

Aids and Adaptations Policy

Jigsaw

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1 Aims

1. The key aims of the policy are:
 - To ensure that the needs of our residents are prioritised and met accordingly, subject to the provision of available funding.
 - To maximise Local Authority Disabled Facilities Grants (DFG) and other sources of funding, whilst achieving value for money.
 - To fully utilise our available housing stock by matching resident's needs with already adapted properties.
 - To ensure that there are clear lines of communication with Local Authority partners and that joint working practices are developed.
 - To comply with all regulatory requirements when assisting Local Authority partners in administering their statutory obligations.

2 Scope

2. This policy applies to all Jigsaw Homes Group properties including General Needs, Supported and Independent Living.

3 Policy Statement

3. Jigsaw Homes Group is committed to providing high quality Aids and Adaptations to assist residents to live independently and safely in their homes for as long as possible, with minimum intrusion or intervention.
4. This policy will provide clear and concise guidance on how the Group will deal effectively with requests for Aids and Adaptations, either directly or in partnership with the relevant Local Authority.

4 Our Approach

5. All Aids and Adaptation work undertaken by Jigsaw Homes Group will be carried out as a result of an assessment carried out by an Occupational Therapist (OT) or other suitably qualified professional to determine eligibility. If a resident does not have an OT, they will be advised to contact their Local Authority as an assessment of their disability will be required. The OT assessment will also determine the extent of the work and its priority in relation to the resident's needs.
6. For Minor adaptations, once a resident's need has been identified the necessary work will be raised through Connect. If the adaptation is of a specialist nature, then quotes will be obtained from approved contractors and procurement guidelines followed.

7. For Major adaptations, this policy recognises the different approaches each Local Authority has in administering its statutory responsibilities in terms of funding and delivering Aids and Adaptations.
8. Where a Local Authority offers a DFG, a grant application will be made by the resident. Where Jigsaw Homes Group is paying all or a part contribution towards the adaptation, quotations will be obtained to ensure value for money.
9. Where the Local Authority is responsible for the total value of the adaptation, permission must be sought from Jigsaw Homes prior to any adaptation taking place so it can assess the reasonableness of the request and consider any tenancy related matters that may influence the decision.
10. In some circumstances it may be reasonable to meet the resident's needs by asking them to consider moving to another property. For example:
 - Where it would be more cost effective to provide the adaptation in another property either benefiting from an existing adaptation or is likely to be available (void property) within a reasonable period of time.
 - Where it is considered likely that a resident will need to, or wish to move to other accommodation within the foreseeable future to meet longer term housing needs.
 - Where the property is under occupied and it is considered there would be demand for the property from larger households.
11. In all such circumstances, the option of a transfer will be discussed with the resident and their views considered before a decision is made. Assistance with the transfer will be provided if required.

5 Equality and Diversity

12. An equality impact assessment has been completed for the delivery of the Aids and Adaptation service. It has shown that the policy promotes equality and diversity by enabling people with disabilities to maintain independence in their home.

6 Monitoring and Delivery

13. Jigsaw Homes Group Board will have overall governance responsibility for ensuring the Aids and Adaptation Policy is fully implemented to ensure full compliance with the regulatory standards, legislation and codes of practice. As such the Board will formally approve this policy and review it every three years (or sooner if there is a change in regulation, legislation or codes of practice).

7 Legislation and Regulation

14. This policy operates within the context of the following legal and regulatory frameworks:
 - Data Protection Act (2018)
 - The Regulatory framework for social housing (2012)
 - Equalities Act (2010)
 - The Care Act (2014)
 - Housing Act (1980) and (1995)
 - The Human Rights Act (1998)
 - Delivering Housing Adaptations for Disabled People: A Good Practice Guide (2006)
 - Minor Adaptations without Delay: a Practical Guide & Technical Specification for Housing Associations (2006)

8 Related Policies and Procedures

15. Aids and Adaptations Procedure - West
16. Aids and Adaptations Procedure - East
17. Aids and Adaptations Procedure - South
18. Jigsaw Homes Group Health & Safety Policy
19. Jigsaw Homes Group Asbestos Policy
20. Jigsaw Homes Group Allocations Policy
21. Jigsaw Homes Group Responsive Repairs Policy

9 Glossary

22. For the purpose of this policy the following definitions will apply:
23. **Adaptation:** using the social model of disability, an adaptation is a modification to remove a barrier in order to restore or enable independent living, privacy, confidence and dignity for individuals and their families by providing an individual solution to the problem of people experiencing a disabled environment.
24. Adaptations are split into two categories, Minor and Major. These distinctions are based on the nature of the works to implement the adaptation and do not correspond to the impact the adaptation will have on the individual requiring the work.

- 25. **Minor adaptations:** typically works under £1000 including VAT and will include the provision of handrails, grab rails, ramps, toilet seats and lever taps.
- 26. **Major adaptations:** typically works over £1000 including VAT will include more extensive and complex work such as the installation of stair lifts, through floor lifts and level access showers. Applications for major adaptations will not be processed while a resident holds a starter tenancy, although discretion can be applied in emergency situations.

10 Document Control

Responsible Officer/s:	Andy Marshall, Group Director Asset Management Michael Sinnott, Assistant Director Asset Management
Date of Approval:	5 December 2019
Approved by:	Group Board
To be Reviewed Every:	Three years



Creating homes. Building lives.

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Regulated by the Regulator of Social Housing Registration No. LH 4345

Registered under the Co-operative and Community Benefit Societies Act 2014 Registration No. 29433R

Document produced on 17 December 2019.