

Document Title	Orbit Aids and Adaptations Policy
Revision No.	2.0
Release Date	October 2015
Review Date	October 2018
Document Type	Policy



## ORBIT AIDS and ADAPTATIONS POLICY

**Scope:** This policy sets out to clearly define what aids and adaptations we will fund and manage for our customers, to satisfy their agreed requirements. It gives direction on how we will effectively deal with requests for adaptations either directly or in partnership with the appropriate local authority.

We aim to enable customers, where appropriate, to live independently. We will deliver this service to a high quality, but at the lowest possible internal cost to Orbit.

### 1 **Introduction**

- 1.1 Orbit fully recognises the diverse needs of our customers and their family members who have disabilities. We have designed, and we operate our aids and adaptations procedures in line with the Social Model of Disability (Appendix 1). We will work closely with our Local Authority Partners, Health Professionals and other relevant agencies to make sure there is a coordinated approach towards the aids and adaptations service and will promote the best use of resources.
- 1.2 We will ensure that major adaptation requests are subject to a full assessment of the individual needs and requirements. We will support our customers to access specialist assessments for their individual needs and requirements.
- 1.3 We will seek to maximise the funding of adaptations from external statutory sources by working in conjunction with Local Authorities and other agencies.

### 2. **Legal Obligations and Good Practice**

- 2.1 Orbit has no statutory duty to provide Aids and Adaptations for customers; however we will meet legal requirements and sector good practice. Refer to Appendix 2 for a list of relevant legal obligations.

### 3. **Funding Aids and Adaptations**

- 3.1 We will set a budget for the provision of aids and adaptations which will be reviewed annually.
- 3.2 We will maximise the funding for major adaptations from external statutory sources by working in conjunction with Local Authorities and other Agencies.
- 3.3 We will contribute up to a maximum of £2,500 for agreed aids and adaptations.

Refer to Appendix 3 for what we class as minor and major adaptations and what we will and will not fund.

#### **4. Servicing, Repair, Renewal and Insurance of Aids and Adaptations**

4.1 From 1 October 2015, our approach to the servicing, repair, renewal and insurance of aids and adaptations will change.

4.2 We will continue to accept responsibility for the repair, renewal, servicing and insurance for the *majority* of adaptations that we have fully or part funded, in line with our local processes and procedures.

4.3 However, from 1 October 2015 we will no longer accept responsibility for the servicing, repair, renewal and insurance of any new stair lifts, through floor lifts, ceiling tracks for hoists, Clos-o-mats or other equipment provided by Occupational Therapists, which have been installed in our homes. The responsibility will become that of the customer. We will support customers to include these items in their grant application, to cover the cost.

#### **5. Standards**

5.1 We will consider our customer's housing options prior to any aids or adaptations being agreed.

5.2 We will support a transfer to more appropriate accommodation where the existing home cannot be adapted, or where the cost of the adaptation is prohibitively high, and we will consider making a contribution of up to a maximum of £500 towards removal costs.

5.3 We aim for all specified works to be delivered sensitively, to meet our customer's needs.

5.4 We will review the rent payable/service charge for an individual property where major adaptations have been completed.

5.5 We aim to deliver minor works in line with our service standards.

5.6 We aim to work closely with our Local Authority Partners, Health Professionals and other relevant agencies to make sure there is a coordinated approach towards delivering major adaptations for our customers.

5.7 We will record where non-movable major adaptations have been installed to properties to enable us to re-let the property, making the best use of the adaptation.

5.8 We aim to support leaseholders seeking to access assistance by signposting them to relevant Local Authority schemes and Home Improvement / Care & Repair Agencies.

#### **6. Publicising the Service**

6.1 To actively promote the service to all customers and ensure all relevant information is provided to them.

## 7. **Monitoring & Accountability**

- 7.1 Upon successful conclusion of an aid or adaptation customers will be asked to complete a satisfaction survey.
- 7.2 We will monitor, analyse and report on aids and adaptations to ensure that our aids and adaptations process is delivered effectively and that timescales are achieved.
- 7.3 Performance and trends relating to the aids and adaptations service will be regularly reviewed by Senior Management Team, Boards and Committees as agreed and performance results will be published in annual reports to customers.
- 7.4 We will use the learning from formal complaints and customer feedback as part of a programme of service improvement reviews.

## 8. **Equality & Diversity**

Orbit policies are developed in line with our Equality and Diversity policy approach.

## 9. **Complaints**

Anyone is able to make a complaint about the service they have received and this is managed under our **Complaints Policy**

## 10. **Privacy Statement**

Orbit are collecting information ('personal data') so that we can manage and support our relationship with our customers, comply with legal obligations, improve our services and achieve our legitimate business aims. We are committed to complying with data protection legislation when handling customers' data. Customers have rights around their data, including the right to access their data, and to object to the way it is processed. For more information on how and why we process customers' data, and how customers can exercise their rights, please see our full Privacy Policy on our website at [www.orbit.org.uk/privacy-policy/](http://www.orbit.org.uk/privacy-policy/)

---

<sup>1</sup> Makaton is a language programme which complements verbal communication with actions and other non verbal signs.

**11. Quality Service**

11.1 This policy helps support our aim of fully satisfying our agreed customer requirements at the lowest internal costs. By having clear policies in place we are seeking to continually improve performance and ensure we meet service standards and targets.

**12. Review**

12.1 Orbit will carry out a review of this policy in three year's time or sooner if there are regulatory or legislative changes.

## **APPENDIX 1**

### **Social Model of Disability** (Statement from Policy- Creating a fairer and more equal society)

The social model is used as a way of understanding disability. It conveys that disability is created by barriers in society. The barriers generally fall into three categories:

- The environment – including inaccessible buildings and services
- People's attitudes – stereotyping, discrimination and prejudice
- Organisations – inflexible policies, practices and procedures

Using the social model helps to identify solutions to the barriers disabled people experience. It encourages the removal of these barriers within society, or the reduction of their effects, rather than trying to fix an individual's impairment or health condition.

The social model is the preferred model for disabled people and encourages society to be more inclusive.

## **APPENDIX 2**

### **Legal Obligations and Good Practice**

#### Legal obligations

- The Equality Act 2010
- The Chronically Sick and Disabled Persons Act 1970 (Sections 1 & 2)
- The NHS & Community Care Act 1990
- The Carers (Recognition and Services) Act 1995 and the Carers and Disabled Children's Act 2000
- The Disabled Person's Services, Consultation and Representation Act 1986 (Section 4)
- The Housing Grants, Construction and Regeneration Act 1996 (Section 23)
- The Community Care (Delayed Discharges) Act 2003 (Part 2)
- The Care Act 2014

#### Guidance and good practice

- The good practice guide, Delivering Housing Adaptations for Disabled People (June 2006 edition,)
- College of Occupational Therapist's Guide; 'Minor adaptations without delay

### APPENDIX 3

Funding	Minor Adaptations	Major Adaptations
<p><b>We will fund minor or major adaptations up to a maximum cost of £2,500.</b> Examples may include...</p>	<ul style="list-style-type: none"> <li>• Hand rails</li> <li>• Grab rails</li> <li>• Lever taps (to kitchen sink, wash hand basin and bath)</li> <li>• Kitchen cupboard handles</li> <li>• Door/wall protectors (for wheelchair users)</li> <li>• Additional steps</li> <li>• Over bath showers</li> </ul>	<ul style="list-style-type: none"> <li>• Door entry systems</li> <li>• Ramps to an entrance</li> <li>• Small kitchen adaptations</li> <li>• Over-bath showers</li> <li>• Door widening</li> </ul>
<p><b>If an adaptation costs more than £2,500,</b> Orbit will support customers <b>who fit the criteria</b> to apply for a Disabled Facilities Grant (DFG). If this is granted and does not cover the full cost, Orbit will contribute £2,500 towards the total cost. If grant funding is not available, and the adaptation is recommended, Orbit will assist with the costs up to £2,500, and the customer will need to fund the balance.</p>		<ul style="list-style-type: none"> <li>• Level access showers/wet rooms</li> <li>• Major Kitchen Adaptations</li> <li>• Large ramps</li> <li>• Extensions</li> </ul>
<p><b>Items not funded by Orbit.</b> However, we will signpost customers to equipment assessments and support customers to apply for a Disabled Facilities Grant for equipment e.g. stair lifts, through floor lifts etc.</p>	<ul style="list-style-type: none"> <li>• Portable equipment e.g. commodes, bath seats, walking frames</li> <li>• Anything fitted to a person's belongings e.g. bed rails, chair seat raisers</li> <li>• Hard-standing, cover or electrical charging facilities for mobility scooters, unless in communal facilities</li> <li>• Wall hung shower chairs</li> </ul>	<ul style="list-style-type: none"> <li>• Stair lifts</li> <li>• Through floor/internal lifts</li> <li>• Ceiling tracks for hoists</li> <li>• Clos-o-mats</li> </ul> <p>(Equipment provided in this way is for the individual. They will be responsible for the service and maintenance of the equipment until it is no longer required. This cost may be included in the grant application)</p>

This is not an exhaustive list. Customer's applications will be considered on an individual basis according to their needs.