

CROYDON CHURCHES HOUSING ASSOCIATION

Aids and Adaptations Policy

1.0 PURPOSE

- 1.1 The purpose of this policy is to define the aims, principles and approach adopted by ccha in the provision of aids and adaptations to support residents with disabilities or mobility needs.
- 1.2 It outlines how we will enable residents to continue living independently and safely in their homes while ensuring effective use of our homes.
- 1.3 This policy should be read alongside ccha's Repairs Standard and any related legislation and guidance.

2.0 POLICY STATEMENT

- 2.1 ccha is committed to providing a transparent, equitable and efficient aids and adaptations services that meet the needs of residents. Our key objectives are:
 1. **Promoting Independent Living:**
To help residents maintain independence and a good quality of life through timely provision of aids and adaptations where reasonable, feasible and cost effective.
 2. **Dedicated Funding:**
To allocate an annual budget specifically for aids and adaptations and work collaboratively with Local Authorities to secure Disabled Facilities Grant (DFG) funding where appropriate.
 3. **Fair and Efficient Service:**
To ensure all requests for aids and adaptations are assessed fairly, consistently and with regard to individual need.
 4. **Proactive Delivery:**
To identify needs early through resident engagement, stock condition surveys, repairs reporting and improvement programmes.
 5. **Effective Use of Stock:**
To make the best possible use of existing adapted properties and ensure they are allocated to those who can benefit from them.

3.0 SCOPE

- 3.1 This policy applies to:
 - All ccha general needs and residents in Older Persons Services.
 - All requests for minor or major aids and adaptations
 - All ccha properties, including those requiring or containing adaptations

4.0 PRINCIPLES AND IMPLEMENTATION

The following principles govern the delivery of aids and adaptations:

4.1 Annual Budget

A dedicated budget will be set each financial year for minor adaptations.
ccha will work with Local Authorities for major adaptations required.

4.2 Resident Awareness

Residents will receive clear advice on eligibility, options and timescales.

4.3 Minor Adaptations

ccha will complete minor adaptations without the need for an Occupational Therapist (OT) assessment, where the need is clear.

Examples include shower seats and stair grab rails.

4.4 Major Adaptations

Major Adaptations require a formal OT assessment or, in some cases, a GP referral depending on need.

Examples include level access showers and stair lifts.

4.5 Partnership Working

ccha will work closely with Repairs Contractors and Local Authorities to ensure needs are identified and funded appropriately.

We will maximise external funding opportunities including DFGs.

4.6 Allocation of Adapted Properties

Where possible vacant adapted homes will be matched to residents who can best utilise the adaptations.

ccha will maintain an up-to-date register of adapted properties.

4.7 Transfer Requests

Where a resident's needs could be met better through a transfer, ccha will consult and support residents where necessary.

In cases where a significantly adapted property is underoccupied following a resident's death or moveout, ccha's succession policy will apply and ccha may take legal action as a last resort to recover the property.

4.8 Recycling Adaptations

Wherever feasible, adaptations no longer required will be removed and recycled.

4.9 Compliance

All work will comply with relevant legislation, building regulations and best practice guidance

4.10 Declining requests and temporary adaptations

We may decline requests for making aids and adaptations where we believe that this is not an effective use of resources or best value for money. For

example, where it is not physically possible to alter the property in the requested way, the aid/adaptation would involve big structural works or if an adaptation would present a health and safety risk. In this situation, we work with the resident and, where appropriate, their occupational therapist to consider other options such as suitable alternative accommodation. The OT may provide a rehousing report to support this process.

5.0 MONITORING AND RESPONSIBILITIES

5.1 Monitoring

ccha will maintain accurate records of:

- All adaptations completed
- Funding sources (ccha or Local Authority)

5.2 Responsibilities

Asset Manager (Property Services):

- Ensure staff are aware of the policy and process
- Ensure residents can access clear advice and guidance
- Oversee budget monitoring and compliance

All Staff:

- Apply this policy consistently
- Provide residents with accurate information
- Promote the availability of aids and adaptations

6.0 PROCEDURE SUMMARY

6.1 Minor Adaptations

- Requested via repairs line: 0800 056 7068
- Completed by ccha's partnering contractor
- No OT referral required

6.2 Major Adaptations

- Resident must contact the Local Authority's Adaptations or OT Team
- OT issues an assessment and specification
- If ccha is funding, Property Services will write to confirm timescales
- If funded via DFG, council will seek permission before proceeding
- ccha will not refuse essential adaptations confirmed by an OT, though works may depend on funding availability or timelines.

7.0 REVIEW

7.1 This policy will be reviewed every three years or sooner if required due to changes in legislation, funding arrangements or organisational priorities.

8.0 EQUALITY AND DIVERSITY

8.1 We are committed to ensuring that our support services and aids and adaptations processes are inclusive, accessible, and responsive to the diverse needs of our residents. All engagement and assessment activities will be

designed to remove barriers, promote equality, and enable every resident to live safely and independently in their home.

- 8.2 We will operate as an inclusive organisation, actively seeking the views, experiences, and needs of residents from all communities, particularly those who may face additional challenges due to disability, age, language, culture, or other factors. Our approach will ensure that residents with a range of backgrounds, abilities and lived experiences can participate fully in shaping and accessing aids and adaptations services.
- 8.3 We will utilise the customer needs and accessibility information we hold to better understand our residents and identify underrepresented or vulnerable groups. This insight will be used to provide targeted communication, improve service reach, and ensure that individuals who may benefit from support or adaptations are aware of available options.
- 8.4 An Equality Impact Assessment has been completed for this policy. The assessment indicates that the Support, Aids and Adaptations Policy does not discriminate against any specific group and contributes positively to promoting equity, accessibility, and inclusive service delivery.

9.0 GDPR AND DATA ACCESS

- 9.1 We take data management seriously and are committed to upholding the principles established under the UK General Data Protection Regulation (Regulation (EU) 2016/679, as retained in UK law), the Data Protection Act 2018, and the Data (Use and Access) Act 2025. These legislative frameworks guide our approach to data governance, ensuring that personal data is handled lawfully, fairly, and transparently. Our GDPR Policy provides additional information.

Version History	
Policy name	Aids and Adaptation Policy
Version	1.0
Lead Officer:	Asset Manager
Equality Impact Assessment Completed	January 2026
Data Protect Impact Assessment Completed	January 2026
Resident Consultation Completed	Feedback from on Asset Management and Repairs standard consultation has influenced this policy.
Colleague consultation	February 2026
Date of Issue	March 2026
Date of Review	December 2028
Policies and procedures replaced	New policy

Footnote: For the purposes of this policy, a *major adaptation* is defined as any adaptation with a total cost exceeding **£500**. Adaptations costing **£500 or less** will be classified as *minor adaptations*.