

Policy title	Adaptations Policy
Directorate	Assets
Author	Gareth Eadsforth AD of Assets
Date First Approved	April 2018
Latest Date of Approval	N/A
Next Review Date	April 2027
Policy Scope/Users	MSV staff who have played a part in the adaptations process
Date EIA done	April 2021

1 Introduction/policy purpose

MSV Housing is committed to promoting choice for independent living for its existing residents and applicants for housing that have a disability.

To achieve this aim, MSV will take all reasonable measures to provide a fair and accessible aids and adaptations service, make best use of existing adapted properties and work in close partnership with external agencies.

2 Description of the Policy

This policy and the associated procedure outlines MSV's approach to providing adaptations for tenants or their household members who have a disability or are suffering from long term ill health, to help them remain and live independently in their home. The policy and associated adaptations service will strike a balance between continuously improving levels of provision and customer service, making best use of our housing stock and the need to achieve value for money.

It is recognised that in some instances the accommodation they live in may no longer be suitable to support their needs. When this has been identified, MSV will work with the customer, family members and partnering agencies to ensure their accommodation needs are met.

The key objectives of the Adaptations Policy and Procedure are:

- To ensure that the needs of disabled residents are prioritised and met accordingly subject to available funding
- To set out the criteria by which the association will assess all requests for adaptation work and identify limitations to the service
- To maximise all local authority grants, MSV's own funding and other available resources for adaptations, having high regard for Value for Money (VFM) at all times
- To manage the expectations of residents who require adaptations with the association's duty to manage its housing stock effectively
- To ensure there are clear channels of communication and established joint working practices with our partners from the local authorities and other relevant organisations in the areas where we operate
- To comply with legal and statutory requirements in relation to the provision of disabled adaptations

3 Roles, Responsibility and Policy implementation

The Capital Investment Manager will have responsibility for the Adaptations budget for MSV.

The Neighbourhood and Supported Housing Teams have responsibility for advising customers on the process for applying for adaptations through the relevant local authority.

The Asset Management team have responsibility for making the decision on whether adaptation requests are approved or not, based on a number of considerations including the criteria set out in the Adaptions Procedure.

If requests are approved the Asset Management team will manage the process from this point forward as per the Adaptations Procedure and relevant Service Level Agreements with Local Authorities and partners.

Where relevant and at the point required, on completion of certain adaptations e.g. lifting equipment, the Compliance Team will add the equipment to their servicing regime.

4 Monitoring, Review and Evaluation

The Capital Investment Manager will be responsible for monitoring adherence with this Policy and ensuring that all procedures are followed.

A full Adaptations log will be kept and used to monitor and ensure that works and projects are managed in line with the policy and procedure.

The policy and procedure will be reviewed every three years, at the point of any significant changes to legislation and in any circumstance where there are found to be deficiencies in this policy as a result of complaints or findings from any independent organisations.

We will manage the delivery and performance through the use of specific performance indicators including:

- time taken to complete adaptations from referral to completion
- number of adaptations completed by type
- customer satisfaction
- quality

5 Related documents

MSV Adaptations Procedure
MSV Voids Policy & Procedure
Local Authority Agreements
Equality & Diversity Policy & Procedure
CDM Policy & Procedure
Asbestos Policy & Procedures
Lifting Equipment Policy & Procedure
Equality Act 2010

6 Appendix

N/A