



# Adaptations Statement

## Introduction

Dale & Valley Homes will work with the County Council's Home Improvement Agency to deliver Public Sector Adaptations to the properties they manage to enable customers to remain in their homes.

The work on adaptations must be coordinated with the Decent Homes work to ensure that all work identified can be completed at the same time as any of the elements are being replaced.

## Objectives

The overall objective for the Adaptations Statement is to ensure that our customers can remain in their homes for as long as possible by carrying out either minor or major adaptations to improve their homes based on assessment and advice from occupational therapists.

This can be accomplished by joint working between DVH and the HIA on properties where customers have had OT assessments carried out and their home is part of that year's programme.

The Decent Homes programme is now following a mini-modernisation approach, which will allow coordination of both the improvement and the adaptation work to ensure minimal disruption to the customer, while also producing cost savings.

## Responsibilities

If a customer is waiting for a major adaptation as defined from the list below and their property is identified in that year's programme then this will be carried out at the same time as the Decent Homes work by a contractor on the HIA's approved list, and invoiced direct to the HIA.

At the Forward Planning Group with the Decent Homes partner, the Decent Homes manager will provide details of the current adaptations from a list provided by the HIA (Home Improvement Agency). These will then be checked off against the list of properties to have new elements where adaptation works can be carried out alongside the improvements.

This work will involve the Resident Liaison Officers who can also identify whether any of our customers need care packages developed for them. This information will be passed to the Decent Homes Partner at the Forward Planning Group.

Some adaptations such as minor adaptations will be fitted as standard to all bungalows and houses or flats where the customer has some form of disability where they require a grab rail to assist them in the bathroom or to the front or rear entrance doors. These will be fitted and paid for from Dale & Valley Homes resources.

Every customer will be offered lever taps for the kitchen and bathroom and a maximum of 4 rails will be fitted as standard.

These two elements will ensure that the existing customers can remain in their property comfortably for a longer period of time prior to any further assessments and additional work having to be carried out.

Other minor adaptations to properties that are not on the Decent Homes programme within that financial year will be prioritised by the HIA and the OT's and sent to the Decent Homes manager who will arrange for those to be carried out immediately and paid for from DVH resources.

## **Signposting**

Dale & Valley staff will provide information to all of its customers on how to apply for an adaptation. This can be at the sign up stage of letting or when we are using the customer profile information for any projects or other communication.

## **Reporting Requirements**

All requests for adaptations received by the HIA have to be approved by DVH in the first instance. A list that will be continuously updated will be circulated and discussed at each operational team meeting and any completed or cancelled works removed off the list where appropriate.

Completion reports will be sent to the HIA via the Decent Homes manager to ensure both lists of completions are kept up to date.

## **Action**

This statement should be reviewed in line with the amended Asset Management Strategy