

## Policy details

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## Policy Statement

The objective of the **Disabled Adaptations Policy** is to clearly define Co-op Homes' commitment to providing an adequately resourced, transparent and efficient disabled adaptation procurement and management service that addresses both the needs of its disabled residents and the requirements of the Equality Act 2010.

For the purpose of this policy as it applies to Co-op Homes and its residents, the definition of a disabled adaptation is an ***alteration or addition to any part of a property to make it easier or safer for a disabled person to use***. The Equality Act 2010 defines that a person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day to day activities. Additionally, there may be people who have had their needs assessed under the *NHS & Community Care Act 1990, The Carers (Recognition and Services) Act 1995, or The Carers and Disabled Children Act 2000*, for whom an adaptation will make a significant difference and improve their ability to carry out day-to-day activities and their quality of life.

Co-op Homes is therefore committed to meeting any special and specific needs of our residents with disabilities and will work with local authorities to secure any available grant funding to enable suitable adaptations to be carried out to our properties.

## Guiding Principles

The key objectives of this policy are to confirm that Co-op Homes will:

- Put the needs of its disabled residents first in any decision-making about adaptations.
- Publish Co-op Homes' approach to disabled adaptations on the website at [www.coophomes.coop](http://www.coophomes.coop)
- Carry out works with advice from, and in liaison with local authority social services departments where we own and manage properties.
- Maximise grants and other resources available for adaptations, ensuring value for money at all times.
- Work within the framework of Co-op Homes' asset management strategy, having regard for the future occupancy of properties.
- Comply with all statutory and regulatory requirements in relation to disabled adaptations.
- Seek and comply with good practice guidance.
- Work with residents by providing a named person to help liaise with the local authority, social services departments and occupational therapists to minimise waiting times and keep them informed about developments and their DFG application

## How we will implement the Policy

Co-op Homes will endeavour to ensure that all disabled adaptation works carried out represent value for money, are of good quality, minimise future maintenance costs and meet the needs and aspirations of our customers.

### Funding

Co-op Homes will provide an annual budget for minor aids and adaptations for its own residents.

Depending upon the value of the proposed works, funding for adaptations will be met from any Disabled Facilities Grant schemes in operation by the Local Authority, by Co-op Homes, or by the client co-operative, where Co-op Homes is overseeing the process on their behalf. Examples include, but are not restricted to:

**Disabled Aids** which are generally small value items: small access ramps, handrails, grab rails, lever taps, etc. If requests for such items are received from Co-op Homes' residents and the value is £500 or less, this will be met through the Aids and Adaptations budget and processed in house.

**Minor Disabled Adaptations** are generally works valued between £500 and £2500 and can include over bath shower, straight stair lift and concrete access ramps. Works of this nature are normally recommended by the Occupational Therapist employed by the Local Authority and will be funded by a Disabled Facilities Grant although in some cases residents may be asked to pay a proportion of the cost.

**Major Disabled Adaptations** are generally for works which cost over £2500. Such works are funded through the Local Authority Disabled Facilities Grant, jointly with the tenant or through other initiatives as set out in the document "Homes for Disabled People – A Good Practice Guide".

### Co-op Homes as Managing Agents

Co-op Homes will offer the same advice to members of any co-operatives in management, where the co-operative has agreed to the adaptation to its property.

No funding from Co-op Homes' Aids and Adaptations Budget will be made available to residents of client co-operatives and the responsibility for any costs not met by disabled facilities grant will remain with the co-operative.

The cost of administration is normally covered by the Disabled Facilities Grant and Co-op Homes will provide an estimate of the likely costs of the service it will be providing in the application.

If DFG funding is not available, Co-op Homes' charge for administration, surveying and supervision will be at the standard officer rate as set out in the Additional Fees Schedule of the Management Agreement.

## Access to Information

Co-op Homes will provide information to residents on how to apply for aids and adaptation by way of personal visit, letter or by a website link. This Policy is available on request for those without internet access.

Co-op Homes will take action or withdraw any offer of disabled aids if a customer knowingly and recklessly provides false information that results in the inappropriate adaptation of their property.

### **Equal opportunities and Consultation**

Co-op Homes is committed to providing equal access to all residents, regardless of race, nationality, ethnic origin, cultural background, religion, sexual orientation, gender; disability, age, illness, marital or employment status.

Co-op Homes will work to eliminate disability discrimination in all aspects of housing.

Co-op Homes will maintain records of the nature of an adaptation, the ethnic origin of applicants and the scale of the works. It will monitor all results to ensure there is parity across all client groups and ensure that this policy has been applied fairly and without negative discrimination.

Co-op Homes will consult with and in co-operation with the local authority and other appropriate agencies on a regular basis to help facilitate adaptation for its disabled customers and to maintain good practice.

Co-op Homes will also encourage new, existing or potential customers to comment and feedback on this document to ensure that it remains relevant.

Appeals against any decision made in the application of the Disabled Adaptations Policy will be dealt with through the Complaints Procedure and should be submitted in writing/by email to the Head of Operations.

### **Responsibilities**

The Head of Operations is responsible for

- The overall implementation of the Disabled Adaptations Policy
- Ensuring that the management arrangements and procedural systems in place are undertaken efficiently and effectively.
- Ensuring that relevant staff are trained in the policy and the associated procedures.

Co-op Homes will review this policy at least every 3 years.