



Medical Adaptation Policy

Date of Review: 03.06.25

Date of Approval: 30.06.25

Date of Next Review: 2028

Craigdale Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

Contents

- 1. Introduction**
- 2. Key Aims and Objectives**
- 3. Legal and Regulatory Framework**
- 4. Policy**
- 5. Programme arrangements**
- 6. Assessment and Referrals**
- 7. Eligibility**
- 8. Processing Applications**
- 9. Housing Services Team Roll**
- 10. Allocations and Voids**
- 11. Tenancy Issues**
- 12. Performance monitoring**
- 13. Complaints**
- 14. Links with other policies**
- 15. Impact on Equality & Diversity**
- 16. Policy Review**

1. INTRODUCTION

- 1.1 Craigdale Housing Association (CHA) is committed to Tenancy Sustainment by providing support to those tenants and their families who require their homes to be adapted to suit their needs.
- 1.2 CHA recognises that being able to access appropriate housing or to adapt existing housing can have a positive impact on health whilst contributing to independences, privacy and dignity.
- 1.3 The Policy contributes to Outcomes 1 and 11 of the Scottish Social Housing Charter in relation to equalities and tenancy sustainment:

Social landlords perform all aspects of their housing services so that:

- *They support the right to adequate housing;*
- *Every tenant and other customer has their individual needs and rights recognised, is treated fairly with respect, and receives fair access to housing and housing services.*

Social landlords ensure that:

- *Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.*

2.2 KEY AIMS AND OBJECTIVES

- Enhance the quality of life for our tenants by contributing to housing adaptations and maximising the availability of housing for people with diverse needs.
- Ensure adaptations are carried out effectively and efficiently within a reasonable timescale.
- Ensure economy, efficiency, effectiveness and equity in the delivery of the adaptations service
- Ensure effective joint working with the Scottish Government, our contractors and other relevant agencies in the delivery of the adaptations service.
- Involve tenants and their carers' if possible in the decision-making process regarding adaptations and ensure their views are taken into account.
- Establish adequate funding arrangements with Scottish Government through GCC NRS to ensure that adaptation needs are met.
- Develop robust management information systems for monitoring and reporting performance in the Annual Return on the Charter.

3. LEGAL AND REGULATORY FRAMEWORK

3.1 In formulating and implementing this Policy, statutory requirements, Performance Standards and Good Practice outlined in documents such as the Scottish Social Housing Charter have been incorporated.

3.2 Legislation relevant to this Policy includes:

- The Social Work (Scotland) Act 1968
- Chronically Sick & Disabled Person (Scotland) Act 1972
- Disabled Persons (Service, Consultation & Representation) 1986
- Human Rights Act 1998
- Disability Discrimination Act 1995
- Building Standards (Scotland) Amendment Regulations 2001
- The Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2010
- Equality Act 2010
- Housing (Scotland) Act 2014

4. POLICY

Definition of Terms

4.1 Disability

The Equality Act 2010 replaces the Disability Discrimination Act 1995 and defines a person as having a disability if: -

‘A person has a physical or mental impairment.’

And

‘The impairment has a substantial and long-term adverse effect on the persons’ ability to carry out normal day-to-day activities.’

However, this policy follows good practice guidance and uses a social model of disability, which emphasises the disabling nature of society and the barriers created within the environment, and sees those barriers as being what disables people, not the functional limitation or impairment of the person. Disability is defined as:

‘the loss or limitation of opportunities that prevents people who have impairments from taking part in the normal life of the community on an equal level with others due to physical and social barriers’.

4.2 **Adaptations to Housing**

Adaptations are permanent or semi-permanent changes to a property and are classified as:

-

Temporary Adaptations

Temporary adaptations are those that may be removed from the property or redeployed when no longer required e.g. stair lifts. The funding for temporary adaptations in CHA properties is the responsibility of Glasgow City Council, Social Work Services.

Permanent Adaptations

Permanent Adaptations are those that are intended to remain in the property. They are funded either through grant funding from Scottish Government or from CHA and are classified as minor or major repair.

Minor

A minor adaptation is defined as a change that does not affect the overall structure of the dwelling, e.g. handrails.

Major

Major adaptations are defined as permanent, structural changes to the dwelling e.g. wet floor bathroom.

5. **PROGRAMME ARRANGEMENTS**

5.1 **New Build Programme**

Design standards will be contained in CHA's Design Brief and will comply with Building Regulations and current good practice. CHA will ensure that all new building properties are built to barrier free standard at ground floor level. Where a need is identified either by specific tenant/disabled person's needs or having regards to the Glasgow City Council Local Housing Strategy on provision, a number of new build properties will be built to fully wheelchair accessible standard.

Tenants and applicants with particular housing needs (e.g. medical points) will have priority for new housing which will meet their needs. Where possible, properties will be pre-allocated to enable tenants to participate in the design of their homes. Where there are particular needs, Occupational Therapists will be involved at the design stage, and follow other relevant procedures detailed in this policy, so that the work will meet the needs of the household.

5.2 **Reactive Adaptations**

CHA will apply for funding for medical adaptations annually in its Strategy and Development Funding Plan submission to Scottish Government to meet the need for adaptations in core stock.

Where reactive adaptations are needed to building components awaiting upgrading under the investment programme (e.g. installation of over-bath showers) consideration should be given to the work being carried out and funded through the investment programme budget for that year.

5.3 **Disabled Parking Spaces non-adopted roads**

In streets where CHA owns the road and it hasn't been adopted by Glasgow City Council, disabled parking bays will be provided for tenants. The criteria for qualifying is the tenant is a blue badge holder. An assessment will also be made about feasibility of the parking space and where feasible the space will be provided. There may be areas where it is not possible to facilitate a request e.g. where access would be restricted or where there are parking restrictions.

CHA will not provide parking on roads owned by Glasgow City Council but will support tenants to apply to GCC for the provision of the parking space.

6. **ASSESSMENT AND REFERRALS**

Assessment may be carried out through one or a combination of the following:

6.1 **Self-Referral**

Tenants may approach Social Work Services direct, to request an occupational therapy assessment for adaptations.

6.2 **CHA referral**

CHA Housing Service Team may identify a potential need for adaptations in consultation with tenants and their carer's. When such needs are identified staff should complete an assessment form for referral to Social Work to carry out a full assessment of needs.

6.3 **Occupational Therapist Assessment**

Occupational Therapists may receive referrals from a variety of sources, including self-referral by tenants.

7. ELIGIBILITY

7.1 CHA will assess and prioritise requests for adaptations on an individual basis for example:

- A walk-in shower can be installed above ground floor level. However housing to more suitable accommodation will be explored first.

In certain circumstances applicants will be ineligible:

7.2 Ineligibility

- Where the applicant knew that they were accepting a property, which was inappropriate to their needs and did not inform the Association until after the let was made. For example, the applicant accepted a house with internal stairs without informing the Association that they had a degenerative illness which would render it difficult or impossible to climb stairs.
- The property in which they currently reside is entirely unsuited to the applicants needs and rehousing is required.

Examples (not exhaustive) of this are:

- Where a wet room is required above ground floor level.
- The Association has suitable alternative accommodation available.
- The property would need to be reinstated to its original condition in order to re-let.

7.3 Prioritising adaptation request

Where there is more than one applicant who qualifies, and funds are not available to carry out all works the Association will seek the advice of the Occupational Therapist in prioritising the works.

8. PROCESSING APPLICATIONS

8.1 Notifying the Applicant

The Association will aim to process the application within set timescales.

The applicant will be notified in writing by the Housing Services Team within 3 working days that the application has been received.

Within 8 working days the Housing Services Team will notify the applicant of whether or not they are eligible.

Where the tenant's application is considered to be ineligible, a reason will be stated and copy of the Associations Complaints Policy enclosed should they wish to appeal the decision.

The Occupational Therapist and any other relevant person will be notified in writing within the same timescale.

9. HOUSING SERVICES TEAM ROLE

- 9.1 The Housing Services Team will inspect the property and liaise with the Occupational Therapist in order to ensure that the appropriate adaptation is installed.

The Housing Services Team will draft any specifications required for tender for builders and supervise these works. Tendering for work will be in line with the procurement policy.

The Association will aim to complete adaptations as soon as it is reasonably practicable.

Together with the Occupational Therapist they will post inspect the works to ensure that the workmanship is of good quality and meets the applicant's needs.

The Housing Service Team will issue copy of VAT exemption form to the Contractor on completion of works.

10. ALLOCATIONS AND VOIDS

10.1 Voids

CHA Housing Service Team will ensure that void inspections provide information on adaptations that have been carried out and the suitability of the property for use by a disabled person. All ground floor properties will be assessed for suitability for use by a disabled person.

10.2 Adaptations Register

CHA will record all 'major' adaptations carried out to its properties on the housing management system to ensure that a comprehensive database is established.

10.3 Allocations

CHA Allocation Policy currently classifies tenants and applicants whose household include a person with severe medical problems whose current accommodation creates a barrier to normal day to day living, as High Medical cases. Medical cases should have priority for housing which would suit their needs. The Housing Team will aim to re-let properties with 'major' adaptations to a person who will benefit from those adaptations.

Where a house has been adapted for a wheelchair user, the Housing Service Team must first seek to offer the property to a person who needs wheelchair accommodation. This may require liaison with Social Work, other RSLs and Housing Options for Older People to identify suitable applicants.

CHA believes that it is important that people have access to properties adapted to suit their specific needs. This means that as an individual or family no longer require an adapted property, the Association would seek to rehouse the family and offer the property to someone in need of it. This would only apply where major adaptations were in place for instance

wheelchair housing. The Association would be sensitive in its approach and each situation will be dealt with on an individual basis.

11. TENANCY ISSUES

11.1 Rent Review Charge

CHA will review the rent on a dwelling where major works are carried out to create additional room(s). The rent charge will be reviewed in line with the Rent Setting Policy and with due regard to the rights of disabled persons under the Equalities Act 2010. This will be carried out on a case by case basis with the aim of ensuring that the applicable rent is comparable with a similar non adapted property (e.g. where an additional bedroom has been created, to change a property from a two- bedroom to a three-bedroom property, then the comparable rent is a similar three bedroom property).

CHA will not charge an additional rent for the provision and/or maintenance of adaptations.

11.2 Removal of Adaptations

Tenants will be advised at the time of installation of any adaptations that the Association will not remove any adaptations requested for the duration of the tenancy.

12. PERFORMANCE MONITORING

CHA reports performance on adaptations to the Board quarterly and in the Annual Return on the Charter to the SHR

13. COMPLAINTS

We have a separate complaints policy and procedure. Leaflets and copies of the complaints procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS , telephone 0800 377 7300 or 0131 225 5300

The Ombudsman will not normally deal with complaints unless customers have followed the Association's complaints' procedure.

14. LINKS WITH OTHER POLICIES

This adaptations Policy has key links with the following:

- Business Plan
- Repairs and Maintenance Policy
- Procurement Policy
- Allocations Policy
- Void Management Policy
- Tenant Participation Policy
- Equal Opportunities Policy

15. IMPACT ON EQUALITY & DIVERSITY

The Association demonstrated its commitment to diversity and promoting equality by ensuring that this policy is applied in a manner that is fair to all sections of the community, with due regards to the protected characteristics identified under the Equality Act 2010.

An Equalities Impact Assessment has been completed for this Policy,

16. REVIEW OF POLICY

The policy will be reviewed every five years, or sooner, in response to a change in legislation or circumstance.