

Grosvenor Hart Homes: Aids and Adaptations Policy



GROSVENOR

Grosvenor Hart Homes

Aids and Adaptations Policy

Introduction

This policy sets out how Grosvenor Hart Homes (GHH) will approach provision of aids and adaptations to its customers in rented homes. It describes our aims, outlines the approach we will take to specific aspects of the service, and details our service standards.

The Regulator of Social Housing (RSH) through its Home Standard requires all registered landlords to cooperate with relevant organisations to provide an adaptations service that meets tenants needs. This Policy will set our arrangements to meet this standard.

GHH aims to deliver best in sector services and recognise this will only be achieved by working closely with tenants and ensuring their feedback shapes all aspects of what we do. Within twelve months of our becoming registered with the Regulator of Social Housing, we will formally consult our tenants on this policy and will revise our approach as required.

We always welcome feedback on any of our policies, procedures or services at any time. If you have any comments, compliments or complaints about this policy, please let us know. Feedback may be made in one of the following ways:

- by telephone on 01244 563777 (core office hours: Monday-Friday, 9am-5pm)
- in person at any of our offices
- via our website [Hart Homes \(grosvenor.com\)](https://www.grosvenor.com)
- in writing to any of our offices
- by email to tenant.support@grosvenorhart.com

Separate policies set out our approaches to:

- Routine and cyclical repairs (repairs policy)
- Planned repairs (asset management policy)
- Property health & safety (property health & safety policy)

Policy aims and objectives

The responsibility for the provision of Aids and Adaptations is the responsibility of Cheshire West and Chester Council. GHH aims to support provision of aids and adaptations where our tenants or family members named on the tenancy agreement face difficulty in doing everyday tasks due to the configuration of the home and an adaptation could help them live more comfortably, safely and independently.

To ensure these aims are met, we will:

- Work closely with Cheshire West and Chester Council to make this process seamless for our tenants
- Set clear expectations with staff and contractors around provision of aids and adaptations
- Ensure statutory and regulatory obligations are met
- Work closely with tenants, their representatives, and professionals supporting them, to ensure we understand and respond to their specific needs
- Communicate clearly with tenants during application and installation processes
- Offer choice and flexibility to tenants around provision of adaptations.

- Maintain accurate records on contact with tenants and delivery partners
- Have in place effective quality control and compliance processes
- Monitor and report on service delivery and performance regularly, and use insights gained to inform our processes, contract management, training etc as well as to ensure adaptations targets are met
- Contact tenants in planned ways to gather feedback on their experiences, perceptions and expectations of our services
- Consider formal and informal feedback provided through complaints and compliments alongside performance information and customer survey data
- Ensure procurement of materials and suppliers is through suitable supply chains that can deliver an appropriate balance on quality, durability and price
- Maintain accurate records on adaptations provided and ensure alignment with repairs services and plans.

Policy detail

Definition of aids and adaptations

Aids and adaptations are changes to a home, or specialist equipment, which make it easier for tenants or their family members to move around the home and do day to day tasks.

Examples of minor adaptations include:

- Grab rails
- Banister rails
- Lever taps
- Raised sockets
- Key safes to assist with hospital discharge and access for cares
- Shower over baths
- Door widening to facilitate wheelchair access

Examples of major adaptations include:

- Door intercoms
- Level access showers
- Stair lifts
- Wheelchair ramps
- Downstairs toilets
- Extensions
- Kitchen alterations

Mobility and living aids are designed to help with daily activities such as:

- Mobility, walking and getting around
- Eating and drinking
- Cooking and preparing food
- Dressing and grooming
- Bathing, showering and going to the toilet
- Hobbies.

Application for adaptations

Tenants, their family members, a carer or social care/health professional can apply for an adaptation to a GHH property:

- At our offices
- By telephone
- By email
- Via the internet /self-service portal
- By letter

We will request that an application form is completed, either digitally or on paper.

Permission must be sought for all adaptations, regardless of how they are to be paid for.

Permission will not be unreasonably withheld. Where it cannot be given GHH will provide a clear explanation and work with the tenant to consider alternative options. Examples of where permission may not be given include:

- Adaptations are not able to meet needs
- The cost is prohibitive
- Planning or building regulations cannot be complied with e.g. listed building status
- The property is not suitable for the adaptations required
- GHH does not own the property

GHH has a small budget that can fund minor adaptations with a cost of below £1000. We are unable to fund major adaptations, but we will support tenants to claim for a disabled facilities grant via the Local Authority to fund major adaptations.

Tenants can also pay for works directly themselves.

Tenants must not modify their property or arrange a Disabled Facilities Grant without written permission from GHH to carry out the works. If there are planning or building regulations requirements relating the works, permission must be gained, and copies provided to GHH.

On occasions tenants may wish to part fund the cost of works to say upgrade bathroom tiles if they would like to choose a higher specification that would normally be provided as part of the adaptation. When this is the case GHH will clearly set this out in writing before the works commence.

GHH's data protection policy must be followed during operation of this policy and in delivery of our adaptations service.

Occupational therapy assessment

An occupational therapist working with the local authority must assess all requests for major adaptations, and GHH cannot support installation of adaptations without this.

The occupational therapy assessment will involve a visit to the home and will assess current and potential future needs. A course of action will then be recommended.

The timescales for this to take place are at the discretion of the Local Authority.

Fitting adaptations

We will aim to complete works for non-emergency minor adaptations within four weeks of permission being granted.

GHH cannot itself carry out works for major adaptations. Timescales for major adaptations are dependent on the work to be undertaken and should be discussed with the service provider carrying out the work.

When a property is not suitable for adaptation

Sometimes a property may not be suitable for adaptation. This may be due to the size, layout or location of the home, or because a lot of adaptations would be required to meet needs.

In such circumstances GHH will work with you and the occupational therapist to consider other possible options that could meet your needs, including move to another property.

If GHH is unable to provide a suitable property, we will work with other partner landlords to try and facilitate a move that best meets your needs.

Repairs and maintenance of adaptations

GHH will maintain minor adaptations that we funded and fitted.

Major adaptations are the tenant's property and therefore their responsibility to maintain.

GHH will not fund or arrange repairs or servicing to adaptations such as lifts, hoists or any other electronic equipment where we did not provide the equipment.

Removal and recycling of adaptations

Tenants should notify GHH if adaptations fitted at the property are no longer required.

GHH may be able to remove adaptations and make them available for use by other households.

Access to aids

Some care trusts provide equipment to help with health and social needs. This will usually be loaned and should be returned when it is no longer required.

Local authority adult social care departments will be able to help with access to an occupational therapist or social worker where tenants want to buy equipment or need advice on what would be most helpful.

GHH does not provide aids. We will ensure tenants are assisted to access their provision where the need arises.

Service standards

We will provide facilities so that adaptations can be requested online at any time of day.

Adaptations can also be requested by phone, email, letter or in person.

Contact details for all methods of requesting adaptations will be displayed clearly online.

Adaptations will be dealt with within stated timescales as follows:

Category	Definition	Timescale
Emergency request for minor adaptation	Smaller projects where there is an immediate risk of harm to people e.g., unable to return home from hospital; restricted access to running water	Within one working day
Routine request for minor adaptation	Smaller projects where there is a quality-of-life issue but no immediate risk of harm to people	Within 7 days
Fitting of minor adaptation		Within 7 days of approval

We are not able to specify timescales for processing major repairs requests, as our ability to proceed is dependent on receipt of occupational therapy reports, planning and building control approval which are out of our control. We will be proactive in dealing with local authorities and others and will communicate regularly with tenants about their application.

Where work required to install an adaptation could be incorporated into a scheduled planned works programme (covered by our asset management strategy) we will advise customers when work is scheduled for and agree an appropriate timescale.

Customers will be contacted by telephone and/or text to notify them of adaptations appointment times, and a reminder will be sent in advance of colleagues' arrival.

We will offer the facility for customers to specify an appointment day and time that is convenient to them for fitting of adaptations between 0900 to 1700 , Monday to Friday.

If the adaptation is very complex, then it may require the tenant to be temporarily decanted whilst the work is completed. If this is required detailed arrangements will be made with the tenants well in advance of any work being undertaken.

If our team cannot gain access to a property for an agreed adaptations appointment, they will leave a card advising the customer to arrange another appointment. Customers will also be contacted via text and online system where possible in such circumstances.

Customer feedback and complaints

Customer complaints about adaptations services will be handled in line with our complaints policy.

Complaints relating to adaptations will be monitored and used, individually and in aggregate, to refine and improve our services and performance.

Monitoring & compliance

We will monitor the delivery of our adaptations service and report to operational staff, our senior leadership team, the board, and our customers. Key performance indicators will be used to monitor and report performance, as well as complaints & complements received. This allows us to be accountable for our service delivery, identify any trends which require intervention, and focus on delivery of the objectives stated above.

We will report against indicators developed for internal use by staff in conjunction with customers.

Performance indicators that will be reported to board and customers are detailed at Appendix 1. This is not an exhaustive list.

Review schedule

This policy will be reviewed every three years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation/regulatory requirements. This process ensures the policy's continuing suitability, adequacy, and effectiveness.

The Housing Director has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the board.

Current version	Date approved	Date for review	Document owner
1.1	27/06/23	27/06/25	Karl Dean
1.2	04/07/24	04/07/27	Karl Dean

Appendix 1 – Performance monitoring

We will monitor and report on the following:

Management information

Average time to process request for adaptation

Average time for all requests (days)

Properties subject to an adaptation

Adaptations fitted as a % of requests, total number of each

Minor adaptations completed within target timescale

Number in timescale, total number requested, % in timescale

Average time to complete a minor adaptation

Average time for all jobs requested (days)

Average cost of minor adaptations per property

Complaints received relating to the adaptations service

Adaptations complaints as a % of all complaints, total number of each

All performance will be reported against target, with a year to date figure in each reporting cycle and a year end figure provided annually.

Customer satisfaction

% of tenants who had a minor adaptation in the last 12 months and say they are satisfied with the time taken to carry out their adaptation after they requested it