



Policy on :	Medical Adaptations Policy
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Compliant with Performance Standard :	G.S1.2 Policies and procedures G.S1.3 Commitment to improvement AS 2.4 Responsive to the needs of applicants, adapting our properties for the needs of applicants and having good records.
Compliant with Tenant Participation Strategy :	n/a
Compliant with Equal Opportunities :	Mainstream clause inserted
Compliant with Internal Management Plan :	Policy review required as part of Property Services action plan.

Date for Approval :	19TH June, 2014
Date for Review :	June 2017

Responsible Officer :	Director Of Property Services – Dougie McIntyre
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1. Introduction

Where the Association's tenants require medical adaptations to their homes to assist their daily routine or to enhance their quality of life due to a sensory or physical impairment, the Association will where possible try to make adaptations and alterations to suit the tenant's needs. The Association has a duty under the Disability Discrimination Act to do this.

2. Accessing the service

The Association will promote the initial steps for customers requiring adaptations wherever we think that this would benefit the tenant. This will involve Property Services staff and Customer Services staff giving basic information to tenants. Appendix 1 shows the advice leaflet that has been produced.

Normally the works will be initiated by obtaining a referral from East Renfrewshire Council's Occupational Therapy Department. The Occupational therapist will carry out an assessment of the tenant's needs then forward a referral for an adaptation to the Association. This will include a priority rating for each referral. In some cases we will consider referral from Doctors should delays in OT service mean waiting times are excessive.

3. Funding

Staff will meet regularly with The Scottish Government to ensure that funding is available and sufficient for anticipated demand.

If the referral request is within The Scottish Government's guidelines for adaptations and is eligible for HAG funding within the agreed budget the works will then proceed. If the budget becomes exhausted, then the Director of Property Services shall approach The Scottish Government with a view to obtaining additional funding for any outstanding aids and/or adaptations.

Where funding falls short of what is required, a Committee report will be prepared and funding will be considered against other priorities.

4. Waiting Lists- completion

When funding is available, referrals received will be actioned within 14 working days when access to property is available and funding is in place. A waiting list will operate if allocated funding has been spent within a particular financial year and all non actioned referrals will be dealt with as soon as further funding is received. These waiting requests will be prioritised. We aim to complete fundable adaptations within 28 days of receiving the referral.

5. Communications

When the Association receives a referral from the Occupational Therapist or Doctor, the Property Manager shall contact the tenant to discuss the referral. Where funding is available, the Property Manager may require access to the property. The contractor and Occupational Therapist shall be invited to attend when applicable. Procedures will then apply as per Appendix 1.

The tenant will be advised of specification and timescales involved and will be invited to discuss the matter and questions during this process. When the adaptation is complete, the Property Manager shall request access to the property to inspect completed work.

6. Tenant Satisfaction

An adaptations satisfaction survey form will be sent to all customers receiving a medical adaptation. The results will be reported to Committee annually.

7. Future Maintenance

The Association shall be responsible for all future maintenance and replacement of adaptations carried out and budgets will have to incorporate this.

9. ARC reporting

We will record the average time for adaptations to be completed for the ARC return from the point of referral to the completion on site.

10. Equal Opportunities

Barrhead Housing Association is committed to providing fair and equal treatment to all our customers.

Barrhead Housing Association believes that no person should suffer disadvantage due to the following: race, ethnic origin, nationality, colour, religion or belief, sex, sexual orientation, marital status, civil partnership status, age, or disability. Barrhead Housing Association is an equal opportunities employer and will work to ensure equality of opportunity across all areas of our work.

We will offer tenants a range of options for communicating with us, since requiring to contact us may have to be in writing and this may be a deterrent, for example for people with poor literacy skills, visual impairment, or where first language is not English. We will monitor use of our policy and procedure for ethnic origin and disability to ensure that our procedures deliver fair outcomes for different groups of customers.

11. Complaints

Barrhead Housing Association operates a complaints policy that is open and transparent. Should any tenant feel the need to make a complaint against an individual or the organisation, the complaints policy and procedure will be implemented.

In keeping records about complaints and in allowing access to our files we will comply with the legislative requirements including, Access to Personal Files Act 1987 and Data Protection Act 1998.

Should any tenant have a complaint that is unresolved to their satisfaction they can refer the complaint to The Scottish Public Service Ombudsman, the details of which can be found in the complaints policy.

Appendix 1

ADAPTATIONS PROCEDURAL FLOWCHART

