

Adaptations Policy

Document Owner	Stock Improvement Manager
Prepared by	Stock Improvement Manager Stock Improvement Project Surveyor Policy Officer
Approved by	Directors Group
Approved date	July 2024
Date of Next Review	July 2027
Lines of Defence/how is the document audited?	<ol style="list-style-type: none"> 1. Approval by Operations Directors 2. Annual reporting to DG and Board including equality and diversity impact 3. On Resident Scrutiny schedule

1. Scope and Aims

- 1.1. Hexagon Housing Association (Hexagon) recognises the benefits of adapting the home as an effective way to improve the health and wellbeing of older people, and disabled adults and children. A more accessible home environment can improve independence, reduce risk and reduce reliance on assistance.
- 1.2. Although Hexagon is not required by law to make any changes or adjustments to properties, we strongly believe in improving the quality of life for our residents by providing aids and adaptations that meet their specific needs.
- 1.3. Our policy outlines how we collaborate with our residents and local authorities to promote independent living, all while maintaining a long-term strategic asset management plan.
- 1.4. This policy applies to Hexagon tenants. It does not apply to Leaseholders and Shared Owners.

2. Equality and Diversity

- 2.1. Our aids and adaptations service is available to all tenants and permanent household members. It is an individualised and inclusive service that aims to promote equality of opportunity.
- 2.2. Hexagon will enact this Policy in line with our obligations under the Equality Act 2010.
- 2.3. Hexagon will communicate with you by your preferred contact method.
- 2.4. As no negative impact has been identified for any group in this screening, there is no need to complete the full Equality Impact Assessment.

3. Consultation

- 3.1. The Residents Advisory Group were consulted on this policy on 12th September 2023 and their feedback has been incorporated into this policy.

4. Policy Statement

- 4.1. Hexagon will assess requests as either minor or major adaptations.
- 4.2. Minor adaptations are those that cost less than £1000. Examples include:
 - 4.2.1. Concrete ramps

- 4.2.2. Handrails
- 4.2.3. Door release intercoms
- 4.2.4. Flashing light doorbells
- 4.3. Hexagon aims to respond to all requests for minor adaptations within 10 working days, to confirm that the request has been accepted or to request further information. Hexagon aims to complete all authorised minor adaptations within 3 months of receiving the request.
- 4.4. Hexagon will fund all authorised minor adaptations up to £1000, subject to availability of funds.
- 4.5. We will not usually require a referral from an Occupational Therapist (OT) for minor adaptations, however this is dependent on the complexity of the required works. Each case will be considered individually, and an OT assessment may be required.
- 4.6. Major adaptations are those that cost more than £1000. Examples include:
 - 4.3.1. Stair lift
 - 4.3.2. Ceiling hoist
 - 4.3.3. Bathroom alterations
- 4.7. For major adaptations, we will need a referral from an Occupational Therapist in order to agree the works. Residents will need to request an OT assessment through their Local Authority.
- 4.8. In urgent cases where a resident may be at serious risk in their home without an adaptation and where the local authority is unable to assist with an immediate OT assessment, we will consider contracting a private occupational therapist to carry out the assessment.
- 4.9. For major adaptations, Hexagon will explore the options and suitability on a case-by-case basis. This is likely to involve advising you to apply for funding from the Disabled Facilities Grant via your Local Authority. Where relevant, Hexagon will also explore any other viable funding opportunities, such as other charitable grants, health trusts, or match funding with the Local Authority.
- 4.10. Hexagon will ensure clear and regular communication with residents regarding minor and major adaptations, including estimated timeframes and updates on works.

5. Legal Framework

- 5.1. Housing Grants, Construction and Regeneration Act 1996
- 5.2. Landlord and Tenant Act 1985
- 5.3. Equality Act 2010
- 5.4. Chronically Sick and Disabled Persons Act 1970
- 5.5. The National Health Service and Community Care Act 1990
- 5.6. The Human Rights Act 1998
- 5.7. The Mental Capacity Act 2005
- 5.8. The Care Act 2014

6. Related Hexagon policies, strategies, and procedures

- 6.1. Vulnerable Residents and Reasonable Adjustments Policy
- 6.2. Adaptations Procedure
- 6.3. Planned Maintenance Procedure

Appendix 1: Equality Impact Assessment

Part one: Initial Screening

Name of policy, service or function	Aids and Adaptations Policy
Current or Proposed	Current
Persons completing initial screening	Policy Officer Stock Improvement Project Surveyor Stock Improvement Manager

Analysis of relevant data

Data Type	Summary and Analysis
Organisational Statistics	Hexagon approved 100% of requested adaptations in 22/23.
National / Regional Statistics	
English Housing Survey: Social Rented Sector 2021-22	Over half (54%) of social rented households (around 2.2 million households) have a household member with a disability. Among social renters with a long-term illness or disability, the most common disabilities were mobility issues (54% of social renters with a disability), stamina (45%), mental health (40%), and dexterity (34%). Other disabilities, including problems with vision, hearing, and learning difficulties, were each mentioned by 7% to 18% of those with a disability. There was no difference in the likelihood of social renters living in a non-decent home according to whether the household had someone with a long-term illness or disability (10%) or not (9%), or whether in receipt of housing support (10%) or not (8%).
English Housing Survey: Home Adaptations Report 2019-20	Younger people were more likely than older people to report that their accommodation was unsuitable for their needs and were more likely to want to move to more suitable accommodation. Households with a person aged under 55 that required adaptations were more likely to report that their accommodation was unsuitable (30%) than those that required adaptations in older age groups (20% or less). Households with a person aged 75 or over that required adaptations were least likely to state their accommodation was unsuitable (13%).
UK Disability Survey research report, June 2021	34% of disabled people had to make 'a lot' or 'a moderate amount' of adjustments to their home over the past 5 years to support independent living, and these changes were most frequently self-funded (58%) or paid for by contributions from family or friends (12%). Only 16% of disabled people who had made adjustments

	received funding to pay for their adjustments, and 61% said that more adjustments are required to meet their needs.
Qualitative data from colleagues managing/delivering the service area	The Stock Improvement Team are satisfied that this Policy does not impact on different protected characteristic groups unfairly or disproportionately.

Resident Involvement

Method	
RAG/DIG	This policy has been reviewed by Hexagon's Disability Inclusion Group and Resident Advisory Group.

Screening

Protected Characteristic	Say if impact is positive, negative, or none			Reason (include description of any data or research used)
	Positive	Negative	No Impact	
Age			X	
Disability	X			Hexagon has approved 100% of adaptation requests in the past Financial Year, facilitating more accessible homes for residents with disabilities.
Gender			X	
Gender reassignment			X	
Race			X	

Religion or belief			X	
Sexual orientation			X	
Socio-economic status			X	
Literacy			X	

What are the arrangements for monitoring the policy and its impact on customers?

Annual reporting to Directors Group and the Board including equality and diversity impact. Cyclical review of this Policy every 3 years, which will include Directors Group approval and offering the Policy for Resident Scrutiny.

As no negative impact has been identified for any group in this screening, there is no need to complete the full Equality Impact Assessment.