

Equipment and Adaptations Policy and Procedure

Our Policy

1.0 Introduction and Scope

- 1.1 This document covers our policy on equipment and adaptations. The policy aim to provide clear direction to staff and others about expected behaviour in dealing with equipment and adaptations.
- 1.2 The purpose of the policy is, therefore, to ensure that requests for Equipment and Adaptations are handled in a consistent manner across the organisation.
- 1.3 The scope of this policy covers:

Gentoo Group	X
Gentoo Homes	
Gentoo Developments Ltd	
Gentoo Genie	

It applies to:

General Needs rented properties	X
Supported Housing	X
Sheltered Housing	X
Leasehold/Shared ownership	
Rent to Buy properties	
Market rented properties (domestic)	
Temporary Accommodation	
Stock owned but not managed by the Group	X
Communal Areas, including those relating to Leasehold/Shared Ownership properties	X
Commercial Property (offices, depots etc)	

Stock managed by Gentoo on behalf of a third party	
Garages and outbuildings	
Remote plant (district heating, electrical pumps etc)	
Curtilage	

2.0 Links to organisations goals

2.1 Our Vision and Values set the direction and culture of the Group. They ensure that the business is aligned around the desire to create sustainable homes and communities and to improve the lives of our customers. The Vision and Values ensure that all of our people understand Gentoo's ethos and are clear about what is expected of them and the contribution they can make.

Vision:

Great Homes - Strong Communities - Inspired People
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Values:

Do the right thing
Make a difference
Work together
Keep learning
Give all you've got

3.0 Regulation and Legislation

3.1 The Executive Director (Operations) will ensure this policy has regard to all legislation, regulation and best practice.

4.0 Roles and Responsibilities

4.1 As a Housing Association, we have a statutory responsibility to comply with all relevant regulation and legislation in relation to providing equipment and adaptations in our properties.

- 4.2 The Executive Director (Operations) is accountable for ensuring this policy has regard to all legislation, regulation and best practice and for ensuring implementation of this policy effectively.
- 4.3 The Director (Customer) is accountable for adequate resourcing and having effective processes in place to implement the policy.
- 4.4 The Executive Director of Property has responsibility for the budget for major adaptations.
- 4.5 The Head of Service (Operations) is responsibility for the day to day delivery of this policy but more specifically, the Older Persons Support Manager is the operational lead.

5.0 Monitoring and Review

- 5.1 This policy will be reviewed every three years or in line with business need.
- 5.2 This policy may be subject to an audit in line with the internal audit plan.
- 5.3 The procedure will be regularly reviewed and updated where appropriate.

6.0 Our Policy Statement

- 6.1 Providing equipment and adaptations can improve an individual's dignity, privacy, independence, health and feelings of social inclusion, safety and security. It can also assist with a family carer's physical and mental strain, giving more freedom and peace of mind.
- 6.2 We will enable our customers to live in their homes independently by providing them with equipment and adaptations where appropriate. However, if this is not possible, we will support them to find a property that will be more suited to their needs.
- 6.3 Gentoo will work closely with the Occupational Therapy service to ensure that our customers are provided with the right level of support for their needs.
- 6.4 This policy fully complies with the Group's Data Protection Policy.

7.0 Policy Outcomes

7.1 Our policy aims to achieve the following outcomes:

- Staff and customers will be provided with clear direction to ensure an effective, consistent and transparent service is being delivered that meets the needs of our customers.
- To ensure that Gentoo is committed to the development of good practice and sound procedures whilst ensuring value for money is achieved.
- To ensure that Gentoo works closely with the Local Authority to reduce the financial impact on the Disabled Facilities Grant (DFG) and minor adaptations budget which will assist in meeting an individual's needs as appropriate.
- To increase our customers knowledge of the availability of equipment and adaptations.
- To support the customer throughout the process of major/minor adaptations being carried out.
- To ensure customers can live independently and with dignity.
- To increase customers feelings of safety and security.
- To ensure that customers can remain in a home of their choice for as long as possible.

8.0 Records

8.1 All records and documents relating to equipment and adaptations are kept in:

- S Drive on the network in the Adapted and Disabled Properties folder.
- Asset Management systems (Apex, ProMaster).