

# Disabled Facilities Policy

## 1. Introduction and Background

- 1.1 Our overall aim is to create homes and neighbourhoods which we can all be proud of whilst delivering an efficient and well run business.
- 1.2 Bolton at Home is committed to providing the best quality housing for our customers. We are aware that, over time, changes can occur in people's lives that make it difficult for them to continue to live in their home without the need for alterations to be made.
- 1.3 In anticipation of this happening we have set aside a limited amount of funds to pay for such adaptations; though we recognise that sometimes a move to a more suitable property is the only or best option. The way we manage this process is the subject of this policy document.
- 1.4 This service will be delivered by Bolton Care and Repair via a framework agreement with a specific contractor following Bolton at home's procurement process.

## 2. Purpose and Scope

- To try and ensure that our properties suit the needs of all those living in them.
  - To respond adequately and fairly to the challenges that any new or deteriorating long-term health issue may have on our customers' ability to live comfortably in their home.
  - To enlist expert advice on what the problems are and how they are best solved for the individual and the household concerned.
  - To arrive at the best cost-effective solution from a range of options.
- 2.1 This policy applies to all Bolton at Home tenants, regardless of whether they live in the Bolton Borough.

## 3. Equality Analysis

- 3.1 An equality analysis has been completed and shared with the equality analysis panel, the policy will be updated once signed off.

## 4. Consultation

- 4.1 Customer consultation on the DFA process has been introduced. We carried out a SNAP survey. For the first survey we contacted 16 customers who had received an adaptation and early indications show that customers are satisfied with the service. The results of the most recent survey are attached. We will continue to seek the views of our customers.

## 5. Legal and Regulatory Requirements

- 5.1 The policy follows the Housing Grants, Construction and Regeneration Act 1996. However, Bolton at Home provides funding for the disability element of the above Act.

## 6. Resources

- 6.1 Provision has been made within the capital programme for 1.3M to be earmarked for this provision.

## 7. Application

- 7.1 Bolton at Home has an adaptation budget - we do not get extra resources from the government or elsewhere, resulting in being restricted to spend a finite amount each year.
- 7.2 Vacant adapted homes are let to households that would benefit from the alterations made. The selection is usually made from registered applicants on the Adapted Housing Register waiting list who have made a bid, but management moves for existing tenants who need to live in an adapted property are also considered. More recently this process has been formalised whereby Homefinder Services team will contact Care and Repair when an adapted property come in and Care and Repair will look at allocated it to suitable cases that they are working with. If there is no one suitable, Homefinder Services will then advertise the property via the pinpoint process.
- 7.3 Moving existing tenants into previously adapted properties depends on:
- How closely the property meets their and their household needs
  - Adapting their existing home is either not practicable or proves to be uneconomic
  - There is no waiting list applicant who has a greater housing need
- 7.4 To work in a coordinated manner and provide value for money, the Disability Team link into current and developing planned maintenance programmes to incorporate any adaptations, e.g. works on kitchens and bathrooms.
- 7.5 Any tenant or third party (family member, social services) can request adaptations to meet their changed circumstances or that of anybody who makes up their household.
- 7.6 The DFA is only available to Bolton at Home tenants and is not means tested.
- 7.7 Where a major adaptation is considered, the Occupational Therapist/Disability Officer will assess the priority of the case via the referral process based on the agreed criteria of circumstances.
- 7.8 Work is prioritised as follows:
- **Urgent** – Clients who have a time-limiting condition or whose discharge from a specialist unit is delayed by not having an adaptation.

- **Standard** – All other clients including:
  - Those with severe degenerative conditions or where their discharge from residential care is delayed.
  - When there is a health and safety concern because of the lack of adaptation, particularly for any carer involved.
  - To allow a disabled person independence in their daily living activities.

7.9 All works will be supervised by Bolton at Home and carried out either by our framework contractor or by our nominated contractors. Subsequent adaptations are owned by Bolton at Home and we will repair and maintain them whilst they remain in our ownership.

## 8. Review

8.1 This policy will be reviewed every three years unless there are changes to legislation, regulation, best practice or a business need.

<b>Date approved</b>	25 March 2020
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