasks outside the property however these are vehicles and as such any work required will not be funded through adaptations.

Customers can apply to carry out works to facilitate storage of mobility scooters through the customer improvement policy and in adherence with Places for Peoples scooter policy.

4.0. Local Authority Funded Adaptations (DFG)

Customers will be advised that they must apply to their Local Authority for DFG funding.

There is no minimum grant amount that can be awarded for adaptations via DFG therefore, the Group may receive permission requests for varying works/costs, for works over £1000 or any major adaptation, customers will be required to apply for funding via the Disabled Facilities Grant.

In such circumstances, or where grant funding is already fully committed, Places for People may also consider if alternative accommodation with the appropriate adaptations is available.

If the OT agrees, Places for People can support the customer to transfer to another property.

Customers will be advised on the process for them to seek rehousing (Crib/Local Authority systems/Mutual Exchanges).

Local Authorities seeking to install the required works will be required to comply with Places for People's requirements and receive written approval to proceed prior to commencing delivery of works.

Places for People will verify contractor's competencies, review all relevant design, specifications and statutory planning/building regulation consents as well as auditing the project documentations to ensure they comply with the requirements of CDM 2015.

Written consent for the installation of any aids and adaptations must be received in writing prior to the commencement of any works, Places for People reserve the right to consider alternative appropriate accommodation or to reject applications.

5.0. Places for People Funded Adaptations (Non-DFG) max £1000

Where DFG funding is unavailable from the Local Authority the Group will fund and complete minor adaptations up to the value of £1000.

Where the Fire Service is unable to fund the provision of assisted technology identified through the completion of a Personal Emergency Evacuation Plan (PEEP) or a Person-Centred Fire Risk Assessment (PCFRA) (refer to the relevant guidance/ policy for details on when and how to complete a PEEP or PCFRA) the group will assume responsibility for funding the associated costs.

6.0. Maintenance of Aids & Adaptations Equipment & Service Charges.

Adaptations funded through DFG are usually covered by a warranty from the contractor which covers faults and defects that may result through normal use of the product. Inappropriate use or failure to arrange servicing may invalidate warranties.

The local authority will include a warranty for stair lifts and ceiling track hoists which includes the servicing of the equipment.

Responsibility for on-going service and maintenance for the adaptation past warranty will belong to Place for People and any associated service charge applied to the customer. In the event the customer refuses to accept this, a disclaimer is to be completed to remove the responsibility from Places for People.

The Group must ensure that the adaptations in the customers' homes are adequately serviced by an approved contractor and therefore there is not an option to gift any adaptation to a customer and to adopt the responsibility for maintenance and servicing.

Places for People will exercise discretion to ensure vulnerable customers are not left without essential facilities in line with our repairing obligations. This will form the basis for any decision to undertake repairs, servicing or maintenance on aids and adaptations that are not our property.

7.0. Replacements

When an adaptation is beyond repair there will be a requirement for the item to be replaced.

The customer will be required to re-apply for an Occupational Therapist Assessment to be considered by the Local Authority for DFG Funding.

This will be treated as a new application.

8.0. Right to Buy (RTB), Right to Acquire (RTA) and Succession

If the property meets the requirements in the schedule five of the Housing Act 1985 Places for People reserve the right to refuse an application for Right to Buy (RTB) or RTA Right to Acquire (RTA) for adapted properties.

Places for People will not process any requests for aids and adaptations where a current application for Right to Buy (RTB) or Right to Acquire (RTA) is active.

Where a Right of Succession applies and the property has adaptations or is otherwise unsuitable for the remaining customer, Places for People will seek to make reasonable offers of alternative accommodation, rather than remove major adaptations.

Places for People reserves the right to refuse requests for the removal of adaptations, pending condition, type of adaptation and lifecycle of the adaptation.

9.0. Refusals and appeals

Where Places for People refuse permission for an aid or adaptation, customers may request a review of the decision within 14 days of being notified.

10.0. Legislation and other Guidelines

As a registered provider of social housing, Places for People's provision to customers is regulated by the Regulator of Social Housing.

The Home Standard, states that: Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas.

This should demonstrate an appropriate balance of planned and responsive repairs, and value for money.

The approach should include: responsive and cyclical repairs, planned and capital work, work on empty properties and adaptations.

This Aids and Adaptations Policy ensures Places for People complies with the relevant legislation. The main provisions of the legislation which the policy is subject to is set out below:

- Equality Act 2010
- Human Rights Act 1998
- Housing Act 2004 (Housing Health and Safety Rating System)
- Construction (Design and Management) Regulations 2015
- LOLER (Lifting Operation Lifting Equipment Regulations)
- Regulatory Consumer Standards

11.0. Consultation

To ensure that this policy is customer focused and keeps customers at the heart of its intentions, we have consulted with the Policy Process and Procedure Group.

12.0. Equality Impact Assessment

This policy has been assessed as having a positive impact on disability due to it enabling customers to live with greater independence.