



# Equipment and Adaptations Policy

## 2023 - 2026

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<b>Responsible Director</b>	<b>Paul Butterworth - Director of Assets</b>
<b>Strategy monitoring body</b>	<b>Customer Committee &amp; GLT</b>
<b>Resident input into strategy</b>	<b>Great Places Panel July 2022 CX Committee September 2022 Continuous customer satisfaction consultation</b>
<b>Date for review</b>	<b>January 2026</b>
<b>Linked strategies/policies</b>	<ul style="list-style-type: none"> <li>• WCHG Allocations Policy</li> <li>• WCHG Void Policy</li> <li>• WCHG Complaints Policy</li> <li>• WCHG Data Protection Policy</li> <li>• WCHG Equality and Diversity Policy</li> <li>• WCHG Adaptations Procedure Guide</li> </ul>
<b>Statutory and Legal Framework</b>	<b>DFG Compliance Framework See also - MCC A&amp;A SLA</b>
<b>Version/date</b>	Version 1.0 Jan 23



## **Equipment and Adaptations Policy**

### **1. Background**

1.1 Wythenshawe Community Housing Group (WCHG) recognises that disability can affect a person's ability to fully access their home and live independently. This policy sets out our approach to responding to the needs of customers in an efficient, responsible and culturally sensitive way.

1.2 WCHG will work in partnership with Manchester City Council (MCC) to provide an adaptations service supported financially by the Governments Disabled Facilities Grant, (DFG). We will deliver the adaptations service efficiently and in ways that provide value for money.

1.3 WCHG has a regulatory duty to work in partnership with the Local Authority to provide an adaptations service. The Local Authority holds the primary responsibility to assess and allocate adaptations funding.

### **2. Scope**

2.1 The adaptation service is available to WCHG tenants who have been assessed by Manchester City Council as needing a minor or major adaptation installed at their home to facilitate independent living.

2.2 The Group will review all requests for adaptations to ensure the work is practical and that it is reasonable to grant Landlord consent for the work to be undertaken.

2.3 The provision of the adaptations service is subject to the availability of financial resources which will be set out each year in the business planning process.

2.4 The provision of major adaptations is subject to no suitable re-housing option being available to the customer.



2.5 This policy applies to the role undertaken by WCHG as landlord and as a Lead Provider of adaptations in partnership with MCC for other Registered Providers (RP). This policy is subject to amendment if the current adaptations delivery model is altered by MCC.

### **3. Definitions**

3.1 An adaptation is an alteration or addition to a property, the installation of equipment or specialist equipment, to support someone's ability to live independently.

3.2 A minor adaptation is work that costs less than £1,000 to complete.

3.3 A non-standard minor is an adaptation costing less than £1,000 but one that may require a technical feasibility completing, or some kind of specialist equipment ordering.

3.4 A major adaptation costs between £1,000 and £100,000 to install and is eligible for funding through the Disabled Facilities Grant (DFG).

3.5 DFG is a Government grant administered by MCC available to all residents, regardless of tenure, if eligibility criteria linked to an Assessment of need (AON) is met.

3.6 Referrals are requests by residents to be assessed for an adaptation to assist them live in their home independently.

### **4. Delivery**

4.1 WCHG will work in partnership with MCC to deliver the minor and major adaptation service in line with the Service Level Agreement (SLA) Provision of Major and Minor Adaptations.

4.2 WCHG will fund the installation of all minor adaptations that are received through Manchester Service for Independent Living (MSIL) referral process. The target completion times are:

- 5 working days for standard minors from date the request is received by WCHG.
- 20 working days for non-standard minors from date the request is received.



4.3 WCHG may make a discretionary contribution towards the cost of a major adaptation. This discretionary contribution will be in line with the SLA between WCHG and MCC. If WCHG is installing a major adaptation on behalf of another Registered Provider, WCHG will not contribute towards the cost.

4.4 DFG funding is awarded to cover the cost of a major adaptation between £1,000 and £100,000. The DFG is awarded to the tenant and managed by MCC. MCC pay the Tenant's DFG to WCHG on receipt of the final Invoice. WCHG will administer these processes.

4.5 The target completion time for major adaptations is 6 months from the date the AON received by WCHG, recognising this is aspirational due to the range of exceptional circumstances and stakeholder involvement in these cases.

4.6 Customers retain the right to have the DFG paid to them and to appoint contractors to plan, design and install their own adaptation, subject to complying with quality, building and selection of contractor standards, required by the DFG application process and WCHG. The intention to exercise this right must be made clear at the beginning of the installation process.

4.7 WCHG will ensure that all adaptation work is procured in ways that deliver value for money and efficient installation.

4.8 WCHG will work with MSIL to recycle as many adaptations and specialist equipment whenever it is possible and practical to do so.

## **5. Criteria for not delivering Major Adaptations**

5.1 Adaptations will not be delivered in cases where the MSIL AON identifies that:

- The tenants' need will be met most effectively through re-housing, in line with the Service Level Agreement with MCC. If the tenant is not suitably rehoused within 6 months, this decision will be reassessed.
- The tenant does not meet the criteria for major adaptation, and therefore does not qualify for DFG.



5.2 In addition, adaptations may not be installed if:

- The technical feasibility study proves that the proposals are not viable, reasonable or practical. Under these circumstances WCHG will work with MSIL to identify alternative solutions.
- If the landlord refuses to give consent for the work to be carried out when WCHG is working on behalf of another Registered Provider.

5.3 WCHG may refuse to grant Landlords consent for a major adaption in the following circumstances. In all such cases the Group will work with the customer and MCC to identify an alternative re-housing option:

- If the property has been identified for demolition or major refurbishment.
- When there are insufficient financial resources available, or it is not financially prudent to undertake the work.

## **6. Repair, Replacement and Servicing**

6.1 WCHG will assume all repairing responsibilities for the major and minor adaptations installed under this policy.

6.2 WCHG will arrange as necessary for all required servicing of equipment to be undertaken and reserve the right to recover costs through service charges when appropriate.

6.3 When a major adaptation is still required by the tenant but beyond reasonable repair WCHG will fund a replacement.

## **7. Customer Service**

7.1 The adaptations service has been designed to provide tenants with a service that is efficient in terms of cost and time taken, provides high standards of equipment and workmanship, and delivers excellent communication and support to the tenant during the process from referral to completion.



7.2 A suite of service standards to underpin the service have been agreed with customers and performance against them will be routinely monitored and reported through our corporate performance approach.

7.3 100% of tenants who have a major adaptation installed and 30% of those receiving minor adaptations will be asked to complete a transactional satisfaction survey to help influence future service standards.

7.4 If a tenant is dissatisfied with any aspect of the service provided by WCHG and the situation is not resolved by the delivery team, the tenant can access our Complaints procedure.

7.5 WCHG will support tenants who are dissatisfied with the outcome of the referral process, and will discuss their case with MSIL. This may include requesting a second AON or considering potential re-housing options.

7.6 WCHG will promote the adaptations service to ensure customers are aware of it and understand how to access.

7.7 The adaptation service delivery is underpinned by a comprehensive procedure guide and supporting work flow processes. Adherence to the procedures will ensure delivery of service standards and compliance with the SLA with MCC.

## **8. Rehousing**

8.1 Rehousing to a more suitable property will be considered as part of the assessment process in all major adaptation's cases, to ensure it is the most suitable and practical way to meet a customers need.

8.2 At the point a customer is referred to MCC for an assessment, WCHG will assess the request and work with the individual customer to identify a suitable re-housing option that will meet their needs.



8.3 WCHG will, where possible, re-let suitable adapted properties to applicants who are waiting for adaptations, to reduce the number of adaptation removals and maximise value for money.

8.4 Assistance to move to more suitable properties, such as paying removal costs, fitting new carpets, installation of white goods, may be offered to tenants, based on the specific case and the individual needs of the tenant. WCHG have other supporting policies that will be accessed in these circumstances, e.g. rightsizing.

8.5 If it is not feasible to adapt a property to meet appropriate need, MSIL will contact the WCHG Neighbourhood Manager to discuss options & requirements. Suitable properties that WCHG may have or may becoming available will need to be reviewed and consideration when appropriate for an out of turn offer can be considered for the person(s) requiring the adaptations.

## **9. Monitoring and Reporting**

9.1 WCHG will develop an annual resource plan in line with the budgeting process to ensure resources are in place to support delivery of the adaptations service.

9.2 WCHG will review the effectiveness of this policy every three years or when other changes in legislation of local authority policy prompts a review.

9.3 The internal Key Performance Indicators will be monitored and reported against monthly.

9.4 WCHG will submit performance data to MCC in line with the requirements of the SLA and will review allocation of and DFG spend on a monthly basis.

9.5 WCHG will maintain its membership on the MSIL Board to ensure it has influence over the strategic direction and control of this service area.

## **10. Equality and Diversity**



10.1 WCHG will ensure that this policy is applied equitably to all tenants of WCHG and of other RP when acting on their behalf.

10.2 WCHG will ensure that it works in partnership with MSIL and will maintain the eligibility guidelines and principles they have developed.

#### **11. Value for money**

11.1 An overarching principle of this policy is to maximise the volume of adaptation work that can be delivered by WCHG from internal budget allocations and DFG grant payments.

11.2 Focus will be maintained on securing the most efficient procurement route for delivery of this work and selection of products considering whole life costs.