



GROUP

STAGE 3 ADAPTATIONS POLICY

POLICY IMPLEMENTATION CHECKLIST	
Policy Guardian:	Director of Assets
Author:	Director of Assets
Version number:	1.0
Approved by Chief Executive on:	October 2019
Approved by Caledonia HA Management Board on:	October 2019
Approved by Cordale HA Management Committee	October 2019
Approved by Bellsmyre HA Management Committee	October 2019
Effective from:	October 2019
Due for review on:	October 2022
Diversity compliant:	
Equality Impact Assessment required:	
Data Protection compliant:	
Health & Safety compliant:	
Procedure implemented:	
QL system changes made:	
KPIs / reporting arrangements implemented:	
Training Completed:	
Posted on intranet:	Yes
Posted on website:	Yes
Publicity material issued:	
Business Services – Implementation Review:	

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Stage 3 Adaptations Policy

Policy

It is Caledonia Group policy to assist tenants to remain in their own home for as long as possible through the provision of Stage 3 Adaptations to our rented properties.

The provision of Stage 3 Adaptations will be carried out where:

- Funding has been made available by the Scottish Government (SG) for the cost of providing the adaptation, and
- A recommendation that the adaptation be carried out is received from an occupational therapist, or other suitably qualified individual.

Where Stage 3 Adaptations are to be provided, the Group companies will comply with all relevant guidance issued by the SG in relation to the provision of these. In addition to this the Association will comply with all internal policies and procedures in relation to works or services procured for Stage 3 Adaptations.

Sharing owners and outright owners who approach Group companies for Stage 3 Adaptations will be referred to the Care & Repair service or local authority social work department for further information.

Procedures

Funding Arrangements

1. Each Group company will submit a bid for funding for Stage 3 Adaptations to the SG each year. The amount of funding bid for will be based on the actual value of adaptations carried out in previous financial years.
2. Once funding is approved, Group companies will carry out Stage 3 Adaptations until the level of expenditure on committed orders reaches the level of funding approved. Should this situation arise, each company will request additional funding from the SG.
3. If additional funding is not forthcoming, Group companies will continue to process and fund further adaptations until further funding is available from the SG.
4. Approval will be sought from the governing body as part of the budget setting process each year for any difference between estimated expenditure and anticipated funding from SG.
5. If the level of committed Stage 3 Adaptations reaches the total budgeted expenditure, any subsequent applicants should be notified in writing that we have exhausted our budget for that financial year, and advised that their application will be put on hold pending reconsideration in the next financial year.

Requests for Stage 3 Adaptations

1. Adaptations will be considered on receipt of a medical assessment that has been carried out by a qualified Occupational Therapist employed by the relevant Local Authority, or other such medically qualified person, requested on the standard forms. A copy of a standard form is attached in Appendix 1.
2. On this standard form, the Occupational Therapist must clearly state the exact nature and extent of works required and, in their opinion, how much priority is attached to each adaptation request. The standard form gives four potential categories of priority: (P1) Urgent, (P2) High, (P3) Medium, and (P4) Low.
3. All adaptations will be dealt with on the basis that those with highest priority are carried out first, assuming there is sufficient funding available.
4. Medium and Low priority adaptations will be carried out in that order, and only where it is clear that, in any given financial year, there is adequate funding remaining after all Urgent and High priority requests have been dealt with.

Processing Requests for Adaptations

1. A request for an adaptation from an Occupational Therapist is received by the Group company, and passed to the Business Support team.
2. The Business Support team will log this request onto the excel spreadsheet - H/Property/Stage3 adaptations – and then pass to the relevant Neighbourhood Officer who will decide if the adaptation is to proceed, taking into account the following:

Does the work required qualify for Stage 3 Adaptation funding? (see Appendix 2)
Is there sufficient information to accurately assess the work required?
Is there sufficient funding available to progress the application?
Are there any other works proposed for the property that will impact on the proposed adaptation?
Consideration whether it is in the best interest of the tenant to re-house them rather than carry out the adaptation

A decision on whether or not the adaptation will proceed will be made no later than 14 days after receipt of the request.

3. If the adaptation is not to proceed, the Neighbourhood Officer will inform the Occupational Therapist in writing, with a copy to the tenant, explaining why the work cannot proceed. This must be done within 2 days of the decision being made.
4. If the adaptation is to proceed, the Neighbourhood Officer will clarify the exact nature and extent of works, including site visit with the Occupational Therapist if necessary and/or, meet with the relevant contractor if necessary. Where proposed works are of a large or complex nature, the Assets team will provide assistance in preparing the proposals.

5. If there are any differences to be made to the original request from the Occupational Therapist, any proposed changes will be confirmed to the OT for their agreement. A joint visit with the OT may be required.
6. Once the nature and extent of work has been agreed between the OT and Neighbourhood Officer, the Neighbourhood Officer will inform the Business Support team, who will then seek quotations for works, as required by our Financial Regulations.
7. To assist with obtaining quotations, the Assets team will establish a framework of contractors across Group companies to be used for the delivery of Stage 3 Adaptations in accordance with our Financial Regulations and Procurement Policy. The Business Support team will select the relevant contractor(s) to obtain quotes for the work.
8. When quotations are received, or selected contractor nominated, the Business Support team, subject to delegated authority will issue a Works Order to instruct the contractor to carry out the works as a "Routine" repair, including:

Price agreed as per quote if required
Description of the works
Expected timescales
Tenant/warden contact information
VAT Certificate exemption form

- 9 A copy of the Works Order will be sent to the tenant
- 10 The Business Support team will ensure that the contractor has made and kept an appointment with the tenant, completed the works on time, and to the satisfaction of the tenant.
- 11 Tenants should be kept informed at all stages as to the progress of their request, whether it has been authorised, exactly what works will be carried out, and when.

Completion of Works

1. On completion of the works a post inspection will be carried out by the Neighbourhood Officer to ascertain that the work has been carried out to both the tenant's and the company's satisfaction. Where adaptations are of a larger or more complex nature, the Associations' Clerks of Works will carry out a post completion inspection if required. If any defects are identified, the Business Support Team will inform the contractor in accordance with our Procedures for Defects Repairs.
2. The Property Database (QL) will then be updated, recording the details of the work carried out to the property, and adding alerts for notification of the defects liability period (usually 12 months after the installation). Manufacturers manuals of equipment installed will be updated on QL and a copy retained by the Business Support team. Details should be provided to the Assets Team for incorporation into relevant servicing contracts if necessary.
3. On receipt of the completed tenant satisfaction questionnaire, it will be logged by the Business Support team for incorporation into our customer satisfaction reports.

4. Contractors will be requested to submit invoices within 30 days of the work having been carried out. Once received, the invoice will be checked for accuracy, authorised in accordance with the Group Financial Regulations and Delegated Authorities, and passed for payment if it is correct. If there are any queries on the invoice the contractor should be contacted and asked to provide further information before the invoice can be authorised and passed for payment.
5. The Finance Department will periodically submit claims for HAG funding from the Scottish Government, including an allowance for the company's administration.
6. The Business Support Team Leader will provide, as part of monthly reports, details of all Stage Three Adaptations that have been received, instructed and completed, and report actual performance against targets for this service (See Appendix 3).
7. Group companies will be responsible for the repair and maintenance of all equipment and appliances provided through Adaptations. The Assets team will ensure that all equipment is incorporated into the relevant servicing contracts.
8. Where an adapted property becomes available for letting, it will be let to applicants deemed most suitable.

Key Performance Indicators (KPIs)

1. Group companies will set KPIs for every aspect of this service through which we will monitor our performance. This will enable us to identify areas to address in order to deliver continuous improvement.
2. The KPIs for the service are detailed in Appendix 3.

Assessment of Contractor' Performance

1. Contractors' performance will be monitored continually, particularly through post completion inspections, and will formally be reviewed annually using feedback from staff and tenants as well as statistical information from the property maintenance system. Where the performance of a particular contractor has been persistently poor a report will be provided to the relevant Governing Body on that contractor's performance, together with any recommendations.
2. The Asset Manager may remove contractors from the framework at any time, if there is any serious or persistent breach of standards. All such decisions will be notified to the contractor in writing in accordance with the terms and conditions of the contract.
3. If a contractor wishes to dispute a decision, they will be requested to seek remedy through the channels set out in the contract documents.

Customer Satisfaction

1. Tenancy agreements will set out general responsibilities and rights relating to repairs and adaptations. Tenants will have the opportunity to discuss these with a member of staff prior to signing the agreement.
2. Each time an Adaptation is completed an individual Satisfaction Return Form will be issued to the tenant. This form will contain questions about key elements of the adaptation process.
3. Completed forms when returned will be logged and analysed to ascertain overall tenant satisfaction, and any specific comments made.
4. Any recorded dissatisfaction will be investigated further with the outcome recorded and reported as necessary.
5. Satisfaction ratings will be reported as set out in Appendix 3.

Tenant Consultation

1. The Group values the contribution made by tenants in monitoring and improving the Stage 3 Adaptations service.
2. We will consult with the Tenants Scrutiny Panel and other tenant representative bodies in the preparation and any subsequent review of this policy and procedures.

Scottish Government Reporting

1. As housing adaptations are now funded from a national, ring-fenced budget we will require to collect data on the types of adaptations being funded and which client group these are being provided for.
2. Monitoring Information will be submitted periodically to the SG as required.

Adaptation Request

To:

Caledonia Housing Association
5 South St John's Place
Perth
PH1 5SU
enquiries@caledoniaha.co.uk

Referred by: Name

Address
Contact Number
Email

Date of Referral -

Client Details	
Name	
Address	
Telephone Number	
Client Group	Child/Disabled Adult/Older Person
Access Arrangements	

Adaptation Type	
Requirements	(please provide as much detail as possible regarding the specification)
Equipment	(please specify if any equipment has been supplied to the tenant)
Priority	Extreme/High/Medium/Low
OT Joint Visit Required	Yes/No

Eligible Adaptations (List not exhaustive)

External Adaptations

- Handrail at front or rear of dwelling
- Widening paths around property
- Modification or widening of steps
- Defining steps for people with visual impairment
- Outdoor lighting
- Paved areas for wheelchairs
- Carport or covered access to property
- Installation of ramp to front/ rear access

Internal Adaptations

- Widening or re-hanging of doors
- Re-positioning of door locks
- Replacing door knobs etc.
- Installation of door call, entry phone and door unlock systems
- Additional stair rail
- Alterations to windows
- Installation of stair lift
- Vertical hoist including reinforcing ceilings and provision of hoist track
- Provision of level access shower, adapted bath etc.
- Alteration or relocation of taps, power supplies, lights, sockets and heating appliances
- Storage space for wheelchair
- Acoustic insulation
- Warning or alarm systems
- Non-slip or tactile surfaces
- Letter cages or delivery shelf
- Alterations to kitchen storage or equipment (excluding full re-design)

Major Works

- Extensions or alterations to provide suitable bedroom or bathroom for a disabled person
- Vertical through floor lift
- Re-design of existing kitchen
- Creation of hard standings or other extensive external alterations

APPENDIX 3

Key Performance Indicators

	Stage 3 Adaptations	
1	Expenditure - Cumulative Actual Spend vs Budget	<=100%
2	Expenditure - Cumulative Committed plus Actual vs Budget	<=100%
3	HAG Income - Cumulative HAG Actual vs Budget	>=100%
4	Customer Satisfaction	>=95%
5	Percentage of medical adaptations completed	>=87%
6	Number of households currently waiting for adaptations to their home	No target
6	Total cost of adaptations completed in the year by source of funding	£
7	Average time to complete adaptations	<=36 days