

## APPENDIX 2

Note the policy has generally been re-written with an updated format. It is based on the previous policy but with some key changes which have (or could be considered to have) a material impact on the policy function. The key changes are detailed in the below table. A second table details the sections of the previous policy and where they are covered in the revised policy.

<b>Aids and Adaptations Policy section</b>	<b>Suggested change</b>	<b>Reason for change</b>
5.1 Definition of an adaptation (Section 4.0 of previous policy)	New definition: <i>An adaptation is a change made to a property to make it more accessible and safer for a disabled person. These are defined as minor or major.</i>	Simplified definition of adaptation.
5.2 Minor adaptations (section 4.1 in previous policy)	Update to examples of types of minor adaptations. Removal of over bath showers.	To reflect the types of works completed as Minor adaptations (not an exhaustive list).
5.3 Major adaptations (section 4.1 in previous policy)	Update to examples of types of major adaptations. Inclusion of over bath showers.	To reflect rising costs of over bath showers these no longer generally qualify as minor adaptations when ancillary works are included. (list is examples only, not an exhaustive list)

Aids and Adaptations Policy section	Suggested change	Reason for change
5.4 Request for an adaptation (section 3.0 and 5.0 – 5.4 in previous policy)	<p>To remove a phrase stating that adaptations will be considered for ‘a permanent member of the household’ New phrasing: <i>The Council will normally only consider a request for aids and adaptations if the disabled person is the person(s) named in the tenancy or their dependent under the age of 18.</i></p> <p>To add ability of Aids and Adaptations Officer to assess tenants and make recommendations for adaptations using the Trusted Assessor Process, instead of the traditional Occupational Therapy assessment route</p> <p>To add phrase applicable to all referrals received from agencies other than Nottinghamshire County Council Occupational Therapy service: <i>The Council will reserve the right in all cases to refer a request directly to the Occupational Therapy Service for further assessment.</i></p>	<p>To clarify eligibility for adaptations.</p> <p>Currently major adaptations can only be completed on receipt of an Occupational Therapists (OT) report provided by Nottinghamshire County Council. With the Trusted Assessor qualification, the Aids and Adaptations Officer can carry out assessments of need for non-complex adaptations, eliminating the need for an OT assessment. This reduces the length of time tenants have to wait for adaptations.</p> <p>To ensure the quality of service provided and to fulfil the Council’s duty to consult with the welfare authority (Nottinghamshire County Council)</p> <p style="text-align: right;">Continued...</p>

Aids and Adaptations Policy section	Suggested change	Reason for change
	To remove phrase (in section 5.0 of previous policy): <i>Tenants of any age (or members of their household) can apply for an adaptation for themselves.</i>	For avoidance of confusion (i.e. that a child themselves could apply – should be their parent/guardian on their behalf)
5.5 Approval of Minor adaptations	To add £1,000 limit for Minor adaptations (not previously specified in policy)	The £1,000 limit for minor adaptations is for clarity and matches the limit of many other local authorities. It is based on The Care Act which requires minor adaptations to be made up to the value of £1,000, free of charge.
5.6 Approval of major adaptations (section 7.0 and 9.0 of previous policy)	<p>To remove phrase from conditions: <i>If major adaptation works are not reasonable or practicable to a tenant's home, the Council will work closely with the tenant and other agencies to find a more suitable property to ensure the best use of the housing stock.</i></p> <p>To amend the process for approval of adaptations and list of considerations involved. Officers job titles have been changed. Approval of Minor Aids and Adaptations (works up to £1000) by the Aids and Adaptations Officer; approval of works up to £30,000 by the Capital Works Manager, with input from the Housing Operations Manager for selected cases</p>	<p>Included under section 5.9 Alternative Solutions of the new policy, so removed from this section.</p> <p>The Aids and Adaptations service was previously moved to the Capital Works team from the Private Sector Housing team and prior to that, Housing. Updates to the Officers involved have been made to reflect that the service is now provided under Asset Management instead of Housing.</p> <p style="text-align: right;">Continued...</p>

Aids and Adaptations Policy section	Suggested change	Reason for change
	<p>(as set out in policy); approval of works above £30,000 to go for cabinet approval.</p> <p>To remove section in previous policy listing cases where it would be 'considered not reasonable or practicable for major adaptations works to be undertaken'</p> <p>Instead a list of cases where housing input will be sought has been created, but a final decision will be made by the Capital Works Manager (up to £30,000), taking into account the specific needs of an individual as outlined in the policy.</p>	<p>To ensure that individual needs are taken into account in the decision process along with the views of the housing department. To recognise that in some cases when the Housing department recommend an individual move to an alternative property, that individual needs may mean that it is not appropriate to move and adapting the current dwelling would be more appropriate. This ensures consent is not unreasonably withheld.</p>
5.7 Communal Areas	To add section regarding communal areas, not included in previous policy	To clarify approach to adaptation request for Broxtowe owned communal areas.
5.8 Works that will not be approved (section 11.0 in previous policy)	<p>To add a reason where Council will not adapt:</p> <p><i>Where the Council is seeking possession of a property because of a breach of tenancy conditions, or where a current Right to Buy application has been made.</i></p>	<p>As mentioned in section 5.13 of the policy, there is an expectation when an adaptation is approved that the disabled person has the intention to occupy the property for at least five years, in line with the Housing Grants Construction and Regeneration Act. When the Council is seeking possession or a right to buy application has been made, there is not an intention to remain for five years by the Council/ tenant.</p>

Aids and Adaptations Policy section	Suggested change	Reason for change
5.9 Alternative Solutions (section 13.0 of previous policy)	<p>To remove examples of cases where it would be considered not reasonable or practicable for major adaptations to be undertaken, and factors affecting the decision.</p> <p>To include financial assistance up to £1000 for moving in this section of the policy. This is not a change of policy but included in section 16.0 of the previous policy 'Letting of adapted properties'</p>	<p>Now covered under section 5.6 of the revised policy</p> <p>More relevant context to be included in this section of policy.</p>
5.10 Appeals	<p>To include time limit on appeals under this policy of 28 days</p> <p>To reduce the length of time within which the Council must respond from 20 to 10 working days, or up to 20 working days if a response cannot be given with 10 working days.</p> <p>To change Officer dealing with complaints from Head of Housing to Head of Asset Management and Development.</p>	<p>No time limit under existing policy, prevents appeals being received after an unreasonable length of time.</p> <p>Reflects corporate complaints procedure and to improve the speed of the appeals process for tenants. (Note: the corporate complaints process can still be accessed if the tenant is not satisfied with the appeals process)</p> <p>To reflect move of Aids and Adaptations service to Capital Works team in Asset Management.</p>

Aids and Adaptations Policy section	Suggested change	Reason for change
5.12 Maintenance of Adaptations	To add roles and responsibilities of Council departments and budget sources for maintenance of adaptations	To clarify the process and responsibilities for maintenance of adaptations.
5.13 Transfers following adaptations (section 15.0 in previous policy)	To re-phrase and to reflect use of Homesearch and Officers involved.	To correlate with the Allocations policy and following move of Aids and Adaptations service to the Capital Works team in Asset Management.
5.14 Letting of adapted properties (section 16.0 in previous policy)	To re-phrase and refer to the Allocations Policy	To correlate with the Allocations policy.
5.15 Recycling and removal of adaptations (sections 14 and 17 or previous policy)	There are no material changes to the policy relating to the removal or recycling of adaptations, however the sections titled 'Removal of adaptations' and 'recycling adaptation' have been re-phrased and combined for this section in the revised policy.	To clarify the process and approach to recycling or removal of adaptations.
6.0 Related Policies, Procedures and Guidelines (Section 22. of previous policy)	To add details of policies and procedures relating to the policy.	For clarity
9.0 Review	To amend section regarding review of the policy to: <i>The policy will be reviewed every three years, unless there is a change to legislation or guidance which required an</i>	To reflect changes to Council governance since the previous policy and the move of the aids and adaptations service to the Capital works team in Asset Management. Continued...

<b>Aids and Adaptations Policy section</b>	<b>Suggested change</b>	<b>Reason for change</b>
	<i>earlier review. Any major amendment to this policy will be brought to Cabinet for approval. Minor amendments will be undertaken by the Head of Asset Management and Development in consultation with the Head of Housing and Housing Portfolio Holder.</i>	

## Notes on formatting of revised policy

<b>Previous policy</b>	<b>New policy</b>
Introduction	Now section 1.0 Scope
Section 1.0 Policy Statement and Objectives	Now section 2.0 purpose and section 3.0 Aims and objectives
Section 2.0 Legal framework	Now section 4.0 Regulatory Code and Legal Framework
Section 3.0 Who is considered under this policy?	Now included in section 5.4 Request for an adaptation'
Section 4.0	Now included in section 5.1 definition of an adaptation
Section 4.1 Minor adaptations	Now section 5.2 Minor adaptations
Section 4.2 Major adaptations	Now section 5.3 Major adaptations
Section 5.0 – 5.4 Identifying the needs for adaptations	Now section 5.4 Request for an adaptation
Section 6.0 Prioritising adaptations	Now included in section 5.6 Approval of major adaptations
Section 7.0 Approval of work	Now section 5.6 Approval of major adaptations
Section 8.0 Timescales for works	Now section 5.11 Timescales for works
Section 9.0 Funding	Now covered in section 5.6 Approval of major adaptations
Section 10.0 Servicing and Maintenance of Equipment	Now section 5.12 Maintenance of adaptations
Section 11.0 Works which will not be funded	Now section 5.8 Works that will not be approved
Section 12.0 Installation of aids and adaptations by tenants	No longer included in policy instead section 1.0 refers such cases to be covered by the Alterations and Improvements Policy
Section 13.0 Alternative solutions	Now section 9.0 Alternative solutions
Section 14.0 Removal of adaptations	Now included in section 5.15 Recycling and removal of adaptations
Section 15.0 Transfers after adaptations have been carried out	Now section 5.13 Transfers following adaptations
Section 16.0 Letting adapted properties	Now section 5.14 Letting adapted properties
Section 17.0 Recycling adaptations	Now included in section 5.15 Recycling and removal of adaptations
Section 18.0 Tenant liaison	No longer included as a separate section in new policy, instead expected liaison at different stages of process are detailed in each section of the policy.



<b>Previous policy</b>	<b>New policy</b>
Section 19.0 Performance and Budget Monitoring and Review	Now section 8.0 Performance and Budget Monitoring and Review
Section 20.0 Service standards	No longer included as a separate section as it duplicated the Timescales for works section (now section 5.11)
Section 21.0 Appeals	Now Section 5.9 Appeals
Section 22.0 Procedures	Now covered in section 6.0 Related Policies, Procedures and Guidelines
Section 23.0 Complaints, Comments and Compliments	Now section 7.0 Complaints, Comments and Compliments
Section 24.0 Review of policy	Now section 9.0 Review