

NORTH VIEW Housing Association

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

POLICY

MEDICAL ADAPTATIONS – STAGE 1, 2 AND 3

Passed:-

27/03/2024

Review Date:-

Feb-29

All North View policies and publications can be made available on CD/data-to-voice, 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

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 Outcomes 1 and 11 of the Scottish Social Housing Charter in relation to equalities and tenancy sustainment:

Social landlords perform all aspects of their housing services so that:

- *they support the right to adequate housing;*
- *every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.*

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

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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.

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 The Association will use its framework agreement to procure adaptations with an estimated contract value of up to £15,000 are procured. The contractor framework agreement is reviewed annually by Committee to ensure that value for money is achieved.
- 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.

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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 for all adaptations over the value of £500 and a sample of adaptations below that value to determine the level of customer satisfaction in relation to the adaptation and the performance of the contractor.

8.0 REPORTING

- 8.1 Reports on adaptations carried out by the Association will be submitted to the Management Committee via the Maintenance Proforma.
- 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
27/3/24	-	Policy reviewed
11/12/24	-	Policy reviewed – reference to Maintenance Sub-Committee removed from section 8.1 and replaced with Management Committee.

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