



Aids and Adaptations Policy

1. Introduction

The purpose of this policy is to outline the principles, procedures, and responsibilities for providing housing aids and adaptations to disabled occupants who are tenants or who live permanently with a secure tenant, in a property managed by Rugby Borough Council (RBC).

The aim is to ensure that those with disabilities or health conditions, including older people, can live independently, safely, and comfortably in their homes. This policy ensures that adaptations are delivered in a timely, effective, and consistent manner, in accordance with legal requirements and best practice.

2. Scope

- 2.1 This policy applies to all tenants of RBC who require aids or adaptations to their homes due to:
- Physical disabilities
 - Long-term health conditions or illnesses
 - Age-related mobility issues
 - Other conditions that impact mobility or require assistance with daily living
- 2.2 This policy covers both minor aids and major adaptations, including but not limited to:
- Minor aids: Grab rails, handrails, raised toilet seats, shower chairs.
 - Major adaptations: Ramps, stairlifts, bathroom modifications, widened doorways, or ceiling track hoists.
- 2.3 Compliance with this policy is mandatory for all RBC employees.

3. Terms and definitions

- 3.1 RBC is committed to complying with all relevant legislation and guidance on housing adaptations, including:
- The Equality Act 2010 (which includes duties to provide reasonable adjustments for people with disabilities)
 - The Housing Grants, Construction and Regeneration Act 1996 (specifically regarding Disabled Facilities Grants (DFGs))

- The Chronically Sick and Disabled Persons Act
- Part 3 of the Children Act 1989
- Health and Safety at Work Act 1974
- NHS and Community Care Act 1990
- The Care Act 2014 (which places a duty on local authorities to promote well-being and independent living)
- Building Regulations 2010 (Part M and Part K)
- The Housing Health and Safety Rating System (HHSRS) under the Housing Act 2004
- The Housing Act 1996 (which includes duties around adaptations and reasonable adjustments for disabled tenants)
- Disabled Facilities Grant (DFG) Delivery – Guidance for Local Authorities in England

These laws ensure that RBC meet their obligations to provide accessible and suitable housing to individuals with disabilities and health-related needs.

3.2 RBC provides a range of adaptations, including but not limited to:

Minor Adaptations:

- Grab rails
- Handrails
- shower seats
- Additional stair rails
- Half steps
- Lever taps

We will endeavour to deliver minor adaptations within 28 days.

Major Adaptations:

- Widening of doorways to accommodate wheelchairs or mobility aids.
- Stairlifts and through-floor lifts.
- Wet rooms or modified bathrooms.
- Kitchen adaptations (e.g., lower counters, accessible storage).
- Ramps

Minor adaptations generally do not require an occupational therapist recommendation, and the Asset Maintenance Team will make decisions to implement these.

Major adaptations require a recommendation from a suitably qualified occupational therapist or health professional, and, in the first instance, tenants should contact the Home, Environment Assessment and Response Team, HEART*

HEART Enquiries

For residents of North Warwickshire, Nuneaton and Bedworth, Rugby, Warwick, and Stratford-Upon-Avon Councils

Address: HEART, Nuneaton and Bedworth Borough Council, Town Hall, Coton Road, Nuneaton, CV11 5AA

Telephone: [024 7637 6294](tel:02476376294)

Email: HeartEnquiries@nuneatonandbedworth.gov.uk

Responsibilities

3.3 The Asset Maintenance Manager is responsible for overseeing the implementation of this policy. Key duties include:

- Ensuring that tenants are aware of the process for requesting aids and adaptations.
- Signposting tenants to the most appropriate agency (i.e. The Home, Environment Assessment and Response Team (HEART*) occupational therapists, Social Services) to assess their needs for aids and adaptations.
- Ensuring that all requests for aids and adaptations are processed in line with this policy and relevant legislation.
- Overseeing the installation of adaptations in a timely and efficient manner.
- Monitoring the effectiveness of completed adaptations to ensure that they meet tenants' needs.
- Providing guidance to tenants about the aids and adaptations available to them.
- Ensuring that any adaptations are maintained as part of regular property maintenance.

3.4 RBC tenants are responsible for:

- Reporting any requirements for adaptations to HEART for major adaptations and RBC for minor adaptations.
- Cooperating with assessments by health professionals, such as occupational therapists, to determine their needs.
- Following any instructions on the proper use of aids or adaptations.

3.5 Occupational therapists and other health professionals are responsible for:

- Carrying out needs assessments to determine what adaptations are required.
- Providing recommendations on the type, scope, and feasibility of adaptations.
- Ensuring that adaptations are suitable for the tenant's health and mobility needs.

3.6 Contractors are responsible for:

- Installing adaptations in accordance with the agreed design and specifications.
- Ensuring that all work is completed to a high standard, meeting building regulations and health and safety requirements.
- Providing any required documentation, including warranties, maintenance schedules, and completion certificates for the adaptations installed.
- Ensuring that all work is carried out in a way that minimises disruption to RBC tenants.

*HEART is a partnership service between Warwickshire Councils. They provide advice and assistance to deliver disabled adaptations and home improvements to keep your

home safe, secure and warm. and can offer an occupational therapy assessment to RBC tenants requiring major adaptations.

4. Policy Principles

- 4.1 Equality and Accessibility: All tenants, regardless of their disability or health condition, have the right to live in an environment that enables them to carry out daily activities as independently and safely as possible. The availability of suitable alternative accommodation will be considered for some cases where it is considered reasonable to offer it.
- 4.2 Individual Needs: Adaptations will be tailored to the specific needs of the tenant, based on a thorough assessment of their situation, needs, and preferences - These will be provided by qualified occupational therapists.
- 4.3 Timeliness and Efficiency: We will aim to complete all adaptations as promptly as possible following a recommendation made by an occupational therapist, ensuring that tenants can benefit from the changes without undue delays. It should be noted that there may be a significant wait for an occupational therapy assessment which RBC has no control over.
- 4.4 Collaboration: We will work closely with other agencies, such as occupational therapists, health professionals, and social services, to ensure that all adaptations are appropriate and well-coordinated.
- 4.5 Cost-Effectiveness: We will aim to provide cost-effective solutions that meet tenants' needs while balancing the efficient use of resources, in our response to a recommendation to adapt a property we will consider the best use of our stock and value for money.

5. Policy Statement

- 5.1 Tenants can make an initial request for an minor adaptation by contacting RBC directly or can be referred by the HEART partnership, or an occupational therapist. RBC will acknowledge the request and explain the process.
- 5.2 A needs assessment will be carried out by an occupational therapist or other relevant health professional to determine the tenant's requirements for aids or adaptations. This assessment will consider:
 - The tenants' physical and health conditions.
 - The suitability of their current accommodation.
 - The tenant's ability to live independently and safely within the home.
 - The cost and feasibility of recommended adaptations.
 - The assessment will involve the tenant to ensure their views and preferences are considered.
- 5.3 We will assess whether the recommended adaptations are suitable for the property with regards to occupancy and practicality.

- 5.4 We will coordinate the installation or provision of adaptations once approval for the adaptation(s) has been obtained from the Asset Maintenance Team.
- 5.5 We will work with contractors to ensure that adaptations are installed in a timely and safe manner, with minimal disruption to the tenant.
- 5.6 All works will comply with building regulations, health and safety standards, and any specific needs identified in the assessment.
- 5.7 Once the adaptation is completed, the tenant will be asked to provide feedback on the effectiveness of the adaptation.
- 5.8 A follow-up inspection may be carried out to ensure that the adaptation meets the tenants needs and is functioning as intended.
- 5.9 Any necessary adjustments or repairs will be made in response to tenant feedback or identified issues.
- 5.10 We will share data with other agencies in line with the appropriate data protection legislation to enable the safety and wellbeing of our tenants.

6. Eligibility

- 6.1 RBC will normally only deliver recommendations for adaptations for a secure tenancy and where the disabled person is the tenant, a child of the household or another permanent member of the household
- 6.2 We will not consider requests if the tenant has applied under the Right to Buy. When the property is sold the tenant can apply for a Disabled Facilities Grant.
- 6.3 When deciding on an adaptation request, we will consider best use of our stock.

7. Monitoring and review

- 7.1 This policy will be reviewed on a three yearly cycle, unless there is a business need, change in legislation or regulation which prompts an earlier review.
- 7.2 We will publish this document on our website and our intranet to ensure visibility and access for staff and tenants.
- 7.3 We will provide training to staff who have responsibility for implementing the policy to ensure that it is understood.
- 7.4 As this is a tenant facing policy, we will review the effectiveness of the policy with our involved tenants one year from the implementation of the policy.

8. Related documents

- 8.1 Health and Safety Policy
- 8.2 Heart Housing Assistance Policy 2023 - 2026

- 8.3 Allocations Policy
- 8.4 Equality and Diversity Statement 2024
- 8.5 Data Protection Policy 2017

- 8.6 Repairs and Maintenance Policy

- 8.7 Safeguarding Adults and Children Policy

9. Governance

Effective from	1 October 2025	Expires	30 September 2028
Policy Owner	Asset Maintenance Manager		
Policy Author	Communities and Projects Manager		
Consultation	Tenant Consultation 29 July 2025 Technical Staff Consultation – 29 May 2025		
Approved by	Chief Officer – Communities and Homes		
Version control	V1.0		