



Ongo Homes

Aids & Adaptations Policy

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Contents

		Page
1.	Our policy is...	2
2.	It applies to...	2
3.	Because we want to...	2
4.	We will...	3-4
5.	Making sure we do what we say...	4
6.	Other things to bear in mind...	4
7.	We'll look at this again...	5
8.	What we mean	5

1. Our policy is...

1.1 To work with North Lincolnshire Council (NLC), the NHS and other relevant agencies to make sure we deliver an aids and adaptations service that is:

- Co-ordinated;
- Accessible, timely, transparent, effective and efficient;
- Promotes best use of resources.

1.2 To fully recognise the diverse needs of our tenants and their family members who have disabilities.

2. It applies to...

2.1 Everyone working for Ongo Homes (OH), our partners and our tenants.

3. Because we want to...

- Support tenants and their family members to live independently within the community whilst making sure their homes remain comfortable, safe and suitable for their personal use;
- Consider the needs of our disabled tenants or their family members at an early stage in the decision-making process, including consideration of alternative housing options which may better suit their long term requirements;
- Comply with all statutory and regulatory requirements in relation to disabled adaptations;
- Work within the framework of our Asset Management Strategy, to ensure best use of housing stock, value for money and consideration of the longer term 'lettability' of our properties.

4. We will...

4.1 Tell you what we can and can't do

We can:

- Provide signposting information about the aids and adaptations process;
- As your landlord, we can give you permission in principal to pursue major adaptations;
- Consider respite provision on a case by case basis if major adaptation work will have a negative impact on the recipient's existing health condition.

We can't:

- Assess your need or make decisions about entitlement – this is done by NLC and the Core Therapy Service (CTS);
- Make decisions about who should get funding from NLC;
- Adapt a property just because you want us to.

4.2 Tell you how the funding works

4.2.1 Funding for aids and adaptations work will be through a Local Authority Disabled Facilities Grant (DFG).

4.2.2 NLC has a statutory obligation to fund requests for aids and adaptations through DFGs, which are means tested meaning the customer may need to pay a contribution towards the cost.

4.2.3 Major adaptations are funded through DFGs following an Occupational Therapist (OT) assessment.

4.2.4 From 1st April 2017 OH funding will be used for minor adaptations recommended by the CTS.

4.3 Not unreasonably withhold permission for major adaptations

4.3.1 Where the adaptation is recommended and it is to be completed through a DFG, then NLC must request authorisation for the works from us. We will not unreasonably refuse consent for it to take place. However, we will consider a number of factors including:

- Whether the long term viability of the property would be adversely affected;
- Whether the adaptation would create under- or over-occupancy;
- Whether there are any live notices or ongoing court proceedings;
- The impact of the adaptation on rental charges and affordability for the tenant.

4.3.2 If we refuse permission, we will support the tenants to find suitable alternative accommodation.

4.3.3 Where an adaptation will lead to change in rent, the tenant must confirm in writing that they understand and consent to this variation before permission for any adaptations is given. A formal deed of variation will be signed after completion of the works.

4.4 Plan for the future

- 4.4.1 Where adaptations are necessary for our tenants and their families, we will always try to incorporate into our investment programmes where we can. This makes sure we provide good VFM and save on costs.

5. Making sure we do what we say...

- 5.1 The Director for Regeneration is responsible for making sure this policy is implemented.
- 5.2 The Head of Regeneration is responsible for the delivery of the Aids & Adaptation Service and that it complies with the requirements of this policy.
- 5.3 We will monitor the following to track the impact of our approach to the aids and adaptations service:
- The performance against service standards and the targets set out in them;
 - The cost of providing the service;
 - The level of customer satisfaction with service.

6. Other things to bear in mind...

- 6.1 Are our:

- Asset Management Strategy
- Value for Money Strategy
- Choice Based lettings Policy
- Customer Charter
- Equality and Diversity Policy
- Maintenance Services Policy
- Aids & Adaptations Procedures
- Tenure Policy
- Fixed Term Tenancy Procedures
- Decant Policy
- Vulnerable Person's Policy

- 6.2 Are the legal bits:

- [The Chronically Sick & Disabled Persons Act 1970](#)
- [The NHS & Community Care Act 1990](#)
- [S. 20 of the Housing Grants and Regeneration Act 1996](#)

- [Equality Act 2010](#)
- [The Mental Health Act 2007](#)
- [The Care Act 2015](#)

7. We'll look at this again...

7.1 In 3 years time or sooner if anything changes.

8. What we mean...

Adaptation	For the purpose of this policy 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 through the Core Therapy Service or Mental Health, Rehabilitation etc to enable customers to live safely and independently in their home.
Minor Adaptation	Any work carried out to a property that is generally not permanently fixed to a dwelling and does not prevent the property from being let as per original status, e.g. grab rail. Generally under £1000 in value.
Major Adaptation	Any work over £1000 in value and considered structural i.e. permanently fixed to a dwelling and which changes the usage and facilities within a property, e.g. level access shower.
Occupational Therapists (OTs)	They will make assessments of someone's needs within their home and advise on what aids and adaptations would help improve that person's ability to live in their home. There are a number of OT services – for example, Mental Health or Equipment Services.
Decent Homes	This is legislation that requires homes in the public sector (councils and housing associations) must be at a minimum standard which is considered to be warm, weatherproof and have reasonably modern facilities.
Disabled Facility Grant (DFG)	Grants are administered by the local authority to fund aids and adaptations. Grants are means tested and the customer must apply. Grants may be full or partial depending on the customer's income. Where means tested customers within the DFG process only receive a partial grant, OH will generally undertake the adaptation.