

1.0 POLICY STATEMENT

- 1.1 Scottish Borders Housing Association is committed to the provision of aids and adaptations to allow the Association's Tenants to continue to live in their own homes and to enhance the quality of life for Tenants with disabilities.
- 1.2 SBHA's Asset Management Strategy 2021-26 and Ageing Well Strategy 2021-26 will
- Ensure best use of existing stock whilst ensuring that this will meet the ongoing needs of tenants who require adaptations.
 - Explore a proactive approach to assess our stock and identify properties that are adaptable to meet a range of needs and demand.
 - Consider Stage 1 and 2 Adaptations as part of our development programme for new build including wheelchair accessible properties.
 - Consider the sustainability of adaptations as improvements that can remain in the property long-term to the widest number of potential Tenants at relet.
- 1.3 Scottish Borders Housing Association will ensure that funding bids to The Scottish Government, reflect identified demand for Stage 3 adaptations. "Stage 3" is the general term for an adaptation to a property which is grant funded by the Scottish Government
- 1.4 In 2011, SBHA entered into a service agreement with Borders Care & Repair. Border Care & Repair are part of the Eildon Group and provide the complete adaptation service to all the local Social Landlords within the area.
- 1.5 Border Care & Repair, working on behalf of Scottish Borders Housing Association will work closely with Scottish Borders Council's Housing Strategy Team and Social Care and Health Team. This will ensure they have regular input into Tenant needs which are linked to SBHA's planned improvement and maintenance programme.
- 1.6 This policy does not cover Major Adaptations which are specific large one-off works e.g. extension to a home for a disabled person.

2.0 DEFINITION OF TYPES OF ADAPTATIONS & FUNDING ROUTES

- 2.1 Stage 1 Adaptations are general and not tailored to any specific condition or individual. They are integrated into the property's initial specifications before construction or renovations commence.
- 2.2 Stage 2 Adaptations are modifications typically completed by the original contractor to the property either before or around the time the property is practically complete.
- 2.3 Stage 3 Medical Adaptations are physical, permanent works to a property that accommodates the changing needs of the tenant, assisting independent living e.g. installation of a wet floor shower room
- 2.4 Stage 3 Adaptations are funded by General Adaptations Grant from the Scottish Government. Border Care and Repair will provide advice on the estimated level of funding required to allow Scottish Borders Housing Association to place their bid for Stage 3 funding as part of its annual Strategy and Development Funding Plan. (SDFP).
- 2.5 Moveable or non-permanent equipment, such as stair lifts, should be funded by Local Authority Housing Strategy Teams. Scottish Borders Housing Association cannot use HAG to fund this type of non-permanent requirement.
- 2.6 Adaptations that cost less than £300 are classed as minor adaptations and these are notified directly from Care and Repair to SBHA who then arrange for the works to be carried out. These types of adaptations are not included in the claim for HAG funding and are funded directly by SBHA.

3.0 PRIORITISING APPLICATIONS

- 3.1 In order to ensure that resources are targeted to those in the greatest need, Border Care and Repair prioritise applications for adaptations. Border Care and Repair will offer advice to Occupational Therapists (OT) on the technical feasibility of proposed adaptations.
- 3.2 Border Care and Repair will also take cognisance of any SBHA's strategies relating to adaptations in place at the time of application receipt. This could include new designs and technology to enhance the sustainability of adaptations installed. SBHA would not normally endorse the installation of wheelchair or level access shower trays in upper floor homes unless there are exceptional circumstances

4.0 TIMESCALES

- 4.1 Border Care and Repair undertakes to process applications within the timescales noted in Para 4.3. Where the Association is unable to secure funding, Border Care & Repair will advise the applicant and the OT and will suggest alternative sources of funding where this is practicable.
- 4.2 Border Care and Repair will inform SBHA and OT's as to the progress of applications on a monthly basis. This information will be part of SBHA's monthly KPI's.
- 4.3 All applications will be acknowledged by Border Care and Repair in writing within 5 days and an indication provided to the applicant and the referring agency of the extent of any backlog of applications, the likely timescale for taking the application forward and that they will be regularly updated on the progress of their application.
- 4.4 Tenants will be given at least 5 working days' notice of visits from Border Care and Repair employees and or their consultants.
- 4.5 Tenants will be given at least 5 working days' notice prior to the commencement of work, and SBHA will provide 15 working days' notice in cases where the works will cause significant disruption.

5.0 PERFORMANCE MONITORING & REPORTING

- 5.1 Border Care and Repair will provide monthly performance information to the Senior Asset Planning Manager who is responsible for ensuring that this policy is implemented effectively. and reporting quarterly to the Customer Board on performance and outcomes.
- 5.2 Performance will be measured against defined targets set annually, including:
- Number of households awaiting adaptations
 - Average time and days to complete approved applications for medical adaptations
 - Percentage of approved applications for medical adaptations completed.

6.0 EQUAL OPPORTUNITIES

- 6.1 All applicants will be dealt with in accordance with SBHA's published Equal Opportunities Policy statement. This Policy will not be used to discriminate against any individual or household on grounds of race, religion, marital status, disability, age, sexual orientation, gender reassignment, political opinion, pregnancy, or maternity. SBHA aims to promote equal opportunities and comply with the requirements of the Equality Act 2010.

7.0 COMPLAINTS

- 7.1 Any complaint relating to the processing of an application for aids and adaptations will be dealt with in accordance with SBHA's published Complaints Handling Policy.

8.0 REVIEW

- 8.1 This Policy on Aids and Adaptations will be reviewed in 3 years or earlier if legislative, performance or other changes necessitate this.