



FAQs - Adaptations Policy

1. What is the purpose of the Adaptations Policy?

- The policy outlines how we manage requests for adaptations to ensure that disabled and older contract-holders can live independently and safely.

2. Who does this policy apply to?

- All of our current or prospective contract-holders, and other qualifying persons, who have a disability as defined by the Equality Act 2010.
- It applies to all our accommodation that is, or is intended to be, a disabled person's only or main residence.

3. What types of adaptations are available?

- Adaptations range from small adjustments, also known as auxiliary aids, like grab rails and ramps (under £1,000) to medium (up to £8,000) and large adaptations (over £8,000), which can include significant property alterations.
- Small adaptations are available for all properties upon request. Small adaptations include grab rails, handrails, improved step access, improved lighting and additional sockets etc.
- Medium and large adaptations, which involve structural alterations or extensions, are provided by Adra to LSVT (large scale voluntary transfer) properties, subject to the availability of resources and the approval of the Adaptations Panel. Non-LSVT properties may also receive medium or large adaptations at Adra's discretion, or by applying for a Disabled Facilities Grant (DFG) from the local authority.

4. How do I apply for an adaptation?

- Applications for small adaptations can be made through Adra Adaptations Service, who will discuss your needs with you and arrange a visit to your property where necessary. Adra's Adaptations Service will also accept small adaptation requests from Social Services, Health Service and front-line staff following contact with you and identifying what work is required.
- With any adaptations not considered as small adaptations an Occupational Therapist or Trusted Assessor will have to make an assessment to see what adaptations are needed. You can request an assessment by contacting your Local Authority Social Services Department. They will visit you and carry out an assessment. If an adaptation is deemed necessary and appropriate, they will submit an adaptations request to Adra, which will be considered by Adra's Adaptations Panel.



5. What if the adaptation I need is not covered by Adra's budget?

- If the budget is fully utilised, you may apply for a Disabled Facilities Grant (DFG) through your local authority. We may assist in preparing the application.

6. What is the role of the Adaptations Panel?

- The Adaptations Panel assesses medium and large adaptation requests, based on the criteria of necessity, appropriateness, reasonableness, and practicability of the proposed work. It will also be considered if the relevant works can be met within existing resources and provide value for money.
- The panel also considers alternative options for contract-holders who need adaptations, such as portable equipment, transfers, or referrals to the Specialist Housing Panel. The Specialist Housing Panel is hosted by the local authority and consists of various partners who can offer solutions for complex or unmet needs, such as specialist adapted housing units or new developments.

7. Can I request adaptations for a property I rent or plan to move into?

- Adaptations can be requested for your primary residence (if an Adra property). If moving is considered a better option, the panel may suggest alternative accommodation that better suit your needs.

8. What happens if my adaptation request is denied?

- If denied, we will provide reasons for the decision and suggest alternative options. You may also seek funding or solutions through other channels, like local authorities.
- There may be instances where a need has been identified to make a property more accessible, but this might not be possible due to reasons such as access to undertake work, type of property etc. In such cases, we will work with you to find alternative solutions.

9. Can I make changes to an adaptation after it's been installed?

- Typically, once installed, adaptations are not removed. Any changes require prior approval and are subject to policy guidelines.



10. Are there costs associated with maintaining installed adaptations?

- We will maintain equipment we own and have installed, with a service charge applied. Portable equipment or installations not owned by us are not maintained by us.

11. What should I do if my needs change after an adaptation has been made?

Contact your Local Authority Social Services Department to reassess your needs. The Adaptations Panel will review and consider any additional requirements.

12. What should I do if my needs change after an adaptation has been made?

Yes, we may install necessary aids and make adjustments to facilitate early discharge, with the Adaptations Panel considering more substantial work if needed.