



Aids and adaptations policy

Who's this for?	Colleagues and residents
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Policy Owner	Assistant director of asset management & sustainability
Other related documents	Tenancy Agreements Asset Management Strategy Repairs Policy Adaptations Procedure Operational Standing Orders Equality & Diversity Inclusion Policy Data Protection Policy

1. Policy statement

At settle our purpose is to give residents a firm foundation on which to build their lives and to provide a safe, comfortable and affordable home for every household. We are committed to supporting a high-quality aids and adaptations service to enable residents and members of their households to live safely and more independently within their homes. The statutory duty of care lies with local authorities and settle work in close partnership with the Hertfordshire Homes Improvement Agency (HHIA) who act on behalf of Hertfordshire County Council (HCC) to deliver adaptations to homes within North Hertfordshire. In homes outside of North Hertfordshire, the relevant local authority holds the duty of care, and settle work with that local authority to ensure permission is granted where feasible to enable adaptations to be carried out.

A person may be eligible for help under this policy even if they are not registered as disabled, upon recommendation by an Occupational Therapist acting on behalf of the local authority.

We will take all reasonable and practicable measures to provide housing that is suitable for meeting the needs of our residents

and members of their household who become disabled or who have a disability that affects them living comfortably in their home. We will not support permanent extensions to our properties as part of the adaptations service.

2. Key principles

- We will signpost our residents to the relevant local authority, adult and child services when a request for an adaptation is received.
- We will work with the HIA or the relevant local authority and Occupational Therapist to ensure the most feasible and adequate adaptations are carried out to ensure our residents can live comfortably in their homes.
- We will consider any external funding options as part of the review and consider any innovative solutions, such as mobile pods or temporary structures.
- We will review permission requests for adaptations proposed by Occupational Therapists, to ensure that they represent value for money and maximise the use of our homes.

3. Objectives

- To be clear on the role and responsibilities of settle and the Homes Improvement Agency (HIA) or local authority in the adaptations process.
- To ensure consistency, clarity and fairness in our approach when dealing with permission requests for adaptations in our homes.

- To carry out minor adaptations by our property team where possible to shorten wait times for residents.
- To support the wellbeing and independence of residents, either in continued occupancy of their own home or in another property that is suitably adapted or that can be adapted to meet their needs.
- To explore any alternative options with the resident, such as rightsizing or joining the Common Housing Register

4. Policy actions

- Develop stronger partnership working with local authorities and other third parties such as the HIA and smaller local SME contractors.
- Create a clear written procedure for colleagues and residents that sets out which organisation is responsible for which stage of the adaptations process and related timescales.
- Develop a process for carrying out minor adaptations in house so that this work can be tracked separately from responsive repairs and planned maintenance programmes.
- Agree a mechanism to monitor cases that have been passed to the HIA where the wait time has exceeded normal levels.
- Monthly monitoring and reporting will be undertaken to ensure minor adaptations are delivered on a timely basis and controlled expenditure against budget.
- Customer satisfaction information will be obtained through the HIA's quarterly performance dashboard in the case of major alterations and via resident feedback forms - either posted or electronically delivered to residents - after works are completed for minor alterations.

5. Desired outcomes

- Residents are clear on next steps throughout their adaptations process and know which organisation is responsible for what.
- Residents understand what options are available to them so they can make an informed decision.
- Residents don't wait longer than necessary for any adaptations.
- All residents live in a home that meets their needs and the needs of their household.

6. Performance indicators

- All minor adaptations are completed in 28 days.
- All major adaptations are completed in 24 months or monitored by settle beyond this.
- Reduction in complaints and contacts related to adaptations.

7. Key legislation

- Value for Money Standard
- Home Standard
- Safety and Quality Standard – Consumer standards 2024
- Tenant Involvement and Empowerment Standard
- Regulatory framework for social housing in England from 2012
- Equalities Act 2010
- UK-GDPR (General Data Protection Regulations) and amended Data Protection Act 2018
- Delivering Housing Adaptations for Disabled People: A Good Practice Guide (2006)
- Disability Discrimination Act (DDA) 1995 and 2005
- Minor Adaptations without Delay: A Practical Guide & Technical Specifications for Housing Associations (2006)
- Human Rights Act (1998)
- Housing Act (1980) and (1985)
- Chronically Sick & Disabled Persons Act (1970)
- The Care Act (2014)
- Control of Asbestos Regulations (CAR) 2012
- The Housing Grants, Construction and Regeneration Act (1996) as amended by the Regulatory Reform Order (2002)
- Children Act 1989

8. Review

This policy will be reviewed every 2 years – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.