



Aids and Adaptations Policy

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Aids & Adaptation Policy

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1. Introduction

Cadder Housing Association is committed to meeting the needs of all its tenants and where necessary provide permanent adaptations to properties so that the tenant or member of their household can enjoy independence, privacy and dignity.

There are two categories of adaptations: -

- a) Temporary Adaptations
- b) Permanent Adaptations

The Health and Social Care Partnership is responsible for the supply of temporary adaptations, e.g., bath aids added to the existing bath. The Association is responsible for permanent adaptations with funding from the Scottish Government via Glasgow City Council's Development & Regeneration Services Department (DRS).

2. Policy Objectives

The key objectives of this Aids & Adaptations policy are:

- Supporting customers to remain in their homes, sustain tenancies and reducing turnover of properties;
- Enhance the quality of life for our elderly customers and customers with a disability by contributing to housing adaptations and maximising the availability of housing for people with diverse needs;
- Ensure that when a request is received for aids and adaptation work, that the Association responds within the target timescales set out in this policy, and prioritises action on the basis of risk;
- To consider the suitability of the property before carrying out the adaptation to ensure that the best use can be made of the resources available;
- Maximise grant funding available from Scottish Government;
- Operate an effective recording & monitor system;
- Ensure effective joint working with the Health and Social Care Partnership, contractors, and other relevant agencies in the delivery of the Adaptations service.

3. Definitions

Term	Definition
Aids	Bath/shower seats or other items provided by OT services to assist with daily tasks.
Minor adaptations	Easily installed items, for example grab rails, external handrails etc. Tenants can self-refer to CHA for adaptations.
Adaptations - Permanent	For example, wet floor shower, through floor lift etc.
Walk in shower	A shower tray with curtain or screen
Level access shower	A shower accessible by a wheelchair user or person with walking difficulties. Also known as a wet floor shower.
Over bath shower	An electric shower fitted to a wall over an existing bath with curtain or screen as appropriate.

4. Legislation, Regulation and Policy Cohesion

Legislation	
This policy fulfills legislative duties contained within the following legislation	<ul style="list-style-type: none"> • Housing (Scotland) Act 1987 • Housing (Scotland) Act 2001 • Housing (Scotland) Act 2006 • Housing (Scotland) Act 2010 • Housing (Scotland) Act 2014 • Disability Discrimination Act 2005 • The Equality Act 2010 • The Environmental Health Protection Act 1990 • Tenement Scotland Act 2004 • Procurement Regulations • Right To Repair
Regulation	
This Policy aligns to the Scottish Housing Regulator's Regulatory Standards	<p>Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders.</p>

	Standard 5: The RSL conducts its affairs with honesty and integrity.
Scottish Social Housing Charter	
This Policy promotes and supports the outcomes required within the Charter	<p>1: Equalities. Social landlords perform all aspects of their housing services so that they support the right to adequate housing and every tenant and other customer has their individual needs and rights recognized, is treated fairly and with respect, and receives fair access to housing and housing services.</p> <p>2: Communication. Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.</p> <p>11: Tenancy Sustainment. 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 other organisations.</p>
Internal documents	
This Policy aligns to the following internal documents. As such, reference should be made to these documents as appropriate.	<ul style="list-style-type: none"> • Asset Management Strategy • Repairs Policy • Business Plan • Equalities and Diversity Policy • Financial Regulations • EVH Health and Safety Policy • Procurement Policy • Asbestos Management Policy • Complaints Policy

5. Policy Statement

Adaptations are alterations identified and recommended by the Glasgow City's Health and Social Care Partnership - Occupational Therapist Team aimed at allowing disabled or infirm tenants to continue to live in their homes. Adaptation works will only be undertaken subject to the receipt of the relevant Occupational Therapist (O.T.) referral form.

We will only undertake adaptations for tenants of the Association; owners and sharing owners must apply directly to the local authority for grant assistance. Customers requesting medical adaptations will be referred to Glasgow City Council Social Work Department for an assessment on their medical needs by an Occupational Therapist (OT).

CHA will review referrals to ensure that adaptations are relevant to the property prior to any adaptation being carried out. In some cases, the consideration of alternative housing may be required. O.T's only can make referrals for adaptations. It must be confirmed by the O.T that the property will be suitable in the long term for the needs of the tenant. Where the property is not suitable for the long term needs of the tenant, the Association will not normally carry out the adaptation/s. In these circumstances the Association's focus must be to, where possible, assist the applicant in obtaining more suitable accommodation. In general, where adaptations have been carried out, these adaptations will not be removed unless the tenant has new medical needs and a new adaptation is supported by an Occupational Therapist or when the property becomes available for let to a new applicant not requiring the adaptation.

CHA recognises that there will be cases where an application for an adaptation will be received for a tenant living in accommodation on two or more levels or in an upper flat. For medical reasons, the tenant may benefit from being rehoused in a ground floor flat. In cases of larger family properties there is likely to be a lengthy wait for suitable property. The tenant may not wish to move to a flat on the ground floor where they feel vulnerable and insecure or from a close or street where they are settled and secure. In these cases, if the tenant chooses to remain in their existing property then adaptations to allow them to enjoy independence, privacy and dignity of their homes will be carried out.

CHA will generally install level access showers in ground floor flats. The floor construction of other properties often does not permit a level access shower to be fitted and as such a case-by-case decision is required based on the adaptation required and the buildings construction and ability to accommodate the adaptation successfully within reasonable costs.

CHA will, depending on the medical condition of the tenant, install walk in-showers in upper floor flats or in property where the Occupational Therapist has confirmed the circumstances above are relevant, and a technical survey carried out by the Property Services Officer or a suitably qualified professional indicates that the floor construction of the property permits a walk-in shower to be fitted.

Work will be carried out in accordance with the order of priority identified by the Occupational Therapist, and then by date receipt order.

The OT will visit the tenant at home and a report (CL1 Recommendation for Permanent Adaptation) will be issued to the Association recommending the necessary medical adaptations required to meet the tenant's needs, these will be priority rated dependent upon the severity of need as :

Priority 1 – Critical

Priority 2 - Substantial

Priority 3 - Moderate

Prior to undertaking adaptations, the Property Services Officer will check with the Housing Management staff if the tenant is on the waiting list for a transfer / exchange. If so, works of a permanent nature may not be carried out depending on the likely timescales and particular needs of the tenant. In certain circumstances it may be required for the Housing Management staff to explore the housing options for a tenant to transfer to a home more suited to their needs.

The Property Services Officer will record all referral details and self-referrals received onto a central register.

The Association will profile the budget to allow for spending across the priority ratings with 85% being set aside for Priority 1 & 2 (historically this has been walk in / level access showers) and 15% for Priority 3 such as handrails.

Where priority ratings are equal for more than one tenant then the tenant with the earliest assessment date will be given greater overall priority

On receipt of an assessment report or self-referral the Association will contact the tenant and Occupational Therapist within 7 working days advising whether funding is available and the timescales involved for the adaptation to be undertaken, this is allowing for time for the necessary checks/visits to be made with the Housing Services team.

6. Funding minor adaptations

CHA will set an annual minor adaptations budget to meet the need for adaptations in existing stock. Minor adaptations are considered to be valued at less than £300 and normally consist of grab rails or hand rails. A strict annual budget will be set for small adaptations and works will be done on a first come first served basis.

7. Hospital Discharge

Hospital Discharge can be subject to significant delay whilst adaptation and/or care packages are established to ensure the safety of the returning tenant. Requests for adaptations that are prohibiting the swift discharge of hospital patients should be reviewed immediately upon receipt. If for any reason the adaptation requested cannot be instructed, then this should be discussed with the Senior Management Team to ensure all housing options are explored to assist in the swift discharge of our tenant.

8. New-build

For new-build developments the Association will give consideration to assessing the particular additional needs of the tenants on the housing waiting list and where deemed necessary will attempt to address any specific requirements at the initial design stage. Such alterations are known as Stage 2 Adaptations and attract additional grant funding from Glasgow City Council.

Where pre-lets have not been arranged at an early stage, consideration will also be given to Providing Stage 2 Medical adaptations for prospective tenants who have additional needs identified near the sign up stage, providing they have an OT Assessment Report and the developer is still on site. Should the OT report be received once the developer is off site the works would require to be processed as a standard Stage 3 Medical Adaptation and works undertaken by our approved contractor subject to availability of grant funding.

9. Funding Arrangements

Glasgow City Council Development and Regeneration (DRS), are responsible for administration of the grant funding from the Scottish Government. DRS will contact the Association annually with a proposed level of funding to be provided for the forthcoming financial year.

Once the funding has been exhausted for that year DRS may make further funding available on request depending on the grant levels remaining from Scottish Government.

Where no further funding is available all subsequent referrals will be put on a waiting list until suitable funding is made available.

An adaptation grant claim form will be submitted to DRS together with supporting documentation. Claims will be submitted quarterly to ensure a prompt reimbursement of the monies by the Association.

10. Managing Adapted Properties

There are no restrictions on installing walk-in showers in areas above ground floor although discussion will take place with the tenant prior to approval.

When medically adapted properties become void, subject to the extent of the adaptation, consideration will be given in the first instance to those applicants with medical needs which would be met if they were allocated the property.

There may be occasions where it would be reasonable to consider replacement of adaptations within void properties, the Asset Manager can apply discretion to replace adaptations in situations where:

- There is low demand for the property
- The condition of the adaptation
- The location of the property and type of adaptation e.g. tenement upper with no bath

Tenants can replace medical adaptations as part of a tenants request for alterations subject to approval, however, they will be expected to meet full installation and maintenance costs.

11. Procurement

All works shall be procured in accordance with the Procurement Policy and the Financial Regulations.

12. Quality Control and Performance Monitoring

In order to properly evaluate the efficiency and cost effectiveness of all aspects of the Aids and Adaptations service, pre and post inspection and customer feedback targets will be operated and reported to the Board:

- 100% pre and post inspections for all major or significant adaptations
- 100% customer satisfaction survey returns for all major or significant adaptations completed.
- Percentage of Medical Adaptations completed within the year.
- Average time taken to carry out completed Medical Adaptations in the year.

- Align to ARC The purpose of our quality control and performance measures ensure that:
- The work specification reflects the work required to make meet the needs of the customer.
- The completed work is to an exceptional standard and aligns with the specification.
- Customers are able to comment on the quality of the work and their satisfaction with the work and the process.

The Board will be advised of the percentage of properties that have been adapted on an annual basis and will from time to time consider an upper threshold should be applied to the number of properties adapted, taking into account population demographics.

13. Health and Safety

CHA has arrangements in place to address the requirements of Health and Safety legislation. This ensures that all sub-contractors being required to be aware of and comply with CHA's Health and Safety policy and CDM Regulations.

All contractors and consultants are required to provide sight of their health and safety policy statements and sign an annual disclaimer to confirm that they comply with H&S requirements and carry out all appropriate staff training.

All contractors and consultants required to hold and provide to CHA a copy of their insurance policies e.g., Employer, Public and Professional indemnity.

14. Equalities and Diversity

CHA aims to ensure that equality, fairness, dignity and respect are central to the way we work and how we treat our customers. We support diversity and uphold equal opportunities in all areas of our work as an employer and service provider. CHA will not discriminate against tenants, staff, visitors, suppliers or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status, pregnancy and maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010). We will also have regard to the socio-economic duty to reduce poverty and inequality defined within Scottish Governments Fairer Scotland Action Plan.

CHA will ensure that all sub-contractors comply with the Association's Equality and Diversity Policy and requirements. We will issue a copy of the document annually and as part of the annual review of sub-contractor information, ensure they sign declarations acknowledging the same.

15. Complaints

CHA aims to provide an efficient, responsive and reliable high-quality Aids and Adaptations service in line with this policy. If a customer is dissatisfied with the service provided staff will endeavour to resolve the problem as long as that resolution is in line with this policy. If this action does not resolve the dissatisfaction CHA's Complaints Policy and procedure shall be implemented

16. Risk Management

CHA has a Risk Management Strategy and Policy. These documents set out how the organisation will manage risk as an integral part of its governance and management systems, ensuring risks are identified, evaluated and controlled effectively. Identifiable risks arising from this policy will be monitored and managed by the internal processes and by regular review, ensuring risks are mitigated and CHA complies with all legislative requirements and regulatory and best practice guidance

17. Review

This Policy will be reviewed every 3 years or sooner as required due to legislative or substantive change.