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# Sanctuary Scotland

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**Title:** Aids and Adaptations - Sanctuary Scotland Procedure

**Business Function:** Housing and Property Functions across Sanctuary in Scotland

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**Authorised by:** Director - Sanctuary Scotland  
Head of Operations – Property (Scotland)

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## General Information

### 1. Objective of this procedure

- 1.1 This document sets out the steps to be taken by involved staff to effectively and consistently handle requests for aids and adaptations for tenants with a disability.
- 1.2 This procedure provides guidance to staff responsible for handling aids and adaptation queries and requests from tenants, or other members of the household. The procedure aims to outline how Sanctuary Scotland (Sanctuary) will:
  - promote and apply the service in a fair, consistent and transparent manner;
  - assess and prioritise all enquires and applications;
  - complete minor adaptations; and
  - help tenants to access funding for major works.

### 2. Legislative/Regulatory context

- 2.1 The following legislation, references and sources are relevant to the development and delivery of this policy and associated procedure:
  - [SHGN 2012/04 Procedures for HAG funding of Stage 3 adaptations](#) provides guidance on HAG funding process and eligibility;
  - [Joint Improvement Team Good Practice Guide for the Provision of Major Adaptations 2010](#) provides guidance on how to effectively develop, deliver, manage, and monitor the provision of major adaptations; and
  - [Minor Adaptations without Delay, parts 1 and 2, published by the College of Occupational Therapists \(OTs\) \(2006\)](#) provides guidance on completing adaptations without an OT referral.

### 3. Responsibilities for implementation

- 3.1 The Director of Sanctuary Scotland and Head of Operations – Property (Scotland) are responsible for ensuring that staff adhere to this policy and procedure and for ensuring that all measures are in place to implement this procedure effectively.
- 3.2 All staff involved in the aids and adaptations process are responsible for ensuring adherence to this procedure.

### 4. What's new - what's different?

- 4.1 August 2021 - Roles updated to align with new Property Services structure.
- 4.2 February 2019 - changes to roles and responsibilities, and **Appendix 3** updated.
- 4.3 January 2019 - Formal review, no significant changes

## Detailed Procedures

### 1. All adaptations

Step	Action	Timescale
<b>1. Accessing the aids and adaptations service</b>	<p>Tenants can access Sanctuary's aids and adaptations services in a number of ways:</p> <ul style="list-style-type: none"> <li>• telephoning our Customer Service Centre (CSC) on the local freephone number (the centre will outline the process to the tenant);</li> <li>• as a direct referral from an OT or other agency;</li> <li>• directly to any member of staff (e.g. at a home visit or at the local office); and/or</li> <li>• via the website - <a href="http://www.sanctuary-housing.co.uk">www.sanctuary-housing.co.uk</a>.</li> </ul>	
<b>2. Initiate the process</b>	<p>When the tenant, local authority or OT contacts us to request an adaptation this information must be forwarded to the relevant Designated Officer for Property Services (PS) within one working day.</p> <p>The process for the Designated Officers to follow is set out in the flowchart at <b>Appendix 3</b>.</p>	<b>Within 1 working day</b>
<b>3. Minor or major</b>	<p>Guidance on categorising aids and adaptations as major or minor, and on identifying the appropriate funding source is available at <b>Appendix 4</b>. Once the aid or adaptation has been identified as either a minor or major the appropriate process (as outlined below) must be followed.</p>	

### 2. Minor adaptations

Step	Action	Timescale
<b>1. Raise works order</b>	<p>The Designated Officer for PS will raise a minor adaptation works order for completion within 28 days of request to the relevant contractor. Works of a more urgent nature may be prioritised by agreement.</p> <p>CSC to offer/make a convenient appointment with the service user at the first point of contact.</p> <p>The Designated Officer for PS will record details on the medical adaptations contract tracker spreadsheet.</p>	<b>Upon receipt</b>
<b>2. Where minor works become part of a major project completed by external contractors</b>	<p>Where it becomes apparent that the minor aids and adaptations works are more extensive, or form part of major works, refer to the following section on major adaptations.</p>	

Step	Action	Timescale
<b>3. PS undertake works order</b>  <b>or</b>  <b>Approved contractor undertake works order</b>	<p>Work assigned to an PS operative and completed within 28 days of receipt of request/referral.</p> <p>PS operatives are supported by a comprehensive Technical Guide which details relevant measures and weights for consideration when fitting the minor adaptation (See <b>Appendix 2</b>).</p> <p>Work assigned to approved contractor and completed within 28 days of receipt of request/referral.</p>	<b>Within 28 days.</b>
<b>4. Upon completion of works</b>	The Designated Officer for PS must ensure the medical adaptations contract tracker spreadsheet is updated.	<b>Within 2 days of works completion</b>
<b>5. Satisfaction Survey</b>	A telephone satisfaction survey will be completed by the Business Information Research team for a sample of cases.	

### 3. Major adaptations

Step	Action	Timescale
<b>1. Initiate the process</b>	If the tenant does not have an OT referral the Designated Officer will advise them to contact their local social work department or health practice.	<b>At first point of contact (where possible)</b>
<b>1a.</b>	<p>In addition, the Designated Officer for Housing Management should look at the options for the tenant.</p> <p>The Designated Officer must:</p> <ul style="list-style-type: none"> <li>• check availability of adapted properties, if appropriate, prior to joint visit;</li> <li>• consider any re-housing options (as it may prove more feasible to move the tenant to a more appropriate property); and</li> <li>• keep the tenant informed throughout the process.</li> </ul>	<b>Within 10 working days of receipt of referral.</b>
<b>1b.</b>	<p>The OT will provide information on the level of priority for the adaptation.</p> <p>The Designated Officer for PS must:</p> <ul style="list-style-type: none"> <li>• agree suitability and practical issues of request;</li> <li>• identify if building warrant is required; and</li> <li>• determine any minor works which may be carried out quickly to support the tenant in the short-term.</li> </ul>	<b>Within 5 working days of meeting taking place.</b>

Step	Action	Timescale
<b>2. Identify Priority where necessary</b>	Decisions on whether major adaptations will be carried out will be made by the Designated Officer for PS, based on the information on level of priority provided by the OT.	
<b>3. Approval</b>	<p>The Designated Officer for PS must agree the specification to proceed with the works.</p> <p>Where appropriate, the Designated Officers must also:</p> <ul style="list-style-type: none"> <li>• consider the appointment of an appropriate consultant where more costly/extensive works are required;</li> <li>• gain tenant cooperation in giving contractors access to their home prior to the works commencing (if necessary);</li> <li>• consider Health &amp; Safety Issues;</li> <li>• consider if 'Decant' accommodation is required;</li> <li>• consider whether the adaptation is eligible for capital spend;</li> <li>• complete the application for a building warrant if applicable;</li> <li>• inform the tenant/OT of any decisions or issues.</li> </ul>	<b>Within 10 working days of receipt</b>
<b>4. Communication with tenant and OT</b>	The Designated Officer for PS must send letters to the tenant and Occupational Therapist advising them of any relevant decisions and outcomes throughout the process. This will include a letter when the adaptation has been approved, and a letter if the adaptation is likely to be delayed.	
<b>5. Procurement</b>	<p>For adaptations costing up to £15,000, we will use approved contractors in line with standard repairs and maintenance procurement arrangements. Refer to the policy for more details.</p> <p>For adaptations costing over £15,000, a full tendering procedure is required, with tenders being open for acceptance for a period of three months. This requirement is set out by the Scottish Government.</p>	
<b>6. Completion of works</b>	<p>The <b>VAT exemption form</b> will be completed by the Designated Officer for PS and sent to any external contractors.</p> <p>The Designated Officer must update SAP with details of the completions.</p>	<b>Within 5 working days</b>
<b>7. Satisfaction Survey</b>	A telephone satisfaction survey will be completed by the Business Information Research Team for a sample of cases.	

Step	Action	Timescale
<b>8. Communication</b>	The Designated Officer for PS must advise the relevant Housing Officer to ensure that any changes are made to medical priority if the tenant has a housing application with us.	<b>Within 2 working days of visit</b>
<b>9. Funding</b>	HAG will be claimed by PS by completing and returning forms <b>HAG A3</b> and <b>HAG/Payment</b> to the relevant Grant Provider.	
<b>10. Maintenance</b>	The Designated Officer for PS must ensure that any aids or adaptations which have been installed and require servicing (e.g. a stair lift or hoist) are added to the relevant maintenance/servicing schedule.	
<b>11. Repairs to aids and adaptations</b>	<p>We assume full responsibility for repairing/servicing an aid or adaptation that has been fitted by us or by contractors acting on our behalf.</p> <p>A logged repair must be completed within 7 working days, with particular importance paid to repairs relating to access to toilet, cooking or bathing facilities; or may be considered as an emergency repair where the health and safety of a vulnerable tenant is immediately a concern.</p> <p>Where an aid or adaptation has reached the end of its 'shelf-life' then the tenant can make a further application for a replacement. The tenant must contact us to formally request this work and a decision will be agreed with the Designated Manager for PS, with advice from an Occupational Therapist if required.</p> <p>If a stairlift or any form of lifting equipment such as a sling or hoist is installed, the Insurance team must be notified by the Designated Officer for PS within seven working days of completion. The Insurance team ensures that such equipment is inspected in accordance with the statutory obligations. This function is separable from any maintenance or servicing obligations that is undertaken by the PS team.</p>	<b>Within 7 working days of receipt of request</b>

#### 4. Adaptations in newly constructed properties (Stage Two adaptations)

Step	Action	Timescale
<b>1. Allocation</b>	When allocations are made to properties under construction, Housing Management employees will inform the Project Construction Officer of any requests for medical adaptations.	<b>At point of allocation</b>
<b>2. OT referral</b>	The Project Construction Officer will arrange for a home visit with the proposed tenant, complete an OT referral form, and send this to the relevant Occupational Therapist.	<b>Within 5 working days</b>
<b>3. Approval</b>	Where the request for an adaptation is approved, the Project Construction Officer will inform the employers agent, the contractor and, where relevant, the architect. The Employers Agent has responsibility for raising work instructions with the contractor.	
<b>4. HAG funding</b>	The Development team has responsibility for raising claims for HAG funding with the Scottish Government.	