



# Aids and Adaptations Policy

**May 2023 - 2026**

## **Prepared By**

Document Owner (s)	Organisation Role
Richard Walker	Home Services Director
Kerry George	Scheme Services Manager

## **Manual Version Control**

Version	Date	
1.0	October 2016	Submitted to Board
2.0	April 2017	Minor amendments following Board meeting
3.0	May 2019	PFH funding support updated
4.0	April 2023	Lite touch review

## 1. Policy Statement

Pickering and Ferens Homes (PFH) is sensitive to the needs of its residents and recognise that some residents and/or other members of their household may need additional adaptations to meet their specific needs.

This policy enables independent living, greater privacy, confidence, and dignity. The aim of any adaptation is to enable a person to use their home more effectively and reflects the social model of disability which views disability as arising from the barriers presented by society and the built environment rather than being inherent in the person themselves.

It is also recognised that whilst someone may have physical, sensory, learning ability or psychological difference, these do not have to result in disability unless society fails to take account of these and make the necessary adjustments to ensure their inclusion, regardless of those differences. PFH also have a commitment to providing their residents with a home for life wherever possible.

PFH sets a budget each financial year to enable adaptations to be provided. This recognises that any adaptation should be delivered sensitively, fit for purpose and that best value is not always achieved by choosing the cheapest option, which may not fully satisfy the present or anticipated needs of the applicant.

For processing purposes adaptations are divided into two categories – minor and major and these are detailed below.

## 2. Requirements

Requirements of the Equality Act 2010 and Care Act 2014 have been considered as part of the development and implementation of this Policy. Additional consideration has been made of:

- The Regulator of Social housing 'Home Standard'
- The Chronically Sick and Disabled Persons Act 1970 (section 1 and 2)
- The Community Care (Delayed Discharges etc) Act 2003 Guidance

- Human Rights Act 1998
- Housing Act 2004 (Housing Health and Safety Rating System)
- The Housing Grants Construction and Regeneration Act 1996 (Section 23)
- Disability Discrimination Act 1995
- 'Delivering Housing Adaptations for Disabled People: A Detailed Guide to Related Legislation, Guidance and Good Practice', issued by The Home Adaptations Consortium 2013
- LOLER (Lifting Operation Lifting Equipment Regulations)
- The Homelessness Reduction Act 2017
- Regulatory Reform (Housing Assistance) (England & Wales) Order 2002
- Building Regulations 2010

As a policy it has been the subject of consultation with customers, board members, employees and staff groups reflecting their requirements and priorities. The policy has also undergone an Equality Impact Analysis.

### 3. **Minor Adaptations**

Aids and adaptations are items of equipment or special fixtures and fittings, which may improve access to a resident's home, improve a resident's mobility in and around their home, or help with daily living, including for religious and cultural reasons.

Examples of minor adaptations include grab rails, handrails, window opening equipment, flashing doorbells. **(See Appendix A)**

These are processed and funded by PFH and generally cost under £1,000. Supporting documentation may be necessary (usually from a GP) depending on the type of adaptation requested, however, PFH will refund the cost of providing this documentation if it is necessary. In some cases, Hull City Council or the East Riding of Yorkshire Council's Social Services Department may provide smaller adaptations (fixed and portable) free of charge.

### 4. **Major Adaptations**

Major adaptations usually involve more structural alterations to a property.

Examples of major adaptations include level access showers, stair lifts, ramps, extensions.

Major adaptations usually cost over £1,000 and may be funded totally or partly through a Disabled Facilities Grant (DFG) with Hull City Council or the East Riding of Yorkshire Council. DFG's are means tested and if a balance on the grant is necessary this may be funded by PFH\*. In this situation we require a visit from an Occupational Therapist together with their recommendation to apply for funding for a major adaptation. Access to DFG funding is subject to several factors, including:

- An assessment of need
- A financial assessment
- If the need can be met through the provision of a major adaptation
- If the work is reasonable and practicable
- That suitable alternatives to meet the need have been considered (eg, rehousing)
- Consideration as to whether the applicant has worsened their own need

\*PFH may fund in full or part the cost of the adaptation, subject to funds being available within the Adaptations budget. There will be a cap of £5000 per property, which will be reviewed annually. In extenuating circumstances, with senior management approval, adaptations above this cap may be considered and approved.

Support for residents that fail the Local Authority means test for major adaptations is capped at £1000, to bring this in line with the minor adaptation parameters of providing minor adaptations under £1000 without applying for DFG funding.

As a guide, in 2023, anyone with more than £23,000 in savings and or income per year, or £34,500 for couples evidenced by the local authority means test, would not be eligible for assistance. Details for Hull City Council and East Riding of Yorkshire Council residents can be found at:

<https://www.hull.gov.uk/health-and-wellbeing/physical-health/disabled-facilities-grant>

<https://www.eastriding.gov.uk/council/grants-and-funding/disabled-facilities-grant/>

Any special circumstances that are deemed to apply outside the approved parameters will be considered by the senior management team for a final decision.

Residents who are ineligible for a DFG and require a major adaptation can apply for our permission to self-fund the works required. Permission will not be unreasonably withheld, and works should be undertaken by a competent tradesperson and will be subject to a final sign off by a PFH Surveyor.

SEE TABLE OF ADAPTATIONS (Appendix A) FOR TYPES/PROVIDER ETC

## **5. Accessible Properties**

PFH has several properties already adapted/designed to meet the needs of people with physical disabilities.

Where an adapted property becomes available for letting, we will seek to identify prospective residents from the waiting list that require such adaptations. It is not normally practical or efficient to remove, store and re-use equipment in different locations. Therefore, PFH do not seek to do this.

## **6. Investment Programmes**

Where PFH is carrying out planned maintenance works (such as bathroom replacements), we will aim to provide a facility that is suitable for the resident's needs where that differs from the standard provision. Prior to commencing any investment programme, the resident's needs will be assessed. If adaptation works are needed then an Occupational Therapist will be appointed to undertake an assessment, and these will be included in the programme. In addition, the appropriate council's DFG waiting list will be cross-referenced with our own records to ensure any existing applications are also included in the investment programme. Lever taps and sure stop switches are fitted as standard when requiring replacements. Replacement baths, where fitted, will be steel that are

suitable for bath boards. All showers have extended hoses as standard. Any external environmental improvements will be designed to improve access and remove steps where possible.

## **7. Liaison with Local Authorities (Hull City Council / East Riding of Yorkshire Council)**

PFH will work closely with the appropriate local authority and will complete DFG application on the resident's behalf. PFH will arrange for the work to be undertaken as well as carrying out inspections to a minimum of 50% of major adaptations provided. PFH will receive direct payments from the DFG section when the work is completed.

## **8. Our Commitment to Equalities**

PFH seeks to ensure that their actions do not lead to unlawful discrimination. Deliberate acts of discrimination, including victimisation, harassment, instruction or pressure to discriminate, will result in disciplinary actions and/or termination of contracts with external agents.

We can provide access to interpreters for minority languages including sign language, and we can arrange written material in large print, Braille and first languages where necessary.

Promoting diversity is about recognising that everyone is different and creating an environment that values each person ensuring that services are delivered that suit all sections of the community.

Inclusion is about positively striving to meet the needs of different people and taking deliberate action to create environments where everyone feels respected and able to achieve their full potential.

The characteristics protected by the Equality Act 2010 are race, religion or belief, sex, gender reassignment, marriage and civil partnership, pregnancy and maternity, sexual orientation, disability and age.

We will consider the individual needs of residents who may require additional support and make reasonable adjustments in line with the Equality Act 2010 and in accordance with our EDI Policy.

We will work with our contractors to ensure that any resident who feels uncomfortable with male only operatives, either can opt to have a female

operative, or a female accompanying the operative.

## **9. Faith Based Adaptations**

When considering providing faith-based adaptations PFH will financially support the resident undertaking alterations via our resident improvement/alterations policy, where the cost is under the minor adaptations threshold of £1000 (subsection 3). Alterations over this threshold would not normally be considered by PFH unless the resident intends to self-fund. Requests over £1000 will however be considered by the leadership team as required.

## **10. Aids and Adaptations Requests by Residents in Hospital**

PFH will endeavour to provide adaptations in a timely manner for residents who are in hospital and require adaptations prior to their release. This may involve liaison with the hospital and relatives to allow access to the property.

## **11. Internal Transfer Requests**

PFH will consider all transfer requests from residents who need multiple adaptations i.e. from mobility standard property to a wheelchair unit as a priority request. This will be managed in accordance with the Allocations Policy and is subject to a suitable property being available.

## **12. New Build Properties**

PFH will endeavour to liaise with incoming residents of new-build properties to ensure that their needs are met prior to occupying the property and in any event will ensure that all properties are built in line with Accessibility for Disabled People Regulations 2006 and Building Regulations 2010.

## **13. Communication**

PFH will keep applicants informed of the progress of their request at each key stage and in an easy-to-understand format that is suitable for the applicant i.e. large print, picture format etc.

## **14. General**

All adaptations will be delivered sensitively, fit for purpose and be carried out within a specific time frame taking into account the Equality Act 2010.

Best value is not always achieved by choosing the cheapest option as this may not satisfy the long-term needs of the applicant.

PFH will maintain any installed adaptation or approved adaptation through the resident alteration process, at the end of the guarantee period where relevant, we reserve the right to make a service charge for ongoing servicing or maintenance of an adaptation. Requests for the repair or replacement of adaptations previously carried out will be treated as repair requests and not as new aids and adaptations.

PFH (and the DFG Section) do not provide funding for scooter/wheelchair stores to individual properties. We will take into consideration the widening of doorways if this allows a resident to remain living in their home independently for longer, subject to the construction of the property. However, for example, extensions or conservatories would not be considered. We will also monitor the balance between non-adapted and adapted properties within the stock.

The procedure and timescales for adaptations are outlined in the Advice Leaflet, the Residents Handbook, the Aids and Adaptations Procedure and the website. Adaptations can be requested via, telephone, letter, e-mail or visiting a PFH staffed site.

## **15. Complaints**

All residents have the right to complain about the service they have received under this process, and this should be done through PFH's Complaints and Customer Feedback Policy.

## **16. Performance Monitoring, Recording & Reporting**

There is a procedure in place the delivery of aids and adaptations. All aids and adaptations work completed in a property will be recorded as part of



the property attributes on our Asset management system.

Key performance indicator (KPI) measurements will be developed during 2023/24 with a view to undertaking regular reviews and report to senior management, other relevant staff, resident committees and the Board.

These will include:

- Time taken to process and implement minor adaptations, and satisfaction with the process
- Time taken to process and implement major adaptation and satisfaction with the process
- 100% Quality checks of completed adaptations funded via DFG

We will use our Interventions Tracker to monitor the outcome of our proactive and reactive interventions.

During 2023/24, service standards will be codesigned and agreed with residents, these will be communicated to residents, adhered to, and reported against.

## **17. Responsibilities within this Policy**

### **PFH Board, Chief Executive & Leadership Team**

The Board, Chief Executive and SLT have ultimate accountability in ensuring the policy is delivered and will approve any major amendments or revisions of PFH's Aids and Adaptations Policy.

### **Home Services Director**

Responsibility for implementation of the Aids and Adaptations Policy falls to the Home Services Director.

### **Scheme Services Manager**

Operational responsibility for the implementation of the Aids and Adaptation Policy is with the Scheme Services Manager who oversees PFHs approach to independent living.

### **Surveyors**

Responsible for inspecting and coordinating appropriate works, including the management of properties being updated through the DFG, and the updating of property attributes on the asset management system

## **Competent Contractors**

Responsible for the operational delivery and installation of Aids and Adaptations, Contractors must hold appropriate qualifications.

## **18. Contact**

### **Pickering and Ferens Homes**

Tel: 01482 223783

Website: [www.pfh.org.uk](http://www.pfh.org.uk)

E-mail: [info@pfh.org.uk](mailto:info@pfh.org.uk)

### **Hull City Council (Social Services and Sensory Team)**

Tel: 01482 300300

Website: [www.hullcc.gov.uk](http://www.hullcc.gov.uk)

E-mail: [info@hullcc.gov.uk](mailto:info@hullcc.gov.uk)

### **East Riding of Yorkshire Council**

Tel: 01482 393939 (general enquiries)

01482 396365 (housing assistance (DFG))

Website: [www.eastriding.gov.uk](http://www.eastriding.gov.uk)

E-mail: [customer.services@eastriding.gov.uk](mailto:customer.services@eastriding.gov.uk) (general enquiries) [housing.assistance@eastriding.gov.uk](mailto:housing.assistance@eastriding.gov.uk) (DFG)

**(Appendix A) TABLE OF ADAPTATIONS/PROVIDER**

<b>Adaptation</b>	<b>Minor/Major/ Other</b>	<b>Provided By</b>	<b>Supporting Docs needed</b>
Ramp	Minor/Major (cost dependent)	Pickering and Ferens / DFG	OT
Grab Rails / Hand Rails / Mop-Stick Rails etc	Minor	Pickering and Ferens	None
Perching Stool	Other	Social Services	N/A
Walking Stick	Other	Social Services	N/A
Bed Stick	Other	Social Services	N/A
Raised Toilet Seat	Minor	Pickering and Ferens or Social Services	None
Toilet Frame / Specialist toilet (eg closomat)	Other	Social Services	N/A
Bath Board/Seat	Other	Social Services	N/A
Hoist/Tracking	Major / Other	DFG / Social Services	N/A
Over bath Shower	Major	Pickering and Ferens/ DFG	OT
Level Access Shower	Major	Pickering and Ferens/ DFG	OT
Shower Seat	Minor	Pickering and Ferens / Social Services	None
Electric Fire or Additional/ secondary Heating	Minor/Major (cost dependent)	Pickering and Ferens/DFG	GP Letter / OT Referral
Permanent Window Ventilation	Minor	Pickering and Ferens	GP Letter / OT Referral
Dropped Kerb/ Hard standing	Major	Pickering and Ferens/DFG	OT
Alterations to Kitchen	Minor/Major (cost dependent)	Pickering and Ferens/DFG	OT Referral for Major works, None for minor works
Removal of Thresholds	Minor	Pickering and Ferens	None

Aids for Deafness (ie Smoke alarms, flashing doorbells)	Minor	Pickering and Ferens/ Sensory Team	None
Aids for visual impairments	Minor	Pickering and Ferens/ Sensory Team	None
Door Entry Systems	Minor/Major (cost dependent)	Pickering and Ferens/DFG	OT Referral for Major works, None for minor works
Powered Door Openers/Clos ers	Other	Social Services	N/A
Thumb-turn locks	Minor	Pickering and Ferens	None
Stair Lifts	Major	Pickering and Ferens/ DFG	OT

\*Please note that this list is not exhaustive and other types of adaptations may be requested.