



Equipment and Adaptations Policy

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Approved by:	Executive Director (Housing)
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For the full version history of this policy, see the back page	

Please avoid referring to printed versions of this policy.

Printed versions may quickly go out of date – contact the Head of Service for support and advice.

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1.0 Introduction and Scope

- 1.1 This document covers our policy on equipment and adaptations. The policy provides guidance on our approach to meeting the needs of any tenants who require additional 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 applies to:

General Needs rented properties	X
Supported Housing	X
Sheltered Housing	X
Stock owned but not managed by the Group	X

2.0 Our core purpose and vision and priorities

Our core purpose is to provide safe and decent homes for our customers of today and tomorrow.

Our vision is to provide great homes, strong communities, and inspired people for Sunderland.

The safety of our customers and colleagues will always be our number one priority.

We have identified six further priorities which will guide the delivery of our services.

We live our values in everything we do from the boardroom to the front room, to deliver our priorities for our customers.

- We know our customers.
- We provide great homes.
- We help communities to thrive.
- We are a great place to work.
- We spend our money wisely.
- We are well governed.

Our values are what we stand for and what we want to be known for. They are what makes us, us.

- We care about people.
- We take accountability.
- We shape the future.
- We bring leadership.
- We deliver.

3.0 Roles and Responsibilities

3.1 The Executive Director (Housing) is accountable for ensuring this policy has regard to all legislation, regulation, and best practice and for ensuring implementation of this policy effectively.

- 3.2 The Executive Director (Housing) is accountable for adequate resourcing and having effective processes in place to implement the policy.
- 3.3 The Head of Service is responsible for the day-to-day delivery of this policy but more specifically, the Support Manager (Older Persons) is the operational lead.
- 3.5 All housing management and property colleagues are responsible for familiarising themselves with this policy and associated processes.

4.0 Regulation and Legislation

- 4.1 The Executive Director (Housing) will ensure this policy has regard to all legislation, regulation and best practice.
- 4.2 The regulation and legislation applicable to this policy is attached in Appendix 1.
- 4.3 The Policy has been cross referenced with good practice from similar housing organisations.

5.0 Monitoring and Review

- 5.1 This policy will be reviewed every 3 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), the minor adaptations budget 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 Training

8.1 Gentoo will ensure that all staff receive the appropriate training to enable

them to carry out their responsibilities as stated in this policy.

9.0 Records

- 9.1 All records and documents relating to equipment and adaptations are recorded within the Asset Management system which holds property information.

10.0 Confidentiality

- 10.1 We will treat all information received in a private and confidential manner.
- 10.2 We will only disclose information to third parties once we have the consent to do so.
- 10.3 We may, however, have a legal obligation to pass information on, for example to the Police or other relevant agencies.
- 10.4 This policy fully complies with the Group's Data Protection Policy.

11.0 Version Control

Version	Reason	Issuer	Date
2.1	Amended names to job titles and added accountable Exec Director	Sarah Treadwell	13/5/19
2.2	Amended review period from 4 years to 3 years	Sarah Treadwell	02/9/19
3.0	Full review and minor changes required	Phil Meek	19/12/22
3.0	Approved	Susie Thompson	04/01/23
3.1	Updated core purpose and vision and priorities	Catherine Loftus	31/08/2023

Appendix 1 - Regulation and Legislation

- Equality Act 2010
- Regulatory Framework for Social Housing
- Chronically Sick and Disabled Persons Act 1970 and Care Act 2014
- 1996 Guidance for Housing Associations to fund minor adaptations
- Housing Grants Construction and Regeneration Act 1996 as amended by the Regulatory Reform Order 2002
- HGCRA legislation allowing DFG from tenant or landlord
- Adult Social Care Reform White Paper 2021
- Charter for Social Housing Residents 2020
- National Disability Strategy 2021