



Aids and Adaptations Policy

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Prepared By

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Manual Version Control

Version	Date	
1.0	October 2016	Submitted to Board
2.0	April 2017	Minor amendments following Board meeting
3.0	May 2019	PFH funding support updated
4.0	April 2023	Lite touch review
5.0	April 2026	Major Policy update: • Updating responsibilities according to the new PFH structure, including the Independent Living Service Team. • Setting a 5 year rolling period cap for adaptations and

		exceptional revisions led by SLT. • Updating Hull City Council links to websites regarding DFG. • Removing the “Table of adaptations”, authorising the Homes Services’ Directorate Group to revise it or modify it. • Adding a special process to allow the Head of Homes Services to authorise readaptation of properties. • Removal of Occupational Therapists appointments. This will be analysed and included in a separate procedure if needed. • Remove minimum percentage of inspections for adaptations financed through DFG. • Update for housing standards for new buildings. • Revision of the KPI’s report according to the Scrutiny Recommendations.
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1. Policy Statement

Pickering and Ferens Homes (PFH) is sensitive to the needs of its residents and recognise that some residents and/or other members of their household may need additional adaptations to meet their specific needs.

This policy enables independent living, greater privacy, confidence, and dignity. The aim of any adaptation is to enable a person to use their home more effectively and reflects the social model of disability which views disability as arising from the barriers presented by society and the built environment rather than being inherent in the person themselves.

It is also recognised that whilst someone may have physical, sensory, learning ability or psychological difference, these do not have to result in disability unless society fails to take account of these and make the necessary adjustments to ensure their inclusion, regardless of those differences. PFH also have a commitment to providing their residents with a home for life wherever possible.

PFH sets a budget each financial year to enable adaptations to be provided. This recognises that any adaptation should be delivered sensitively, fit for purpose and that best value is not always achieved by choosing the cheapest option, which may not fully satisfy the present or anticipated needs of the applicant.

For processing purposes adaptations are divided into two categories – minor and major and these are detailed below.

2. Requirements

Requirements of the Equality Act 2010 and Care Act 2014 have been considered as part of the development and implementation of this Policy. Additional consideration has been made of:

- The Regulator of Social housing 'Safety and Quality Standard'
- The Chronically Sick and Disabled Persons Act 1970 (section 1 and 2)
- The Community Care (Delayed Discharges etc) Act 2003 Guidance

- Human Rights Act 1998
- Housing Act 2004 (Housing Health and Safety Rating System)
- The Housing Grants Construction and Regeneration Act 1996 (Section 23)
- Disability Discrimination Act 1995
- 'Delivering Housing Adaptations for Disabled People: A Detailed Guide to Related Legislation, Guidance and Good Practice', issued by The Home Adaptations Consortium 2013
- LOLER (Lifting Operation Lifting Equipment Regulations)
- The Homelessness Reduction Act 2017
- Regulatory Reform (Housing Assistance) (England & Wales) Order 2002
- Building Regulations 2010

As a policy it has been the subject of consultation with residents, board members, employees and staff groups reflecting their requirements and priorities. The policy has also undergone an Equality Impact Analysis.

3. **Minor Adaptations**

Aids and adaptations are items of equipment or special fixtures and fittings, which may improve access to a resident's home, improve a resident's mobility in and around their home, or help with daily living, including for religious and cultural reasons.

Examples of minor adaptations include grab rails, handrails, window opening equipment, flashing doorbells. **(See Table of Adaptations)**

These are processed and funded by PFH and generally cost under £1,000. Supporting documentation may be necessary (usually from a GP or Occupational Therapist) depending on the type of adaptation requested, however, PFH will refund the cost of providing this documentation if it is necessary. In some cases, Hull City Council or the East Riding of Yorkshire Council's Social Services Department may provide smaller adaptations (fixed and portable) free of charge.

There will be a £5,000 cap for minor adaptations in a 5 year rolling period for each property, unless specific approval is given by SLT.

4. **Major Adaptations**

Major adaptations usually involve more structural alterations to a property.

Examples of major adaptations include level access showers, stair lifts, ramps, extensions.

Major adaptations usually cost over £1,000 and may be funded totally or partly through a Disabled Facilities Grant (DFG) with Hull City Council or the East Riding of Yorkshire Council. DFG's are means tested and if a balance on the grant is necessary this may be funded by PFH*. In this situation we require a visit from an Occupational Therapist together with their recommendation to apply for funding for a major adaptation. Access to DFG funding is subject to several factors, including:

- An assessment of need
- A financial assessment
- If the need can be met through the provision of a major adaptation
- If the work is reasonable and practicable
- That suitable alternatives to meet the need have been considered (eg, rehousing)
- Consideration as to whether the applicant has worsened their own need

*PFH may fund in full or part the cost of the adaptation, subject to funds being available within the Adaptations budget. There will be a cap of £5000 per property, over a 5 year rolling period. In extenuating circumstances, with SLT approval, adaptations above this cap may be considered and approved.

Support for residents that fail the Local Authority means test for major adaptations is capped at £1000, to bring this in line with the minor adaptation parameters of providing minor adaptations under £1000 without applying for DFG funding.

Details for Hull City Council and East Riding of Yorkshire Council residents can be found at:

www.livewellhull.org.uk/accessing-adult-care/disabled-facilities-grant

Any special circumstances that are deemed to apply outside the approved parameters will be considered by the senior management team for a final decision.

Residents who are ineligible for a DFG and require a major adaptation can apply for our permission to self-fund the works required. Permission will not be unreasonably withheld, and works should be undertaken by a competent tradesperson and will be subject to a final sign off by a PFH Surveyor.

SEE TABLE OF ADAPTATIONS FOR TYPES/PROVIDER ETC

5. Table of Adaptations

The adaptations table is a working instrument that will evolve over time to incorporate new products and suppliers available on the market, , and to reflect any changes relating to the supporting documentation required. In line with the objectives of this policy and the wider aids and adaptations strategy of the Independent Living Services team, and in order to streamline the delivery of benefits to residents, this table may be updated by agreement of the Home Service's Directorate Group without requiring any formal amendment to the Aids and Adaptations Policy itself.

6. Accessible Properties

PFH has several properties already adapted/designed to meet the needs of people with physical disabilities (generally wheelchair users).

Where an adapted property becomes available for letting, we will seek to identify prospective residents from the waiting list that require such adaptations or seek nominations from the local authority. It is not normally practical or efficient to remove, store and re-use equipment in different locations. Therefore, PFH do not 'de-adapt' properties as a policy position without approval from the Head of Home Services (or more senior staff).

7. Investment Programmes

Where PFH is carrying out planned maintenance works (such as bathroom replacements), we will aim to provide a facility that is suitable for the resident's needs where that differs from the standard or existing provision. Prior to commencing any investment programme, the resident's needs will be assessed.. In addition, the appropriate council's DFG waiting list will be cross-referenced with our own records to ensure any existing applications are also included in the investment programme. Lever taps and sure stop switches are fitted as standard when requiring replacements. Replacement baths, where fitted, will be steel that are suitable for bath boards. All showers have extended hoses as standard. Any external environmental improvements will be designed to improve access and remove steps where possible.

8. Liaison with Local Authorities (Hull City Council / East Riding of Yorkshire Council)

PFH will work with the appropriate local authority and will support residents to complete DFG applications . PFH will arrange for the work to be undertaken as well as carrying out inspections of major adaptations provided. PFH will receive direct payments from the DFG section when the work is completed.

9. Our Commitment to Equalities

PFH seeks to ensure that their actions do not lead to unlawful discrimination. Deliberate acts of discrimination, including victimisation, harassment, instruction or pressure to discriminate, will result in disciplinary actions and/or termination of contracts with external agents.

We can provide access to interpreters for minority languages including sign language, and we can arrange written material in large print, Braille and first languages where necessary.

Promoting diversity is about recognising that everyone is different and creating an environment that values each person ensuring that services are delivered that suit all sections of the community.

Inclusion is about positively striving to meet the needs of different people and taking deliberate action to create environments where everyone feels respected and able to achieve their full potential.

The characteristics protected by the Equality Act 2010 are race, religion or belief, sex, gender reassignment, marriage and civil partnership, pregnancy and maternity, sexual orientation, disability and age.

We will consider the individual needs of residents who may require additional support and make reasonable adjustments in line with the Equality Act 2010 and in accordance with our EDI Policy.

We will work with our contractors to ensure that any resident who feels uncomfortable with male only operatives, either can opt to have a female operative, or a female accompanying the operative.

10. Faith Based Adaptations

When considering providing faith-based adaptations PFH will financially support the resident undertaking alterations via our resident improvement/alterations policy, where the cost is under the minor adaptations threshold of £1000 (subsection 3). Alterations over this threshold would not normally be considered by PFH unless the resident intends to self-fund. Requests over £1000 will however be considered by the leadership team as required.

11. Aids and Adaptations Requests by Residents in Hospital

PFH will endeavour to provide adaptations in a timely manner for residents who are in hospital and require adaptations prior to their release. This may involve liaison with the hospital and relatives to allow access to the property.

12. Internal Transfer Requests

PFH will consider all transfer requests from residents who need multiple adaptations i.e. from mobility standard property to a disabled adapted property as a priority request. This will be managed in accordance with the Allocations Policy and is subject to an assessment of the needs of all those requesting the property, and a suitable property being available.

13. New Build Properties

PFH will endeavour to liaise with incoming residents of new-build properties to ensure that their needs are met prior to occupying the property and in any event will ensure that all properties are built in line with Accessibility for Disabled People Regulations 2006, Building Regulations 2010 to at least M4(2) standards, with due consideration for some new homes meeting M4(3) standards if there is sufficient demand.

14. Communication

PFH will keep applicants informed of the progress of their request at each key stage and in an easy-to-understand format that is suitable for the applicant i.e. large print, appropriate language, picture format etc.

15. General

All adaptations will be delivered sensitively, fit for purpose and be carried out within a specific time frame taking into account the Equality Act 2010.

Best value is not always achieved by choosing the cheapest option as this may not satisfy the long-term needs of the applicant. PFH recognise that there can be a stigma associated with adapted properties and adaptations and will develop a tiered service allowing residents to choose between standard offerings, and enhanced offerings that may incur additional direct costs. These options will be appropriately marketed to allow residents to make informed choices about adaptations to their properties. Additionally, PFH will develop a suite of enhanced adaptations that are not property based but can make a significant difference to the lives of residents (for example, robotic vacuum cleaners). These may incur charges, or be offered by partners and signposted by PFH.

PFH will maintain any installed adaptation or approved adaptation through the resident alteration process, at the end of the guarantee period where relevant, we reserve the right to make a service charge for ongoing servicing or maintenance of an adaptation. Requests for the repair or

replacement of adaptations previously carried out will be treated as repair requests and not as new aids and adaptations.

PFH (and the DFG Section) do not provide funding for scooter/wheelchair stores to individual properties. We will take into consideration the widening of doorways if this allows a resident to remain living in their home independently for longer, subject to the construction of the property. However, for example, extensions or conservatories would not be considered. We will also monitor the balance between non-adapted and adapted properties within the stock.

The procedure and timescales for adaptations are outlined in the Residents Handbook, the Aids and Adaptations Procedure and the website. Adaptations can be requested via, telephone, letter, e-mail or visiting a PFH staffed site, our website www.pfh.org.uk or through PFH Connect.

16. Complaints

All residents have the right to complain about the service they have received under this process, and this should be done through PFH's Complaints and Customer Feedback Policy.

17. Performance Monitoring, Recording & Reporting

There is a procedure in place the delivery of aids and adaptations. All aids and adaptations work completed in a property will be recorded as part of the property attributes on our Asset management system.

Key performance indicator (KPI) measurements will be developed during 2026/27 with a view to undertaking regular reviews and report to senior management, other relevant staff, resident committees and the Board.

These will include:

- Levels of resident satisfaction with the process and implementation of minor adaptations.
- Levels of resident satisfaction with the process and implementation of major adaptations.

- Quality checks of completed adaptations funded via PFH and DFG

We will use our Interventions Tracker to monitor the outcome of our proactive and reactive interventions.

PFH will work to create service standards which will be codesigned and agreed with residents, these will be communicated to residents, adhered to, and reported against.

18. Responsibilities within this Policy

PFH Board, Chief Executive & Leadership Team

The Board, Chief Executive and SLT have ultimate accountability in ensuring the policy is delivered and will approve any major amendments or revisions of PFH's Aids and Adaptations Policy.

Home Services Directorate Group

This body of senior management will authorise the changes made to the Table of Adaptations (Appendix A) upon recommendation from the Independent Living Services Manager (ILSM).

Head of Home Services

Responsibility for implementation of the Aids and Adaptations Policy falls to the Head of Home Services.

Independent Living Services Manager

Operational responsibility to the implementation of the Aids and Adaptation Policy including to coordinate the said policy in PFH properties, in concordance with PFHs approach to independent living.

Independent Living Services Officer

Auxiliary in the operational responsibility to the implementation of the Aids and Adaptation Policy in the Scheme Services (PFH +).

Property and Compliance Team

Responsible for inspecting and coordinating appropriate works, including the management of properties being updated through the DFG, and the updating of property attributes on the asset management system. As well as for effective, timely management of the DFG process including liaison

between DFG teams, residents and contractors

Competent Contractors

Responsible for the operational delivery and installation of Aids and Adaptations, Contractors must hold appropriate qualifications.