

Equipment and Adaptations Policy

1. What this policy is about

- 1.1 This policy outlines our approach to delivering an accessible and effective adaptations service to our customers.
- 1.2 We are dedicated to supporting our customer's needs for independence and ensuring they can live comfortably in their own homes.
- 1.3 Our service is delivered through minor adaptations provided directly by Livv and major adaptations provided in collaboration with the relevant local authority.
- 1.4 We will continually evaluate the availability of suitable accommodation, including homes that may already have adaptations, before proceeding with any major modifications.

2. Our approach

Our approach to delivering equipment and adaptation services is set out within the following sections:

[2.1 Minor Adaptations](#)

[2.2 Major Adaptations](#)

[2.3 Alternative Accommodation](#)

[2.4 Accessibility](#)

[2.5 Funding](#)

[2.6 Sustainable Service Delivery](#)

2.1 Minor Adaptations

2.1.1 A minor adaptation is a small-scale modification designed to help customers maintain their independence and continue living comfortably in their own home. These adaptations typically address specific needs related to mobility, safety and accessibility. They are generally low-cost and can be implemented quickly without significant structural changes to the home. Examples include:

- Grab Rails: Installed in bathrooms, hallways, or staircases to provide additional support for individuals when standing, sitting, or moving around.
- Ramps: A small ramp at the entrance or at thresholds to allow easier access for wheelchairs, walkers or other mobility aids.

This policy applies from February 2025
This policy applies to: Livv Housing Group



- Shower Chairs or Bath Seats: Placed in showers or baths to provide safe and comfortable seating for customers who have difficulty standing for long periods.
- Raised Toilet Seats: A higher toilet seat to make sitting down and standing up easier for customers with limited mobility.
- Lever-style Door Handles: Replacing traditional round doorknobs with lever handles, which are easier to use for customers with arthritis or limited hand strength.

2.1.2 Customers (or their representatives/family members) can request a minor adaptation at any point in their tenancy. Requests for minor adaptations are assessed during the initial customer contact by trained Livv colleagues and where necessary, a job is raised and scheduled with the customer. We aim to complete minor adaptations within 10 working days of the assessment.

2.2 Major Adaptations

2.2.1 A major adaptation involves more significant and often structural changes designed to improve accessibility and support the independence of customers with physical disabilities or mobility impairments. These adaptations typically require more time, planning and higher costs compared to minor adaptations and may involve alterations to the layout or design of their home. Examples include:

- Wheelchair-accessible entrances: Widening doorways or creating new entrances with ramps, ensuring the property is fully accessible to individuals who use wheelchairs.
- Ground-floor bedrooms: Converting a ground-floor room or building an extension to provide a bedroom for customers who can no longer use stairs safely.
- Converting a bathroom into a wet room with a walk-in shower for easier access.
- Installing a fully accessible toilet and sink or altering plumbing to accommodate specific needs.
- Stairlifts: Installing a permanent stairlift to provide safe access to upper or lower floors for customers who cannot use stairs.
- Kitchen modification: Modifying the kitchen layout to accommodate wheelchair access, such as lowering worktops, adjusting cabinet heights, or widening isles for easy maneuverability.
- Through-floor lifts: A lift that goes from one floor to another, installed in the home to provide vertical access for customers who cannot use stairs.
- Widening hallways and doorways: To accommodate mobility aids, such as wheelchairs, mobility scooters or walking frames.
- Level-access flooring: Installing level floors throughout the home to eliminate thresholds and steps, providing smoother, more accessible movement for customers with limited mobility.

2.2.2 Requests for major adaptations are initially assessed by the relevant local authority, who will provide access to Occupational Therapy (OT) services. Once the OT assessment is complete and major adaptations are identified, Livv will review at grant application stage.



2.2.3 At this stage we will also explore any empty homes that may already be adapted which suit the customer's needs, as outlined within section 2.3.

2.2.4 Following approval by Livv, the local authority will select contractors and oversee all major adaptation work. The Care and Repair team will also carry out quality inspections for all major adaptations while works are ongoing or through post-inspections.

2.3 Alternative Accommodation

2.3.1 Before approving major adaptations, we will explore the possibility of relocating customers to a different home to better meet their needs. This might be the case if providing the necessary adaptations is more feasible or cost-effective in another home, particularly if one is already adapted or expected to become available soon.

2.3.2 It could also be considered if the current home is unsuitable or cannot be modified effectively to meet the customer's needs, or if making changes there could lead to significant challenges or financial drawbacks in the future.

2.3.3 Additionally, if the customer is likely to need or prefer to move to a different home in the near future to meet longer-term housing needs, or if the current home is under-occupied and could be more suitable for a larger household, a move may be a reasonable option.

2.3.4 In such instances, the possibility of relocation will be carefully discussed with the customer, and their opinions will be fully considered before any final decisions are made. If both parties agree to a move, the customer's needs will be documented, and efforts will be made to find a suitable home.

2.3.5 For customers who are either unwilling or unable to move, further evaluations will be conducted, in consultation with the OT, to assess potential adaptations that would allow them to continue living in their current home.

2.4 Accessibility

2.4.1 We aim to make requests for adaptations as simple and accessible as possible by offering our customers the ability to make requests by:

- Free phone reporting service with one telephone number to our Customer Access Team
- In writing
- Email
- 24-hour website
- Social media, Facebook etc.

2.4.2 We will publicise the equipment and adaptations services available to customers and will seek to raise awareness of the support available to people requiring these services.



- 2.4.3 Requests for minor adaptations will be assessed at the initial point of contact. The customer will be informed of their eligibility, and if necessary, the relevant jobs will be raised and scheduled at the convenience of the customer.
- 2.4.4 Any customers requesting major adaptations will be signposted to the relevant local authority. Customers will be referred to an OT for an assessment as outlined within section 2.2.
- 2.4.5 Our colleagues are our eyes and ears in our customer's homes, and we strive to be pro-active in our approach. If any member of our team identifies a need for our equipment and adaptations service that has not been reported us, we expect them to proactively raise this.
- 2.4.6 Our equipment and adaptations service is offered to customers living in properties owned by us. However, this service does not apply to customers residing in the following types of properties:
- Leasehold properties
 - Shared ownership properties
 - Properties with an active Right to Buy, Voluntary Right to Buy, or Right to Acquire application
 - Properties not owned by Livv
- 2.4.7 We also retain the right to decline both minor and major adaptations if there is no official record of the individual needing the adaptation being listed as a resident in the relevant property. All decisions to decline adaptations can be appealed through our complaints procedure.

2.5 Funding

- 2.5.1 Funding for major adaptations will typically be split between Livv and the Disabled Facilities Grant (DFG). The DFG is a financial assistance program provided by local authorities to help people with disabilities make changes to their homes. The goal of the grant is to ensure that people with physical disabilities can live more independently and safely in their own homes.
- 2.5.2 The grant is available to customers and eligibility is based on factors like the severity of the disability and the ability to remain safe and independent in their home. The maximum amount of funding a person can receive is typically £30,000. However, this amount can vary depending on location and specific needs. In some cases, customers may need to contribute to the cost of major adaptations, especially if their financial circumstances allow.
- 2.5.3 The DFG funding is means tested and is designed to ensure that people with limited financial means get the support they need, while those who are more financially capable may be expected to contribute to the cost of the major adaptation.
- 2.5.4 Minor adaptations will be 100% funded by Livv, where an annual budget will be identified and be used as efficiently as possible to benefit the maximum number of people. A dedicated budget will also be set aside to co-fund major adaptations for



our customers. Both budgets will be reviewed each year to ensure it effectively addresses the ongoing demand for support. However, it's important to note that if the budget is exhausted, we may need to defer certain adaptation requests until the next financial year.

2.6 Sustainable Service Delivery

- 2.6.1 As part of our commitment to sustainable service delivery, we will make every effort to retain adaptations within empty homes, provided they are safe and fit for purpose.
- 2.6.2 Instead of removing these adaptations, we will prioritise allocating homes to customers who can benefit from the existing installations, ensuring that resources are used efficiently.
- 2.6.3 Additionally, we are dedicated to maintaining all equipment in accordance with industry standards and our Landlord's Compliance Policy Statement. This will ensure that all adaptations remain in good working order, promoting their longevity and supporting the ongoing safety and well-being of our customers.

3. Responsibilities

- 3.1 All colleagues are responsible for carrying out their work in line with this policy and associated procedures. The Director of Assets is responsible for overall implementation of this policy. Specific responsibilities are set out below:

Role	Responsibility
Executive Director Property	<ul style="list-style-type: none"> Final approval of the policy. Act as nominated Health & Safety Lead under the Social Housing (Regulation) Act 2023.
Director of Assets	<ul style="list-style-type: none"> Operational oversight of the funding of adaptations.
Head of Assets	<ul style="list-style-type: none"> Operational responsibility for the delivery of adaptations.
Asset Manager	<ul style="list-style-type: none"> Day to day liaison with local authorities in relation to this policy and approval point for major adaptations.
Contract Manager - Care & Repair	<ul style="list-style-type: none"> Operational delivery of minor adaptations. Maintenance of all equipment provided under the Equipment and Adaptations programme.

4. Monitoring and review

- 4.1 We will review this policy every 3 years, or sooner if our monitoring of the policy identifies that changes are required, for example because of changes to law, regulation or related Livv strategies and policies.



Control framework

Compliance

This policy supports compliance with the Regulator of Social Housing Safety and Quality Standard April 2024.

Document control	
Version	1.0
Policy applies from	1 February 2025
Policy applies to	Livv Housing Group
Approved by	Executive Director – Property
Approved on	15 January 2025
Replacing	Equipment and Adaptations Policy 2022-2025
Next review due by	January 2028
Responsible Executive Director	Executive Director – Property
Policy author	Director of Assets Head of Compliance & Legal
Equality Analysis	January 2025
Environmental Impact Assessment	Not required
Circulation	Intranet; Livv Housing Group website

Version control		
Version	Date of Review	Summary of changes made
1.0	January 2025	Revised policy following full three-year periodic review

