

## STAGE 3 ADAPTATIONS - PROCEDURE

### 1.0 INTRODUCTION

- 1.1 This procedure describes our arrangements for dealing with requests to carry out adaptations to a tenant's home to meet specific needs, so that the tenant is able to continue living in their home.
- 1.2 Requests are received from the tenants Occupation Therapist's (OT) who will allocate a priority to the work. City of Edinburgh Council (CEC) will only fund work which comes under Priority 1 (Very High Priority) or Priority 2 (High Priority). Any request given a Priority 3 or 4 will either not be processed or will have to be met from Prospect's own funds. See Appendix 1 for definitions of the priorities.

### 2.0 FUNDING

- 2.1 Funding for Stage 3 adaptations is applied for from CEC as part of the annual Programme Agreement.

#### Items costing under £100

- 2.2 Items costing less than £100, such as small internal grab rails, can be consolidated with other claims to meet the £100 threshold.

#### Items costing over £100

- 2.3 Where an item costs over £100, a HAG claim for the total costs plus an administration fee is submitted to CEC - see section 4 on claims and payments.

#### Grant used up

- 2.4 When the annual allocation has been used up, the Senior Projects Officer (SPO) will continue to log requests for Priority 1 or 2 referrals in accordance with this procedure and advise CEC of the pending requests and will at the same time advise the OT and tenant concerned that provision or installation will have to await a further allocation of funds (which may happen in October when CEC review their spend, or towards the end of a financial year if there are unspent funds elsewhere).
- 2.5 Where the tenant has special, urgent medical needs the Property Services Manager (PSM) may decide to authorise the work, in anticipation of being able to reclaim the costs later in the year.

### 3.0 INSTALLATION PROCESS

3.1 Following assessment of a tenant's needs the CEC OT will complete a Stage 3 Adaptations Request Form and send this to Prospect.

3.2 The Form will be passed to the SPO, who will:

- open a new folder on the IT system for documents, correspondence etc. – filepath: *MAIN/DOCUMENT/Property Services/Stage 3 Adaptations/[Property address];*
- add the initial details to the Stage 3 spreadsheet in Excel - filepath: *MAIN/DOCUMENT/Property Services/Stage 3 Adaptations/Record of Adaptations*

The SPO will ensure that the folder and spreadsheet are updated as required at each stage in the process.

#### **Small items or works**

3.3 Small items such as the provision or moving of a grab rail or banister will not normally have to be pre-inspected, but if required, e.g. to clarify any detail on the CEC Requisition or confirm the precise location for the item with the OT, a pre-inspection by the Maintenance Officer (MO) will be arranged.

3.4 The SPO will arrange for a works order to be issued, normally to a designated contractor.

3.5 If a post inspection is required, this will be carried out by the MO.

#### **Large items or works**

3.6 Large items or works may include:

- the provision of an over-bath shower;
- the replacement of a bath with a 'walk-in' shower;
- the provision of an external ramp;
- the provision of a stair lift;
- the provision of an overbed hoist.

3.7 The SPO will normally arrange for a pre-inspection visit by the MO to discuss the details. Where required the MO will produce a sketch plan or more detailed drawing.

When arranging the pre-inspection the SPO will ask for the tenant's permission for their contact details to be given to the contractor. The SPO will also notify the relevant Housing Officer (HO) by email of the requested adaptation.

3.8 Where the MO feels that the proposed adaptation is not the best solution, or that the proposed work cannot be carried out satisfactorily in the space available, the requirements will be discussed with the OT to agree an alternative solution.

3.9 The MO will assess whether any particular precautions or work method statement are required to deal with specific medical conditions such as asthma, learning difficulties requiring support etc. and will draft any precautions/method statement necessary. Where possible this will be agreed with and signed off by the tenant or a member of their household, and then passed to the SPO.

3.10 Where required, and when advised by the MO, the SPO will arrange for the appointment of a Structural Engineer:

- to advise on the capacity of walls or ceilings to take weights where hoists or stair lifts are proposed, or
- to advise on the widening of doors in structural walls.

3.11 Following confirmation of the work required the SPO will arrange for the preferred contractor to visit the property and thereafter submit an estimate or quotation for the work. Where there is a standard specification, e.g. for an over-bath or walk-in shower, this will be issued to the contractor.

3.12 Following acceptance of an estimate or quotation and method statement (if applicable) the SPO will:

- advise tenant of acceptance of estimate and confirm that contractor will liaise with the tenant directly to agree mutually agreeable time to undertake the works (Appendix 2);
- advise any unsuccessful contractor/supplier who quoted;

3.13 The MO will liaise with the contractor as required while work is in progress, and will carry out a post inspection on completion.

3.14 The MO will liaise with the contractor regarding any snagging items requiring immediate attention, or defects arising during the year following completion of the work.

3.15 The SPO will ensure that the Stage 3 spreadsheet is updated at each stage and that it is completed following receipt of the HAG payment – see sections 4 & 5.

#### **4.0 CLAIMING HAG**

4.1 The contractor(s) invoices will be paid in accordance with current procedures.

4.2 On a monthly basis, in accordance with the timetable for submission of claims authorised from CEC, the SPO will submit payment request via HARP (CEC computer system).

4.3 The SPO will scan in the forms plus copies of all related invoices and forward as required to CEC.

Copies of all items submitted will be saved in the relevant folder on the system, and the spreadsheet updated as required.

4.4 A copy of the claim details and invoices will be sent to the Finance Officer (FO), who will match the payment received with the original request and confirm to the SPO when the payment claimed has been received so that the SPO may complete the spreadsheet.

If there are any outstanding queries regarding payment the FO will discuss these with the SPO and agree the action to be taken.

#### **5.0 UPDATING RECORDS**

5.1 The SPO will ensure that when a works order is issued the following is completed:

- the property attributes screen in Cx is updated with the relevant details;
- major adaptations are recorded in Cx (Asset - Stock Condition);
- the Stage 3 spreadsheet is completed with all relevant details;
- all relevant items are saved in the property folder on the system.

## **6.0 IMPLEMENTATION, MONITORING & REVIEW**

- 6.1 The PSM is responsible for ensuring that this procedure is implemented.
- 6.2 The PSM will ensure that a summary report on the number and type of adaptations carried out and the total expenditure incurred, together with a summary of the satisfaction questionnaires completed, is included in the 6-monthly Property Services report to the Management Committee.
- 6.3 The PSM will ensure that this procedure is reviewed at least every 3 years.

This version approved in:                      October 2018

Next review due by:                              October 2021

## STAGE 3 ADAPTATIONS - PRIORITY LEVELS

[Definitions are taken from the CEC Stage 3 Adaptations Request Form]

### PRIORITY 1 - VERY HIGH PRIORITY

Circumstances such as:

- Service user unable to be discharged from hospital.
- Service user and/or carer is at risk (of injury and/or deterioration in health) in carrying out activities of daily living.
- Service user is terminally ill and requiring minor adaptations.
- Immediate risk of home situation breaking down.

### PRIORITY 2 - HIGH PRIORITY

Circumstances such as:

- Service user is unable to meet personal care needs.
- To facilitate discharge from hospital.
- To reduce the burden of care for formal/informal carers and maintain the situation on an ongoing basis.
- Intervention is required to facilitate rehab/development needs.

### PRIORITY 3 - MEDIUM PRIORITY

Circumstances such as:

- To reduce the burden of care and/or improve quality of life for the service user or carer in activities of daily living – alternative not available.

### PRIORITY - LOW PRIORITY

Circumstances such as:

- To reduce the burden of care and/or improve the quality of life for the service user or carer in activities of daily living – alternative available.

Our Ref: [number]

«Contact\_First\_Name» «Contact\_Surname»  
«Address\_1»  
«Address\_2»  
«Town»  
«Post\_Code»

[Date]

[Our ref]

Dear [Salutation]

**INSTALLATION OF [DETAIL e.g. WALK-IN SHOWER]**

Following previous discussions, I am writing to let you know that [Name of Contractor] has been appointed to carry out the adaptation works which have been requested.

Either Alan McNicol, our Maintenance Officer, or a member of the Contractor's staff will contact you in the near future to arrange a suitable date for this work to start.

The Contractor's staff should carry identification cards. Please ensure that you ask to check these before letting anyone into your property.

If you have any questions about this, or about any aspect of the proposed work, please contact me at the address below.

Yours sincerely,

Joan Monaghan  
Senior Projects Officer