

STAGE 3 ADAPTATION POLICY (3)

AS WITH ALL OF THE ASSOCIATION'S POLICIES and PROCEDURES, THIS GUIDE, IN FULL AND IN PART, CAN BE MADE AVAILABLE IN SUMMARY, ON TAPE, IN BRAILLE, AND IN TRANSLATION INTO MOST OTHER LANGUAGES –

PLEASE ASK A MEMBER OF STAFF IF YOU WOULD LIKE A VERSION IN A DIFFERENT FORMAT

Approved By	Committee of Management at the meeting on 7 th February 2007
Last Review	7 th March 2018
Next review	March 2023

1.0 BACKGROUND

1.1 What is a Stage 3 adaptation?

1.1.1 A stage 3 adaptation is an alteration or addition to a property to suit the particular needs of an occupant with a physical disability or sensory impairment.

1.2 Who carries out adaptations?

1.2.1 Adaptations can be carried out by a number of agencies:

- Health Service
- Social Work Department
- Public Sector Landlord/RSL
- Private Landlord or Owner Occupier

1.3 Who can qualify for an adaptation?

1.3.1 Anyone requiring an adaptation can qualify for one, subject to funding availability.

1.3.2 The ability to access funds will depend upon:

- The occupier's housing status.
- The nature of the adaptation.

1.3.3 Adaptations for sharing owners are their responsibility and grant funding may be made available from the Local Authority.

1.3.4 Associations may apply for Stage 3 adaptation grant funding for permanent works by bidding for funding as part of their annual Strategy and Development Funding Plan (SDFP). (See, The Scottish Government HIGN 2011/05 Guidance Note).

Aids or equipment for tenants that are directly related to the management of an illness and are considered temporary e.g. hoists will normally be the responsibility of the Health Service or Social Work Department.

2.0 THE STAGE 3 ADAPTATION PROCESS

2.1 Stage 1- Referrals

2.1.1 The Scottish Government Guidance (HIGN 2011/05 Guidance Note) states that all referrals **must** be based on specialist advice or medical opinion, except for applications for minor items, where the funding office Glasgow City Council (GCC)

Development & Regeneration Services (DRS) agreement has been sought and obtained.

- 2.1.2 Tenants who require a technical assessment to be undertaken should be referred to their local Social Work Department, where an Occupational Therapist (OT) will undertake most assessments.
- 2.1.3 On receipt of a referral, it is essential that there is enough information on the specified adaptation to proceed. Where there is insufficient information, further clarification should be sought from the OT.
- 2.1.4 The Projects Officer must also check with a Housing Officer if the tenant is on a waiting list for 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.

2.2 Stage 2 – Initial Budget Check for HAG funded projects

- 2.2.1 On receipt of a referral, the Projects Officer must undertake an initial budget check against the current annual budget allocation for Stage 3s to ensure that sufficient funds are available to progress the works.
- 2.2.2 If there is no HAG or if the HAG is insufficient to cover the proposed works additional funding may be made available from the GCC. The Projects Officer must approach GCC to ascertain if funding is available prior to proceeding with the works.
- 2.2.3 Where no additional grant funding is available, the Association may fund the shortfall from its own adaptation budget (which is up to 20% of the annual allocation for Stage 3's). This budget should only be used for items that fall within the Association's remit (See Appendix One) and should not be exceeded without consent from the Association's Committee of Management.

3.0 ESTABLISHING THE HAG APPLICATION PROCEDURES

3.1 Streamlined Procedures

Where the Association has a budget allocation, streamlined procedures can be used provided the work does not exceed £15,000 and the amount can be accommodated within the budget allocation.

Submissions must be made electronically to GCC, using the Housing and Regeneration Programme. (HARP system) (See Appendix Two).

If the Association needs to exceed its budget allocation for Stage 3's the PO should contact GCC to see if any additional funds are available and if requested by GCC submit a written submission or an e-mail request for additional funding.

If additional spend is approved, the Association may instruct the work, provided the cost of the works does not exceed £15,000 per individual contract.

3.2 Full Application procedure.

A full application for prior approval of HAG will be required in the following circumstances:

- a. the adaptation works are not covered by the Association's programme agreement for such works
and/ or
- b. the total works costs exceeds £15,000 per contract
and/ or
- c. the Association cannot comply with the guidance on the procurement of works contracts outlined in the HIGN 2011/05 Guidance Note.

In such cases, the Association must submit a funding request to GCC, who will confirm HAG funding, if appropriate for the adaptation works.

4.0 **PROCUREMENT OF THE WORKS**

- 4.1 In addition to the above parameters, all works must also be procured in accordance with the Association's Procurement Policy and Contractors Procurement Guide For Development, Planned & Cyclical Works and HIGN 2011/05 Guidance Note.

5.0 **PROCESSING AN ADAPTATION**

- 5.1 The Projects Officer should liaise with the contractor to prepare a schedule of works to enable a price for each adaptation to be obtained against the agreed Schedule of Rates.
- 5.2 The Projects Officer should check the contractor's quotation for accuracy and to ensure that VAT is charged or zero rated as applicable. Clarification on price or specification should be sought from the contractor where required.
- 5.3 Quotations should be accepted by the PO by issuing a Works Order to the preferred contractor. The Works Order should be coded 0100/ the original contract no. e.g. Contract 58 and be issued with an expected completion date.
- 5.4 Works Orders and copies should be issued as follows:
 1. Retained on CAPITA and e-mailed to contractor.
 2. Posted to tenant.

6.0 MONITORING PROGRESS

- 6.1 The Projects Officer should maintain a summary / financial monitoring sheet for each adaptation to enable progress to be monitored and reviewed. A progress report and financial update is presented to Committee Members on a quarterly basis at the Committee of Management meeting.
- 6.2 The Projects Officer should also create, a property folder for each adaptation which will hold all relevant documentation relating to that adaptation.

7.0 LIAISON WITH HOUSING MANAGEMENT

- 7.1 On commencement of the works Housing Management should be advised by e-mail by the PO when a Stage 3 Adaptation is to be carried out.
- 7.2 On completion of the works, the PO should update the summary / financial monitoring sheet and shall also ensure that the Capita component data base, where appropriate, is updated to reflect the nature of the completed adaptation component.

8.0 MONITORING OF AND COMPLETION OF THE WORKS

- 8.1 The PO should monitor the works and ensure that wherever possible work is completed by the Works Order Completion date.
- 8.2 On completion of the works, the PO will carry out a post-completion inspection.
- 8.3 If defects are encountered, the PO will instruct the contractor to rectify and only once snagging is completed satisfactorily, can the contractor be paid.
- 8.4 Once work is completed, the PO will sign, date and authorise the invoice and pass back to the Finance Section for processing.
- 8.5 If the work is HAG eligible then a claim should be made to Glasgow City Council by the PO in accordance with the HARP system.
- 8.6 The Scottish Government HIGN 2011/05 Guidance Note, advises that the Association can claim an allowance of 10% for each adaptation.

9.0 TENANT SATISFACTION.

- 9.1 Tenants receiving adaptations will be asked to complete a satisfaction questionnaire on completion of the works.
- 9.2 Satisfaction survey results should be used to assess the performance of the contractor. Any feedback, which is considered to be unsatisfactory, should be followed up by the PO as appropriate.

10.0 EQUAL OPPORTUNITIES TESTING.

In accordance with the Association's Equality & Diversity Policy, this Policy has been consciously considered to judge whether there is any likelihood that its presentation or operation could in any way lead, no matter how inadvertently, to discrimination. The conclusion of this exercise is that it is believed that the Policy should operate in a non-discriminatory way.

11.0 POLICY REVIEW.

- 11.1 This policy will be reviewed in five years' time or sooner if legislative, regularly or best practice changes require this.

APPENDIX 1

STAGE 3 ADAPTATIONS ADAPTIONS TO HOUSES FOR PEOPLE WITH DISABILITIES

PERMANENT WORKS

Adaptation works to existing dwellings in order to make them more suitable for residents are eligible for HAG if they are by definition “structural” or “permanent”.

The list below, while NOT exhaustive gives a number examples of items which when provided for a disabled person, are admissible for HAG. These are items which, because they are fixed to or become part of the structure of a dwelling, may be regarded as “structural”

1. General Alterations

- Extensions or alterations to provide bathroom, WC or bedroom, etc, with level or suitably ramped access.

2. Garaging and External Facilities

- Widening of garden paths.
- Carport and/or undercover access to the dwelling if practicable.
- Remote control garage door opener to existing garage used by (or for) a disabled driver.

3. Approaches to Entrance Doors

- Modification of steps, for example to widen treads or incorporate half steps or create ramp.
- Handrails or balustrading to ramps/steps (and elsewhere in dwelling where necessary).
- Door call and entry phone system.

4. Doors and Windows

- Widening or re-hanging of doors to permit wheelchair manoeuvre.
- Substitution of sliding or bi-fold doors for side-hung doors.
- Suitable ironmongery, for example, pull handles and rails to doors or kick plates and/or protective edging to door frames and handling stiles.
- Remote control window and/or door openers.
- Conversion of window to French window where no other wheelchair access to the garden is available.

- Alteration to windows to give satisfactory sight lines for people in wheelchairs.
- Larger windows for visually impaired people.

5. Staircase and vertical circulation

- Additional handrail to staircase or gate at head or foot of stairs.
- Stair lift installed over staircase, for standing or seated use, or with platform for wheelchair; and
- Vertical home lift or hoist.

6. Water Services

- Substitution of lever for screw down taps.
- Re-fixing of taps at convenient level.
- Remote control valves for taps.
- Thermostatic control for shower.
- Relocation of control valve for mains water supply.

7. Electrical and Heating Services

- Re-fixing for socket outlets at a convenient level, additional socket outlets or rocker light switches.
- Alarm call or loud bell for people who are hard of hearing.
- Relocation of prepayment meters or of thermostat or heating controls.
- Central heating, or supplementary radiators to existing installation.
- Fixed heating appliance (gas or electric) in place of open fire other solid fuel appliance.
- Fluorescent lights in kitchen, bathroom and working areas for visually impaired people.
- Warning systems for people who are hard of hearing e.g. flashing lights.
- Provision of power supply for electric hoists suspended from ceiling track.
- Relocation of main switches for gas or electricity.

8. Provision for Lifting Aids

- Reinforcement of ceilings and provision of track for personal hoist.

9. Acoustic Insulation

- Acoustic insulation.

10. Entrance Halls

- Letter cages or delivery shelf.

- Relocation of clothes hanging rails (also in bedrooms).

11. Kitchens

- Alterations to provide fixed storage units, worktops and sink units at convenient levels.
- Non- slip flooring.
- Built in cooker for use by disabled person.
- Waste disposal unit to sink.

12. Bathroom and WCs

- Shower unit in place of, or to supplement bath, special WC fixture, suitable washbasin and/or bidet.
- Raising of WC fixture.
- Sluice sink.
- Fixed bath hoist.
- Support rails to walls by bath or WC, or other fixed support or non-slip flooring.
- Platform at head of bath.

13. Storage

- Storage provision for wheelchair.

APPENDIX 2.

**STAGE 3 ADAPTATIONS.
HARP GUIDANCE.**

[HARP - Training material - Creating and Submitting an Adaptations Claim.xlsx](#)