

# aids and adaptations policy statement

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**believe**  
housing

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## section 1

# purpose and scope of the policy

### Purpose

- 1.1. This policy statement and associated procedure sets out clear criteria specifying the level of service we agree to provide in relation to:
  - the aids and adaptations service;
  - the standards that customers can expect;
  - timescales of service delivery;
  - the assistance and support we can offer;
  - the way we will manage the service ensuring that value for money (VFM) is achieved.

### Scope

- 1.2. This policy covers how we will manage the assessment and delivery of the aids and adaptations service. The policy statement and procedure guide is designed to inform and guide staff and all Occupational Therapy (OT) services that will be assessing occupiers of our homes.

## section 2

# policy statement and aims

### Statement

- 2.1. By providing an aids and adaptations service, we are committed to doing everything reasonably possible to ensure tenants and other permanent members of the household are adequately housed and to enable them to live independently in their own homes for as long as possible.

### Aims

- 2.2. This policy aims to ensure that services are provided in a customer focused and cost effective manner, which meet current and future needs of those using them. The aims of this policy are directly linked to our vision and values of doing the right thing for our customers, people and business, in particular:
  - To provide a service that supports our tenants and other permanent members of the household to live independently in their home
  - To ensure that we make best use of our existing housing stock
  - To ensure tenants and other permanent members of the household are aware of all the options open to them when accessing the aids and adaptations service
  - To provide a decision-making process to deliver a cost effective and accessible aids and adaptations service.
  - Where tenants wish to appeal against a decision not to proceed with adaptations there is an appropriate appeals procedure in place.

## section 3

# legislation

- 3.1. There is a range of legislation relating to the necessity for and delivery of aids and adaptations, the main ones being:
- Equality Act 2010
  - Housing Grants, Construction and Regeneration Act 1996
  - Chronically Sick and Disabled Persons Act 1970
  - NHS and Community Care Act 1990
  - The Human Rights Act 1998
  - The Mental Capacity Act 2005
  - The Care Act 2014

## section 4

# roles and responsibilities

- 4.1. The Director of Assets and Compliance will have overall responsibility for the implementation of this policy.
- 4.2. The Adaptations and Tenant Led Alterations Manager will ensure that the policy and associated procedures are embedded within the operational delivery of the adaptations service. In addition, they will ensure that all staff are aware of their responsibilities and are adequately trained to carry them out.
- 4.3. believe housing staff and customers will follow the policy guidelines and its approach to Aids and Adaptations.

## section 5

# equality, diversity and inclusion (EDI)

- 5.1. The aids and adaptations service is provided as an inclusive and individualised service open for all tenants and permanent members of the household. The service is provided with the aim of positively advancing equality of opportunity.
- 5.2. In particular, this service ensures that people with disabilities are able to maximise their independence and supports family life. We will endeavour to work with our tenants and their families, partners and contractors to provide individual solutions using aids and adaptations, which could benefit our vulnerable tenants. We aim to treat all customers of the aids and adaptations service fairly and with respect. We have assessed the policy in relation to the Equality Act 2010 and the Human Rights Act 1998.
- 5.3. When communicating with customers, we will endeavour to communicate in a way that meets their individual requirements.

## section 6

# links to other policies and procedures

6.1. This policy statement should be read in conjunction with:

- Aids and adaptations procedure
- Health and Safety Policy
- Repairs and Maintenance Policy
- Asbestos Policy
- Durham Key Options Lettings Policy
- Complaints, Compliments and Compensation Policy.

## section 7

# review

7.1. This policy and procedure will be reviewed every three years or sooner due to:

- Changes in relevant legislation
- Any issues raised by an independent organisation (such as an inspection) which then in the opinion of the business would require a review of this policy.

