

# NORTH VIEW Housing Association

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North View is a registered Scottish charity – charity registration number SC032963

## POLICY

### MEDICAL ADAPTATIONS – STAGE 1, 2 AND 3

Passed:-	28 <sup>th</sup> October 2015	Review Date:-	September 2020
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All North View policies and publications can be made available on tape, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)

#### 1.0 AIM

- 1.1 The aim of this Policy is to detail the framework for providing appropriate adaptations for tenants with particular needs to enable them to remain in their existing accommodation, enjoy independence and maintain their privacy and dignity.
- 1.2 The Policy contributes to Outcome 11 of the Scottish Social Housing Charter in relation to tenancy sustainment:

*Social landlords ensure that:*

- *tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.*

#### 2.0 GRANT FUNDING

- 2.1 The Association will seek to secure an annual capital grant from Glasgow City Council to fund adaptations required in its properties.

#### 3.0 GROUNDS OF QUALIFICATION

##### ***Residence***

- 3.1 Tenants, joint tenants and persons permanently residing at the property qualify for adaptations if there is an identified medical requirement.

##### ***Medical***

- 3.2 Adaptation work will only be authorised if there is a supporting recommendation provided by an Occupational Therapist (or other specialist as appropriate) confirming the need for and nature of the adaptation required.
- 3.3 Adaptation work will be carried out in accordance with these written recommendations.

##### ***Qualifying Works***

- 3.4 The Association will carry out adaptation work in line with guidance issued by the Scottish Government and/or Glasgow City Council.



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#### NORTH VIEW HOUSING ASSOCIATION

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#### 4.0 FUNDING

- 4.1 If the limit of the annual allocation of monies for adaptations (as agreed with Glasgow City Council) has been reached, no further adaptations will be instructed, unless authorised by the Management Committee. In such instances, the Association shall liaise with Glasgow City Council, and other organisations as appropriate, with a view to securing additional resources.
- 4.2 Where funds are restricted, qualifying applications will be instructed on a priority basis, as determined by the Occupational Therapist.
- 4.3 It is acknowledged that several recommendations for adaptations can be received by the Association in advance of Glasgow City Council providing confirmation of the Association's annual Grant Planning Target for this type of work. In this situation, the Association may, where its funds allow and where Glasgow City Council has 'in principle' confirmed that resources will be made available during that year, instruct and carry out any high priority cases.

#### 5.0 APPOINTMENT OF CONTRACTOR

- 5.1 In line with current guidance, the Association will determine how adaptations with an estimated contract value of up to £15,000 are procured. It will ensure that value for money is achieved and will take account of its own Procurement Policy. Partnering arrangements will be used where appropriate.
- 5.2 If the cost of adaptation work is in excess of £15,000, the Association shall implement its full tendering procedure. Tenders shall be subject to a three month tender acceptance period. The Association will submit a Tender Report to Glasgow City Council and obtain approval from Glasgow City Council to appoint a contractor to carry out works. Upon receipt of this approval, the Association will appoint the lowest tendering Contractor if the tender is not qualified.

The tendering process and appointment of a contractor shall be executed in accordance with the Association's Policies and Procedures.

#### 6.0 PUBLICITY

- 6.1 The Association shall publicise its *Medical Adaptation* scheme to tenants via the Tenant's Handbook and its quarterly Newsletter.

#### 7.0 SATISFACTION SURVEY

- 7.1 The Association shall undertake, from time to time, a survey to determine the level of customer satisfaction in relation to the adaptation and the performance of the contractor.



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#### 8.0 REPORTING

- 8.1 Reports on adaptations carried out by the Association will be submitted periodically to the Management Committee.
- 8.2 Reports on satisfaction surveys will also be submitted to the Management Committee.

***End***

#### ***reviews and amendments***

28/02/98	-	Policy established
22/12/99	-	Policy reviewed
25/7/01	-	Policy reviewed
22/9/04	-	Policy reviewed
28/10/15	-	Policy reviewed



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