

## **AIDS & ADAPTATION POLICY**

### **1.0 Introduction**

- 1.1 Arhag is committed to providing a high quality Aids and Adaptations Service to enable disabled residents of the association to live safely and more independently in their homes.
- 1.2 Arhag supports the Social Model of Disability and is committed to providing a transparent, equitable, efficient and culturally sensitive aids and adaptation service, within the constraints of the resources available to us.

### **2.0 Legal Framework**

- 2.1 The Chronically Sick and Disabled Persons Act 1970 (Sections 1 & 2) requires Local Authorities to assist people with disabilities and, where necessary, to obtain aids and adaptations to make their home suitable for their needs.
- 2.2 The NHS & Community Care Act 1990 established a requirement for the Local Authority to carry out a needs assessment where it appears to social services that a person may be in need of community care services. This assessment would include identifying needs which could be met by making adaptations to the property.
- 2.3 The Carers (Recognition and Services) Act 1995 and the Carers and Disabled Children's Act 2000 extended the above right to carers.
- 2.4 The Disabled Person's Services, Consultation and Representation Act 1986 (Section 4) places a duty on Local Authorities to assess the needs of disabled persons when asked to do so by the person or their carer.
- 2.5 The Housing Grants, Construction and Regeneration Act 1996 (Section 23) provided for Disabled Facilities Grants, available from Local Authorities, to carry out works that are necessary and appropriate to meet the needs of a disabled occupant, provided that it is reasonable and practicable to carry out the works having regard to the age and condition of the dwelling.

2.6 The Community Care (Delayed Discharges) Act 2003 (Part 2) provides that any community care equipment and minor adaptations for the purposes of assisting with nursing at home or aiding daily living which a person has been assessed to need, and for which he or she is eligible, should be provided free if the cost is less than £1,000.

2.7 From December 2006 The Disability Discrimination Act 2005 (Part III, Sections 21 & 24) places a duty on landlords to make 'reasonable' adjustments where it is otherwise "impossible or unreasonably difficult" for a disabled person to enjoy the dwelling. These duties relate to:

- making changes to practices, policies or procedures
- providing auxiliary aids and services

There is no duty for landlords to make adjustments to physical features (as opposed to duties relating to employment or services to the public).

2.8 The good practice guide, Delivering Housing Adaptations for Disabled People (June 2006 edition,) describes the statutory duties of social services and housing authorities in relation to their adaptation service and advises Local Authorities on establishing a high quality service.

### **3.0 Policy Statement**

3.1 The Association aims to provide a high standard of service for its customers and is committed to meeting the needs of Arhag tenants for independence, privacy and dignity.

3.2 We aim to help people continue to live as independently and comfortably in their homes for as long as possible, with the minimum possible intrusion or intervention.

3.3 We will seek to assist tenants to remain in their homes as they become frail or more dependent on physical aids.

### **4.0 Implementation**

4.1 The implementation of this policy will be achieved through the consistent application of the Aids and Adaptation procedure. Asset Management and Housing Staff will be trained in the procedure.

## 5.0 Responsibility

- 5.1 It is the responsibility of the Head of Asset Management to ensure this policy is implemented.
- 5.2 It is the responsibility of the Housing Management Team to ensure that the Building Surveyor is notified of any aids and adaptation request from tenants, and they offer all reasonable assistance to tenants if there is a need to apply for grant.
- 5.3 It is the responsibility of the Building Surveyor to provide technical support to both tenant and the Housing Management team. The Building Surveyor is also responsible for managing the carrying out of all minor aids and adaptation works as defined by Arhag.
- 5.4 It is the responsibility of the Senior Customer Care Administrator to update and maintain the Aids and Adaptation database and provide accurate information to tenants regularly and on request.

## 6.0 Consultation

- 6.1 This policy will be reviewed in consultation with residents at least every three years.

## 7.0 Review and Board Approval

- 7.1 This policy will be reviewed at least every three years taking account of any changes to legislation that may occur.

Person Responsible for the review of this policy:	Head of Asset Management
Date of this review:	June 2013
Date of Board approval:	July 2013
Date the next review is due:	June 2016