



Aids and Adaptations Policy

Name	Reason for change	Date
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Approval process for current version

Presented to	Date	Outcome
Services Committee	7 March 2023	Approved

1. Introduction

- 1.1 Simple equipment can improve the standard of life a resident has, and can mean the difference between living independently and needing someone to look after them.
- 1.2 Poplar HARCA has no statutory obligation to carry out any aids and adaptations, but we broadly support the objective to improve the lives of our residents, by adapting properties to suit their needs.
- 1.3 This policy sets out how Poplar HARCA supports independent living in partnership with our residents and local authorities while still retaining a long term strategic asset management outlook.

2. Regulatory standards, legislation and codes of practice

Legislation	<ul style="list-style-type: none">• Housing Grants, Construction and Regeneration Act 1996 (disabled facilities grants)• Landlord and Tenant Act 1985
This policy also operates in the context of:	<ul style="list-style-type: none">• Health & Safety at Work Act 1974• The Management of Health & Safety at Work Regulations 1999• The Workplace (Health Safety & Welfare) Regulations 1992• Regulatory Reform (Fire Safety) Order 2005• Homes (Fitness for Human Habitation) Act 2018• Housing Act 2004• Occupiers' Liability Act 1984• Provision and Use of Work Equipment Regulations 1998• Construction, Design and Management Regulations 2015• RIDDOR 2013

3. Definitions

Type	Minor adaptation	Major adaptation
Cost	< £1,000	£1,000 - £30,000
Funded by	Poplar HARCA	Disabled Facilities Grant (DFG)
Examples	<ul style="list-style-type: none">• Lever taps• Grab rails• Minor works in kitchen or bathroom	<ul style="list-style-type: none">• Star lift• Lifting equipment such as a hoist• Wet floor shower

4. Eligibility

- 4.1. A person is regarded as being disabled 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.
- 4.2. Poplar HARCA is not obliged to deliver aids and adaptations, however there are local arrangements in place to deliver these in partnership with the London Borough of Tower Hamlets.
- 4.3. Poplar HARCA will only consider requests for aids and adaptations
 - on the recommendation of the Occupational Therapy Service
 - from tenants or a permanent, registered member of their household
 - for major adaptations, where there is a funding arrangement in place with the Local Authority
- 4.4. Poplar HARCA tenants should contact the [London Borough of Tower Hamlets Occupational Therapy Service](#) for an assessment of their needs.

5. Property considerations

- 5.1. Poplar HARCA will only carry out major adaptations that are feasible, reasonable and practical.
- 5.2. Poplar HARCA will not:
 - make structural changes
 - adapt temporary accommodation – permission may be granted for minor adaptations in exceptional circumstances but major adaptations will never be permitted
- 5.3. Consideration will be given whether rehousing would be more cost effective and/ or offer greater benefit to the resident Major adaptations will be considered if there are no available alternatives.
- 5.4. If there are no rehousing options available, the Head of Repairs will decide whether to authorise the works or not based on budget position, property type and the major adaptation required.
- 5.5. Adaptations costing more than £30,000 will be considered on a case by case basis. A Director or the Assistant Director, will make the final decision as to whether the adaptation will be permitted.
- 5.6. Decisions not to proceed with an adaptation will be discussed with the resident, the Occupational Therapy Service, and – if appropriate - relevant Poplar HARCA staff (e.g. Lettings or Safeguarding).

6. Funding

- 6.1. Poplar HARCA will not recharge tenants for adaptations where a full Disabled Facilities Grant (DFG) is granted by the local authority.

- 6.2. Repairs to adaptations are subject to our repairs policy and as such repairs can be recharged if they are due to negligence or deliberate misuse.

7. Installation

- 7.1. Poplar HARCA will not recharge tenants for adaptations where a full Disabled Facilities Grant (DFG) is granted by the local authority.
- 7.2. Repairs to adaptations are subject to our repairs policy and as such repairs can be recharged if they are due to negligence or deliberate misuse.

8. Ongoing maintenance

- 8.1. Poplar HARCA is responsible for maintaining installed aids and adaptations in its homes.
- 8.2. Repairs are carried out in line with Poplar HARCA's Repair Policy.
- 8.3. Domestic lifting equipment is serviced in line with Poplar HARCA's Lift Policy.

9. Change of tenancy

- 9.1. Following a major adaptation Poplar HARCA would normally expect the resident to remain in the property for a minimum of five years. There may be exceptions where the resident's needs have changed. In these instances, the occupational therapist and Poplar HARCA must agree a move is necessary, for example, if the family size changes or if there is a need to move into supported housing.
- 9.2. Once installed a property is considered to be adapted. Adaptations will not be removed from properties regardless of the need or preference of existing or future tenants.
- 9.3. However, Poplar HARCA reserves the right to remove an adaptation if it is cost effective to do so.

10. Monitoring and reporting

- 10.1. Poplar HARCA will establish and maintain accurate asset registers for all adaptations.
- 10.2. Certificates and works completion information will be transferred electronically from the contractor to Poplar HARCA's central document repository in a standardized format.
- 10.3. Poplar HARCA will maintain robust processes for monitoring Disabled Facilities Grant applications, completion of works and quality inspections.
- 10.4. The regular servicing and inspection of domestic lifts and lifting equipment is monitored and reported via a weekly compliance report.

11. Roles and responsibilities

London Borough of Tower Hamlets	Responsible for appointing occupational therapist to assess tenants' needs, sending adaptations requests to Poplar HARCA for consideration and assessing the DFG application.
Head of Repairs	Accountable for day-to-day delivery of aids and adaptations works.
Building Surveyor	Responsible for liaison with the Local Authority's Occupational Therapy Service, progressing Disabled Facilities Grant applications, and managing the delivery of works.

Competent contractor	Responsible for carrying out works.
Head of Asset Compliance	Accountable for the regular inspection and servicing of aids and adaptations throughout their life cycle.

12 Policy review

Policies are reviewed every 3 years or sooner if they no longer reflect best practice.

13 Appendix 1: Impact assessment

How does the policy/procedure/strategy contribute to Poplar HARCA's aims?	The policy is a statement of our intention to deliver aids and adaptations to support independent living in our dwellings.
Which group(s) of people benefit from the policy/procedure/strategy? If any group could be disadvantaged, what is the mitigation or justification?	All groups benefit from this policy and are able to apply for occupational assessments and funding from their local authority, to have aids and adaptations installed in their homes.
How have residents been involved in developing the policy/procedure/strategy? If they have not been involved, why not?	The policy is a statement of our intention to deliver aids and adaptations to those assessed to require them. There is no scope for resident involvement other than Board approval.
How will the policy/procedure/strategy be monitored and measured? (e.g. performance indicators?)	A requirement to monitor has been included in this policy document. Means of monitoring have been built into the Association's procedures.
If any, what are the Value for Money implications?	<p>The policy is a statement of our intention to deliver aids and adaptations to support independent living in our dwellings.</p> <p>Value for Money is not a consideration for this policy, however, where required quotes will be obtained in line with Poplar HARCA's procurement policies and financial regulations.</p>
Will personal data be collected, stored, used or shared? If yes, a privacy impact assessment must be carried out.	Yes, personal information may be shared with contractors (e.g. name, address, contact details) in order to allow them to carry out required works.