



Support and Service Development

Home Adaptations Policy

Regulation and Legislation	This policy links to or considers: <ul style="list-style-type: none">• The Equality Act 2010• The Chronically Sick and Disabled Persons Act 1970 (Sections 1 & 2)• The NHS & Community Care Act 1990• The Carers (Recognition and Services) Act 1995 and the Carers and Disabled Children's Act 2000• The Disabled Person's Services, Consultation and Representation Act 1986 (Section 4)• The Housing Grants, Construction and Regeneration Act 1996 (Section 23)• The Community Care (Delayed Discharges) Act 2003 (Part 2)• The Care Act 2014
Supporting documents	Home Adaptations Procedure Social Model of Disability
Scope	This policy sets out to clearly define what aids and adaptations we will fund and manage for our customers, to satisfy their agreed requirements. It gives direction on how we will effectively deal with requests for adaptations either directly or in partnership with the appropriate local authority.
Reference to "Orbit" means Orbit Group which consists of Orbit Group Limited, Orbit Housing Association Limited, Orbit Homes (2020) Limited, Orbit Treasury Limited and Orbit Capital Plc.	

1. Introduction

- 1.1 Orbit fully recognises the diverse needs of our customers and their family members who have disabilities. We have designed, and we operate our aids and adaptations procedures in line with the Social Model of Disability (Appendix 1). We will collaborate closely with our local authority partners, health professionals, and other relevant agencies to make sure there is a coordinated approach towards the home adaptations service and will promote the best use of resources.
- 1.2 We will ensure that major adaptation requests are subject to a full assessment of the individual needs and requirements. We will support our customers to access specialist assessments for their individual needs and requirements.
- 1.3 We will seek to maximise the funding of adaptations from external statutory sources by working in conjunction with local authorities and other agencies.

- 1.4 Orbit has no statutory duty to provide home adaptations for customers; however, we will meet legal requirements and sector good practice.

2. Policy Statement

2.1 Funding home adaptations

- 2.1.1 We will set a budget for the provision of home adaptations which will be reviewed annually.
- 2.1.2 We will maximise the funding for major adaptations from external statutory sources by working in conjunction with local authorities and other agencies.
- 2.1.3 We will contribute up to a maximum of £2,500 for agreed major home adaptations. Refer to Appendix 2 for what we class as minor and major adaptations and what we will and will not fund.

2.2 Servicing, repair, renewal, and insurance of home adaptations

- 2.2.1 We will accept responsibility for the repair, renewal, servicing, and insurance for most adaptations that we have fully, or part funded, in line with our local processes and procedures

2.3 Standards

- 2.3.1 We will consider our customer's housing options prior to any home adaptations being agreed where there is a significant and structural change to the property such as a request for an extension or a through-floor lift.
- 2.3.2 We will support a transfer to more appropriate accommodation where the existing home cannot be adapted, or where the cost of the adaptation is prohibitively high, and we will consider contributing of up to a maximum of £500 towards removal costs.
- 2.3.3 We aim for all specified works to be delivered sensitively, to meet our customer's needs and will consult with our local authority partners to ensure that they also should do this.
- 2.3.4 We will review the rent payable/service charge for an individual property where major adaptations have been completed.
- 2.3.5 We aim to collaborate closely with our local authority partners, health professionals, and other relevant agencies to make sure there is a coordinated approach towards delivering major adaptations for our customers
- 2.3.6 We will record where non-movable major adaptations have been installed to properties to enable us to re-let the property, making the best use of the adaptation.

- 2.3.7 We aim to support leaseholders seeking to access assistance by signposting them to relevant local authority schemes and Home Improvement / Care & Repair Agencies.
- 2.3.8 We will aim to 'quality' audit a sample of installations managed by local authorities when we have received their completion certification.

2.4 Publicising the service

- 2.4.1 We will actively promote the service to all customers and ensure all relevant information is provided to them.

3. Data retention

The Home Adaptations Co-Ordinator will be responsible for keeping data up to date on CRM/ActiveH, ensuring any works requested are being monitored throughout the process. There will be other data collection activities to monitor the progress of applications and caseloads, of which the data will be held securely with access control and records will be archived in-line with a six yearly retention from date of enquiry. The Home Adaptations Co-Ordinator will arrange for disposal of the data upon expiry of the retention period. The Health and Wellbeing Manager will audit on an ad hoc basis that data is being kept up to date and identify any issues arising.

4. Roles and Responsibilities

Role	Responsibility
Contract Management (day to day)	Home Adaptations Co-Ordinator
Policy	Support and Service Development
Management of the service and policy/procedures	Health and Wellbeing Manager

5. Performance Controls and Business Risk

- 5.1 We will monitor, analyse, and report on home adaptations to ensure that our home adaptations service is delivered effectively and that timescales are achieved.
- 5.2 KPI's will be reported every quarter to the Support and Service Development SMT and will include: number of minor adaptations, number of major adaptations, the number of alternative interventions offered and progressing/accepted, the tangible outcomes of alternative interventions, the timescales of caseloads from enquiry to completion, the mobility scores before and after the service, the customer satisfaction with the adaptation / intervention and the budget status.

- 5.3 Social value will be reported at the end of every fiscal year through the Thriving Communities team and Corporate Services Senior Management Team (CSSMT).
- 5.4 Orbit will conduct a fundamental review of this policy every three years subject to legal, regulatory changes or in accordance with the agreed Policy Review program.

6. Essential information

- 6.1 All Orbit policies and procedures are developed in line with our approach to the following, data protection statement, equality diversity and inclusion (EDI) approach, complaints policy and our regulatory and legal obligations to ensure we deliver services in a lawful manner and treat people equally and fairly. Details of these are found on the declaration document for strategy policy and procedure summary and have been an integral part of the formulation of this document. Orbit’s privacy policy can be accessed on our website www.orbitcustomerhub.org.uk/publications/policies/

EA	Equality Analysis was completed on 27.07.22 and is available to view.
DPIA	A DPIA was completed against the supporting procedure and is available to view
Consultation	<p>Internal: Support and Service Development; Tenancy Management; Independent Living; Lettings; Property Safety; Property Management; Property Repairs; Strategic Asset Management</p> <p>External: Disability Diversity Group</p>
Applies to	

Appendix 1

Social Model of Disability

(Statement from Policy - creating a fairer and more equal society)

The social model is used as a way of understanding disability. It conveys that disability is created by barriers in society. The barriers fall into three categories:

- The environment – including inaccessible buildings and services
- People’s attitudes – stereotyping, discrimination, and prejudice
- Organisations – inflexible policies, practices, and procedures

Using the social model helps to identify solutions to the barriers disabled people experience. It encourages the removal of these barriers within society, or the reduction of their effects, rather than trying to fix an individual’s impairment or health condition.

The social model is the preferred model for disabled people and encourages society to be more inclusive.

Appendix 2

This is not an exhaustive list. Customer applications will be considered on an individual basis according to their needs.

Funding	Minor Adaptations	Major Adaptations
<p>We will fund adaptations up to a maximum cost of £1000. Examples may include...</p>	<ul style="list-style-type: none"> • Handrails • Grab rails • Lever taps (to kitchen sink, wash hand basin and bath) • Kitchen cupboard handles • Door/wall protectors (for wheelchair users) • Additional steps 	<ul style="list-style-type: none"> • Door entry systems • Ramps to an entrance • Small kitchen adaptations • Over-bath showers • Door widening
<p>If an adaptation costs more than £1000, Orbit will advise customers who fit the criteria to apply for a Disabled Facilities Grant (DFG). If this is granted and does not cover the full cost, Orbit will contribute up to £2,500 towards the total cost. If grant funding is not available, and the adaptation is recommended, Orbit will assist with the costs up to £1000, and the customer will need to fund the balance.</p>		<ul style="list-style-type: none"> • Level access showers/wet rooms • Major Kitchen Adaptations • Large ramps • Extensions • Stair lifts • Through floor/internal lifts • Ceiling tracks for hoists • Clos-o-mats
<p>Items not funded by Orbit.</p>	<ul style="list-style-type: none"> • Portable equipment e.g. commodes, bath seats, walking frames • Anything fitted to a person's belongings. bed rails, chair seat raisers • Hard standing, cover or electrical charging facilities for mobility scooters, unless in communal facilities • Wall hung shower chairs 	

Document control

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Date

Approved by	Customer and Communities Leadership team	Nov 2023
Next review		Nov 2026

Extension date	Extension reason	Approved by

Revision History

Version Number	Date	Comments / Reason for revision
v1.0	Feb 2019	Published
v2.0	Nov 2023	Full three-year review. No change to policy <ul style="list-style-type: none"> • Policy name changed from Aids and Adaptations Policy • Section on Roles and Responsibilities added • Section on data Retention Added • Performance controls and business risk section expanded to include more detail