



MOSSCARE HOUSING

HOUSING SERVICES DEPARTMENT SPECIAL ADAPTATIONS POLICY

Summary	The policy seeks to ensure that our residents are assisted in obtaining adaptation to their properties to enable them enjoy quality of life. This will be achieved by securing external funding where appropriate and using our own allocated resources, where external funding is not obtained.
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Effective Date	26 September 06
Last Reviewed	January 2009
Review Date	January 2010

Policy Users

Date posted on intranet: 02/02/2009 By whom: W. Tahir

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1. Impact Assessment

Proposal

To establish a procedure that meets the association's obligation to customers requiring aids and adaptation in their homes.

Aims & Objectives

To allow customers the comfort and the use of all facilities in their home. To establish clear procedure and ownership, of the processes, within Mosscafe and partners. To ensure all residents and staff are aware of the policy and procedure and how it work

Target Audience

All residents requiring aids or adaptation, staff and partners

Wider benefits

- Resident will receive a professional assessment of need by social service staff to determine exact requirements and accurate timescales,
- It allows compilation of stock attribute records and servicing regimes.
- Allows customers to know where they are within the system.

Resource Implications

- Continuing agreed budget to meet demand
- Require a higher budget to take into account changes to the funding by MEAP. It is anticipated that Mosscafe will have to contribute to adaptations carried out by MEAP from April 09.

- Costs for re-drafting the Aids and Adaptations leaflet
- Increased number of home visits for staff completing referrals
- Pre-post inspections
- Increased servicing and upkeep of equipment costs
- Briefing and training sessions for staff.

How does the proposal differ from existing arrangements?

The new proposal captures all funding and enhanced delivery of service by using external financing and partnering arrangements. The guaranteed assessment and turnaround meets the association's service level expectations.

Affect on users / potential users

- A speedy well defined service
- A quality management system for staff and residents

Staff Consulted

Les Walker, Tahona Suleman, Duncan Cavanagh,
Management Team

Managers Signatures

Lorna Davis, Dave Bevan

Communicated to all relevant parties?

2. PURPOSE OF POLICY

2.1 INTRODUCTION

The Association expects all of its employees to comply with the policy, and the procedures as set out in this document.

2.2 POLICY STATEMENT

The policy seeks to ensure that our residents are assisted in obtaining aids and adaptation to their home. This will enable them to enjoy a better quality of life. This will be achieved by securing external funding where appropriate to fund aids and adaptations. Where funding is not secured the association will use money from its own allocation to carry out the aids and adaptations to homes. This is subject to available budgets.

The association will set a budget annually to carry out aids and adaptations where no funding is available. The budget will be fixed at the start of each financial year.

The Association requests that all applications for adaptations are supported by an Occupational Therapist. The Association will request that each submission carries a specific priority for scheduling works.

The association will carry out all minor aids and adaptation (under £200) within 7 working days where external funding is not available. All works over a £200 will be referred to local authority social services department for an assessment of need and funding.

This document is to be read in conjunction with Manchester Equipment and Adaptation Partnership (MEAP) service level agreement.