

DISABLED ADAPTATIONS POLICY

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Reference	Updated	Authors	Version	Review
Disabled Adaptation Policy	December 2025	Rob Welsh	V1	December 2029

1. Purpose

This policy sets out ISHA's approach to supporting residents who require adaptations to their homes due to disability, ensuring compliance with statutory obligations and promoting accessibility.

2. Scope

Applies to all ISHA-managed properties and residents requesting adaptations.

3. Legislative Context

- Equality Act 2010
- Housing Grants, Construction and Regeneration Act 1996 (DFG provisions)

4. Health and safety

Lone Working Policy should always be adhered to when using this policy.

5. Policy Statement

ISHA is committed to enabling residents to live safely and independently in their homes. Adaptations will be managed in line with the following principles:

6. Minor Adaptations

- ISHA will carry out minor adaptation works up to a value of £1,000.
- These works will be planned and delivered by the Planned Works Team.
- The team will only instruct works upon receiving a specification and referral form from an Occupational Therapist (OT).
- If an existing component needs replacing, it can be done on a like for like basis, and installed in the same location without an OT referral.

7. Major Adaptations

- ISHA receives requests from local borough councils for permission to undertake major adaptations in residents' homes.
- ISHA will grant permission where possible; however, works will be carried out by the local council under Disabled Facilities Grant (DFG) funding.
- Once major adaptations are completed and the warranty period has expired, ISHA will maintain and repair the installation as required.

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8. Record Keeping

- The Planned Works Team must update:
 - Housing management records
 - Integrator asset management system to ensure accurate records of all installations.

9. Void Properties

- When a property with major adaptations becomes void:
 - The planned works team must inform tenancy services so that a suitable new tenant can be matched.
 - If no suitable tenant can be found, the voids and tenancy teams can decide to remove the adaptations in the void process.
 - If the installation is at end-of-life, it may be removed during the void process.

10. Roles and Responsibilities

- Planned Works Team: Delivery of minor adaptations, record updates, liaison with Tenancy Services.
- Tenancy Services: Matching adapted properties to suitable tenants.
- Local Councils: Delivery of major adaptations under DFG funding.

11. Review and Updates

This policy shall be reviewed every 4 years or sooner if required by legislative changes, regulatory updates, organisational restructuring or change in business processes.

12. Staff Guidance Summary

To ensure residents with disabilities receive appropriate home adaptations in line with ISHA's obligations and procedures.

- **Minor Adaptations:** ISHA funds up to £1,000; Planned Works Team manages; OT referral required.
- **Major Adaptations:** Local councils deliver under DFG; ISHA grants permission and maintains post-warranty.
- **Records:** Update housing management and Integrator systems.
- **Void Properties:** Notify Tenancy Services; remove adaptations if end-of-life.

Key Contacts:

- Planned Works Team – Adaptations and record updates
- Tenancy Services – Tenant matching for adapted properties

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13. Equality and diversity

This policy will be implemented in accordance with our Equality and Diversity Statement, ensuring that we will not discriminate against any tenant on grounds of his/her protected characteristics. We will address any special communication requirements to ensure all our tenants have equal access to the information they need to meet their obligations.

We will ensure that we comply with our vulnerability policy when implementing this policy ensuring that residents with a physical, or mental disability are treated proportionately

14. Data protection considerations

It is sometimes necessary to share sensitive, private and special category data to facilitate the delivery of this policy. We will ensure that the processing of this data is in accordance with the principles of the Data Protection Regulations and our Data Protection Policy.

We will only share a person's data where they have given us permission to do so unless:

- information sharing is necessary for the protection of children or a vulnerable person.
- Information sharing is required for the prevention or detection of crime.
- ISHA is required by law to share the information.

We may release information on tenants who are at risk of homelessness to local authority homelessness team as part of our duty to prevent homelessness. The type of information and the purposes for which it can be used will be governed by the individual protocols that we have in place with each local authority.

Where possible we will seek to establish data sharing protocols with relevant external agencies such as The Police and Social Services.

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