



## **SHA Policy: Stage III Medical Adaptations Policy**

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## **1.0 INTRODUCTION**

- 1.1 This policy sets out how Southside Housing Association (SHA) will adapt our properties to meet the needs of a tenant, or a member of their household, who has a physical or mental impairment.
- 1.2 Although a range of medical adaptations exist, from minor works such as grab rails, to adaptations completed during construction or before a new tenancy begins, this policy applies only to Stage III adaptations.
- 1.3 These are adaptations to an existing property that require a medical assessment and where the need was not identified or anticipated at the time the property was built or allocated.
- 1.4 The following policies should also be referred to in respect of our approach to medical adaptations:
  - Reactive Repairs Policy
  - Planned Maintenance Policy
  - Allocation and Void Policy

## **2.0 POLICY BACKGROUND**

- 2.1 This policy has been developed by making reference to the following:
  - 2.1.1 Guidance on the Provision of Equipment and Adaptations', Scottish Government 03/2022
  - 2.1.2 Evaluation of Adapting for Change', Scottish Government 09/2017
  - 2.1.3 Adapting for Change - Final Report of the Adaptations Working Group, Scottish Government 11/2012
  - 2.1.4 Adaptations Aids and Equipment, Scottish Government Advice Note 2015
  - 2.1.5 Guidance on the Provision of Equipment and Adaptations, Occupational Therapy Service/Glasgow City Council 2015.
  - 2.1.6 RSL Adaptations Budget and Funding Criteria For 2012-13, Scottish Government
  - 2.1.7 Housing Adaptations (Major), SPICe Briefing, The Scottish Parliament 03/2116

### 3.0 POLICY OBJECTIVES

3.1 Southside Housing Association recognises that medical adaptations can significantly improve the quality of life of our tenants and support them to remain in their homes for as long as possible. Medical adaptations involve a multi-agency process, and the Association relies on other agencies to:

- **Assess needs** — Assess the needs of the tenant or a member of their household and identify the adaptations required.
- **Provide funding** — Provide funding to enable the Association to carry out the necessary adaptations.

### 4.0 POLICY IMPLEMENTATION

4.1 Implementation of this Policy is set out in the Association’s procedural documents: Medical Adaptations Procedure and Process Map. The Director of Property Services is responsible for overseeing and reviewing the implementation of this Policy.

### 5.0 DEFINITION OF A STAGE III MEDICAL ADAPTATION

5.1 Stage 3 Adaptations are works carried out to modify an existing property to meet the changing needs of a tenant or a member of their household, where these needs could not reasonably have been identified at the time the property was constructed or allocated.

5.2 These adaptations aim to support or restore independent living, privacy, dignity, confidence, mobility, and daily functioning.

5.3 This Policy applies specifically to Stage III Adaptations.

### 6.0 STAGE III ADAPTATION CATEGORIES

6.1 Stage 3 Adaptations fall into two categories, based on the estimated cost and scale of work required:

- **Minor Adaptations** — Typically costing under £500, such as grab rails or small adjustments that support daily living.
- **Major Adaptations** — Typically costing over £500, such as installing a level-access shower or other significant modifications.

## 7.0 REQUESTS/REFERRALS

- 7.1 Requests for Stage 3 Adaptations must be supported by detailed recommendations from an Occupational Therapist (OT).
- 7.2 The Association will direct the tenant or referrer to contact the Occupational Therapy Service via Social Care Connect (Glasgow City HSCP) on 0141 287 0555.
- 7.3 The Occupational Therapist will assess the person's needs at home and prioritise the referral in line with the criteria set out in Section 8.0 Assessment of Referrals.

## 8.0 ASSESSMENT OF REFERRALS

- 8.1 The Occupational Therapy Service uses a standard prioritisation system, supported by a CL1 pro-forma, to assess the urgency of the person's needs and the impact on their quality of life.
- 8.2 Following assessment, the Occupational Therapist will place each application into one of three categories:
  - **Critical** — The person or carer is at immediate risk. This includes situations where the person is at risk of hospital or care admission, requires support for hospital discharge, or has no support and is experiencing frequent falls or injuries when carrying out essential personal care or daily living tasks.
  - **Substantial** — The person or carer is imminently at risk of injury. The person is unable to carry out most essential personal care tasks without support. Their health condition may be deteriorating or unpredictable, and without adaptation there is a risk of care breakdown or loss of independence.
  - **Moderate** — The person or carer is potentially at risk during daily activities. They may have difficulty with some personal care or essential daily living tasks but have suitable support available. Early signs of declining mobility, function, or low mood/anxiety may be present.
- 8.3 All referrals received by the Association will be reviewed jointly by SHA Property Services Officers, Housing Officers, and the Repairs & Voids Manager.
- 8.4 This review will consider the feasibility of the proposed adaptation, whether any restrictions apply (see Section 9.0), and whether alternative accommodation may be required (see Section 10.0).
- 8.5 Circumstances that will be considered include:
  - Tenant preference — Whether the tenant wishes to transfer to a more suitable property or remain in their current home.
  - Waiting time for the adaptation — Based on priority and resources.

- Capital cost — The cost to the Association of carrying out the adaptation.
- Long-term implications — Including maintenance costs, re-let challenges, and potential reinstatement costs.

## **9.0 RESTRICTIONS**

9.1 There may be cases where it is not appropriate to carry out a substantial adaptation and the Association will therefore:

- Carefully consider the location of the property and the proposed adaptation.
- Encourage all applicants to submit a transfer application for rehousing/ alternative accommodation.
- Consider whether the tenants' needs are likely to change in the near future.
- Only install adaptations as per the recommendations made by the Person's Occupational
- Acknowledge that in some instances construction type and financial constraints may prohibit the successful adaptation of a property.

## **10.0 TENANT CHOICES**

10.1 Ancillary fixtures or fittings (tenant purchased or non-landlord) that have not been recommended by the OT, will not be fitted unless they are covered by the following:

10.2 Landlord Costed Items - Items/fixtures which require removal to facilitate adaptation installation, meet OT's recommendations and/or to provide/maintain full accessibility.

10.3 These items will only be replaced (and or altered to meet OT's recommendations) if they serve as essential landlord fixtures to provide fundamental bathroom functions Some examples of these are listed below.

- Wash hand basin (a vanity unit will only be replaced where this meets with the OT's recommendations)
- W/C Toilet
- Showering facility
- Radiator / Heater

10.4 Items removed that are non-essential i.e. storage units, and only if in good condition, will be laid to one side and reinstated at the end of the works. Items in poor condition will not be replaced.

## **11.0 ALTERNATIVE ACCOMMODATION**

11.1 If the Association is unable to carry out the required adaptation, consideration will be given to meeting the tenant's needs through the provision of alternative accommodation.

11.2 Alternative accommodation may be provided through:

- Existing SHA stock
- New-build properties
- Other landlords

11.3 All available options will be discussed with the tenant and any supporting agencies before a final decision is made.

## **12.0 ALLOCATIONS OF MEDICALLY ADAPTED PROPERTIES**

12.1 The Association will allocate adapted properties in accordance with our Allocations Policy.

12.2 The Association will endeavour to offer wheelchair adapted properties to a person who needs wheelchair accommodation. This may require liaison with other agencies to identify suitable applicants

## **13.0 FUNDING & WAITING LIST**

13.1 At the start of each financial year, the Association will submit to Glasgow City Council its projected level of Housing Association Grant (HAG) required to cover the anticipated cost of adaptations during the year.

13.2 Adaptation works are front-funded by the Association, and HAG is claimed retrospectively based on this projected spend. Additional funding may be requested if projected costs are likely to be exceeded during each year.

13.3 If allocated funding for the financial year is exhausted, the Association may create a waiting list of approved adaptations to be prioritised in the following financial year.

13.4 Adaptations will be prioritised for those assessed as being in the greatest need, based on the Occupational Therapy Service's categorisation. Jobs will then be processed in the order they were posted once further funding becomes available.

13.5 In some circumstances, the Association may choose to instruct an adaptation at its own discretion and cost. Approval for the use of the Association's own resources will be sought in line with the Association's delegation of authority.

## **14.0 PROCUREMENT AND SPECIFICATION OF WORKS**

- 14.1 The Association instructs works directly to a contractor appointed through a recognised procurement route. The appointment is subject to the contract term and any extensions agreed during the procurement process and following contract award.
- 14.2 The Term Contractor will assess the works required for each adaptation through a site survey on a job-by-job basis. A cost will then be submitted, based on the contract Schedule of Rates, for the Association's approval before the works are programmed.
- 14.3 Adaptations will be carried out by the Association's current Term Contractor and/or by specialist contractors where required.

## **15.0 COMPLETION OF ADAPTATIONS**

- 15.1 The Association will carry out a post-completion inspection of all major adaptations to ensure that they have been carried out to the satisfaction of the Association and to the specification of the OT's recommendations.
- 15.2 All tenants will be requested to complete and return a Client Feedback Form on completion of a medical adaptation.

## **16.0 REPORTING**

- 16.1 The Association's Board will receive an annual report on adaptations, detailing the number and type requested and approved, the costs and how many were completed in the 12-month period.
- 16.2 The Association will monitor its performance against the following indicators which have been set by the Scottish Housing Regulator:
- The total number of approved applications on the list for medical adaptations as at the start of the reporting year plus any new approved applications during the reporting year.
  - The number of approved applications completed between start and end of the reporting year.
  - The total number of households waiting for applications to be completed at the end of the reporting year.

## **17.0 MAINTENANCE / ASSET MANAGEMENT**

- 17.1 All adaptations will be recorded within the Association's IT system. This record will be updated to identify any required maintenance, replacement cycles, and associated costs.

17.2 All equipment will be maintained in accordance with the manufacturer's recommendations.

17.3 Following the expiry of the first-year workmanship guarantee, adaptations completed by the Association will be incorporated into its standard repairs and maintenance responsibilities. Repairs and maintenance will be carried out by the Term Contractor or specialist contractors, as appropriate, and managed by the Association's repairs team.

## **18.0 EQUALITY & HUMAN RIGHTS**

18.1 In applying the Adaptations Policy, SHA will ensure full compliance with the Equality Act 2010.

18.2 The Act makes it unlawful to discriminate against, harass, or victimise any person on the basis of the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

## **19.0 DATA PROTECTION**

19.1 SHA will process all personal data in accordance with the Data Protection Act 2018, the UK General Data Protection Regulation, and SHA's Privacy Policy and Data Retention Policy. Information on how SHA processes personal data, and the legal basis for doing so, is set out in SHA's Fair Processing Notices.

19.2 SHA considers and reviews risk at a strategic level through ongoing monitoring of the Corporate Risk Register by the Finance and Corporate Services Committee and the Board.

## **20.0 OPENNESS AND TRANSPARENCY**

20.1 This Policy will be published on the SHA website. Associated information will be made available on request, subject to statutory exemptions and exceptions under the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (EIRs).

20.2 SHA will apply a presumption in favour of publication for information relating to repairs and maintenance where it is in the public interest, unless a compelling reason not to publish exists under FOISA or the EIRs.

20.3 Tenants of adapted properties will be provided, where necessary, with additional information for emergencies, including out-of-hours contact numbers for specialist equipment.

## **21.0 APPEALS**

- 21.1 Any tenant who disagrees with the Occupational Therapy assessment of their priority will be advised of their right to appeal. Appeals should be submitted directly to the Occupational Therapy Service, NHS Greater Glasgow and Clyde.
- 21.2 Any tenant who disagrees with the Association’s decision not to carry out a medical adaptation in their home has the right to appeal in writing to the Housing Manager in the first instance. A final appeal may be made to the Director of Housing & Communities.

## **22.0 CONFIDENTIALITY**

- 22.1 The Association respects each applicant’s right to confidentiality and will:
- Record only relevant information — Information will be limited to what is necessary for the application, referral, and assessment process.
  - Ensure confidentiality — Information will not be disclosed to any third party without the applicant’s consent, unless required by law.

## **23.0 REVIEW**

- 23.1 This Policy will be reviewed at least every three years. More frequent reviews will be undertaken where required to reflect new legislation, regulatory requirements, performance standards, or good practice developments.

## **APPENDIX A**

### **Section 1- Works Eligible for Stage 3 Adaptations**

This list is not exhaustive, and the Association may therefore consider other works as Stage 3 Adaptations.

#### **Minor Adaptations – Total cost less than £500.**

However, where more than one minor adaptation is requested by a household totaling more than £500, this will be classed as a major adaptation.

#### **Entrances/ Doors**

Handrails, grab rails or balustrading to ramps/steps/staircase (and elsewhere in the property where necessary)

Gate at head or foot of stairs

Door entry, intercom system

Suitable ironmongery, for example lever in place of knob handles, pull handles and rails to doors or kicking plates and/or protective edging to door frames and handing stiles.

#### **Water Services**

Substitution of lever taps for screw down/ cross head taps.

Remote control valves for taps

Relocation of control valve for mains water supply

#### **Electrical and Heating Services**

Reaffixing socket outlets at a convenient level, additional socket outlets or rocker light switches

Alarm call or loud bell for people who are hard of hearing.

Relocation of thermostat or heating controls

Fluorescent lights in kitchen, bathroom and working areas for visually impaired people.

Warning systems for people who are hard of hearing, for example flashing lights.

Provision of power supply for electric hoists suspended from ceiling track.

#### **Entrance Halls**

Letter cages or delivery shelf

Relocation of clothes hanging rails (also in bedroom)

#### **Bathrooms and WCs**

Raising w/c fixture

Support rails to walls by bath or w/c, or other fixed support or non-slip flooring

## **Major Adaptations – Total cost more than £500.**

### **General Alterations**

Alterations to provide bathroom, w/c. or bedroom, etc., with level or suitably ramped access.

### **Garaging and External Facilities**

Widening of garden paths

Carport and/or undercover access to the property if practicable

Remote control garage door opener to existing garage used by (or for) a disabled driver.

### **Entrance**

Modification of steps, for example to widen treads or incorporate half-steps or create a ramp.

### **Doors and Windows**

Widening or re-hanging of doors to permit wheelchair manoeuvre

Substitution of sliding or bi-fold doors for side-hung doors Remote control window and/or door openers

Conversion of window to French window where no other wheelchair access to the garden is available.

### **Water Services**

Thermostatic control for shower

### **Electrical and Heating Services**

Central heating or supplementary radiators to existing installation

Fluorescent lights in kitchen, bathroom and working areas for visually impaired people.

### **Acoustic Insulation**

Acoustic insulation

### **Kitchens**

Alterations to provide fixed storage units, worktops and sink units at convenient levels.

Non-slip flooring

Built in cooker for use by disabled person.

### **Bathrooms and WCs**

Shower unit in place of, or to supplement, bath

Shower cubicle, special w/c fixture, suitable washbasin and/or bidet

## **Storage**

Storage provision for wheelchair

## **Non-Eligible Works for Stage 3 Adaptations**

Glasgow City Health & Social Care Partnership (HSCP) and **not** SHA, is responsible for the provision of items classed as specialist or temporary. SHA will direct the tenant/referrer to make a referral to the Occupational Therapy Service at Social Care Connect (Glasgow City HSCP) on 0141 287 0555.

## **Specialist or temporary items include:**

Specialist bathing equipment

Specialist shower chairs

Bath lifts