

## ADAPTATIONS POLICY

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<b>Date Revision Complete</b>	November 2016
<b>Policy Owner</b>	Strategic Development Director
<b>Author</b>	Simon Fitzpatrick, Strategic Development Director
<b>Reason for Revision</b>	Regular planned review
<b>Data Protection</b>	Has been considered
<b>Equalities Impact Assessment Is it required? Yes/No</b>	Yes
<b>Proof Read</b>	Yes
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<b>Approved by</b>	Joint Housing & Care / People & Resources Committee
<b>Next Review Due</b>	November 2019
<b>Audience – Training and Awareness Method</b>	Training Sessions arranged and delivered by the Property Investment Manager at Assets and Regional Housing Team meetings by February 2017
<b>Effective Date</b>	21 <sup>st</sup> December 2016
<b>Internal References</b>	Detailed in the policy – section 5
<b>External References</b>	Detailed in the policy – section 4
<b>Comments</b>	

## ADAPTATIONS POLICY

### 1. INTRODUCTION

1.1 Blackwood defines good Asset Management as;

**The process of operating, maintaining, upgrading, developing, and disposing of our properties in a sustainable, cost effective manner which meets our customers' priorities, our long term business plans, and wider housing need, while sustaining value in our portfolio.**

1.2 The Adaptations Policy forms part of the suite of policies designed to deliver our Asset Management Strategy. It will ensure that we deliver high quality adaptations to our homes that increase the choice and independence of our customers.

1.3 This policy recognises the impact adaptations within and around the home can have on enabling someone with a disability to maximise their independence. It affirms our commitment to be responsive to meeting the needs of housing applicants and tenants, recognising that these may change over time

1.4 Blackwood recognises that the wider external context relating to the delivery of adaptations is uncertain. We will continue to monitor, assess and influence this, recognising that this policy may require to be amended in the event of a change in the overall national direction of the delivery of adaptations.

### 2. PRINCIPLES, AIMS AND OBJECTIVES

2.1 The following key principles, aims and objectives underpin the policy:

2.1.1 We will continue to recognise that the provision of adaptations to our customers' homes forms a key part of the Blackwood Offer by helping people live independently in their homes for longer.

2.1.2 We will prioritise good design and innovative product choice and delivery methods to ensure that the adaptations we carry out not only maximise the physical experience of our customers, but enhance the appearance of their homes. We will not compromise on the quality of components and will provide our customers with a range of choices where possible.

2.1.3 We will work closely with outside agencies and, in particular, Occupational Therapists to establish the best possible outcome for our customers for each adaptation.

2.1.4 We will procure products and services in line with Blackwood's Procurement Policy and its principles of value for money and creating accessible, affordable and beautiful homes and environments.

- 2.1.5 We will continue to allocate significant funding to ensure our adaptations are delivered in a manner that meets our customer's requirements and prioritises their health and happiness. **This will involve front funding adaptations to the amount of while we wait for the receipt of allocated grant funding**
- 2.1.6 We will continue to seek significant annual funding from Scottish Government, Glasgow City Council and City of Edinburgh Council in advance of financial years. The adaptations we carry out will be cost neutral to Blackwood.
- 2.1.7 We will continually monitor and review our performance and the performance of those who work on our behalf in relation to the delivery of adaptations.
- 2.1.8 The replacement and maintenance of adaptations will form part of the overall investment outlined in our Asset Management Strategy.

### **3. OPERATIONAL FRAMEWORK**

- 3.1 This Policy shall be implemented through compliance with detailed procedures. These include setting timescales and quality targets for the delivery of adaptations.
- 3.2 The effectiveness of this policy shall be monitored through our Performance Management Framework.
- 3.4 Our Regional Teams will work in partnership with the Assets Team to identify need and deliver adaptations in line with our procedures. Our procedures will be in line with our Scheme of Delegation and Financial Standing orders.

### **4. RELEVANT LEGISLATIVE AND REGULATORY REQUIREMENTS**

- 4.1 This policy is subject to a number of Legislative and Regulatory requirements, including:
- The Health and Safety at Work Act 1974
  - The Scottish Housing Quality Standard
  - Construction Design and Management Regulations 2015
  - Asbestos Management Regulations 2012
  - Housing (Scotland) Act 2014
  - Control of Substances Hazardous to Health 2002
  - The Building (Scotland) Act 2003
  - Scottish Social Housing Charter
- 4.2 All work related to adaptations will be subject to risk management procedures.

### **5. RELATED POLICIES**

- 5.1 Blackwood has a number of policies that link operationally and strategically:
- Asset Management Strategy
  - Housing Strategy
  - Planned and Cyclical Maintenance Policy
  - Empty Homes and Decoration Policy
  - Procurement Policy
  - Health and Safety Policy
  - Asbestos Management Policy
  - Legionella Management Policy

- Reactive Maintenance Policy
- Customer Engagement Strategy

## **6. MONITORING AND REVIEW**

6.1 This policy will be reviewed every three years or earlier as required.