This policy outlines Amplius' commitment to enabling independent, safe, and dignified living through adaptations, equipment, and housing assistance while ensuring compliance with legal and regulatory requirements.

Disabled Adaptations, Equipment and Assistance Policy

Document management

Directorate	Operations
Policy sponsor	Chief Operations Officer
Policy owner	Director of Homes and Places
Policy author	Adaptation Team(s) Managers

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Part 2

Overview

Scope

This policy reflects Amplius' values and commitment to helping customers live independently at home by:

- Supporting customers who need adaptations, equipment, or accessible housing to enhance their independence, safety, well-being, and dignity.
- Setting out our approach to assessing, funding, and delivering adaptations in compliance with legal and regulatory requirements.
- Providing guidance on alternative housing solutions when adaptations are not feasible.

Amplius is dedicated to helping customers with health conditions get the changes, equipment, and support they need to live safely, independently, and with dignity. This policy explains how we assess needs, provide funding, and carry out the necessary changes, while following all legal and regulatory rules. Our goal is to give fair and timely support that puts customers first, while also making sure we use resources wisely and sustainably.

This policy aligns with Amplius' values, aiming to improve lives and support customers. It applies to individuals or households residing in Amplius-managed properties. The following tenures are not covered by this policy:

- Leaseholders
- shared owners
- market rent customers

Customers in these groups may be eligible for Disabled Facilities Grant (DFG) funding through their local authority and in some cases, Shared Owners and Market Rent tenants may choose to self-fund adaptations. In such instances, Amplius will consider requests for consent in line with our Permissions Policy and the Equality Act 2010.

Key Stakeholders

The key stakeholders responsible for delivering this policy include:

- Adaptation Team(s) Managers, oversees the implementation of adaptations across the group and provides direct support to customers throughout the process.
- Statutory Bodies: Local Authorities (LA) provide financial support for major adaptations through Disabled Facilities Grants (DFGs). Housing regulators and the Housing Ombudsman offer structured oversight to ensure fair, lawful, and consistent decision-making.
- Internal and External Contractors: Responsible for carrying out the physical adaptations and ensuring compliance with building regulations and customer needs.
- Occupational Therapists (COT) and Trusted Assessors (TA): Professionals who assess customer needs and recommend appropriate adaptations for the home.

- Medical Professionals: Doctors, consultants, and other healthcare providers who may provide medical assessments or recommendations to support the adaptation process.
- Social Workers: Social care professionals who help assess and address the broader needs of individuals requiring adaptations to their home, ensuring holistic support and care.

This policy is provided for clarity and guidance. While not a contractual document, it reflects our current approach and may be updated to reflect best practice or changes in regulation. However, service level agreements are in place with our main providers to ensure consistent service delivery.

Part 3

Policy details

How Amplius Defines Disability and Conditions

Amplius will consider a person disabled under the Equality Act if they have a physical or mental condition that significantly impacts their ability to carry out everyday tasks. This includes conditions defined as significant under the Act, as well as those that worsen over time, such as progressive neurological conditions.

We recognise that many of our customers include older individuals who often experience age-related conditions and illnesses, as well as children and young people with disabilities and neurodiverse conditions.

Types of Support to Helping People Live Safely and Independently at Home

Adaptations

Adaptations are physical changes made to a property. They improve accessibility, independence, and safety for individuals with disabilities, age-related needs, or health conditions. They aim to support people in remaining in their homes and carry out daily activities with greater ease.

Equipment

Equipment refers to portable or semi-fixed aids and devices that help people to perform daily tasks safely and independently. Unlike adaptations, equipment can often be installed, removed, or replaced without changing the structure of the home.

Assistance

Assistance refers to other forms of housing-related support provided when adaptations or equipment are not suitable or sufficient. This may include help with:

- Relocating to a more accessible property
- Support in navigating housing options, or
- Advice on temporary solutions to meet immediate needs.

The aim is to make sure individuals can live safely and independently in a home that meets their long-term needs.

How Amplius Determines Support Needs

Assessment

An assessment is the process of identifying an individual’s functional needs in their home environment. These needs may arise from:

- A disability
- An illness, or
- Age-related difficulties.

The assessment helps us decide what adaptations or equipment are necessary and appropriate to support independence, safety, and wellbeing.

An assessment ensures that the support provided is Necessary and Appropriate:

Necessary
Support is considered necessary when:

- The adaptation or equipment directly addresses a functional need related to disability, long-term illness, or age-related impairment.
- It is essential to enable safe and independent living, or for reducing risks to the customer or others.

Appropriate
Support is considered appropriate when:

- The proposed solution is suitable for the customer's current needs and takes into account their likely future needs.
- It is the right level of support for the level of difficulty experienced, person-centred, and based on actual risks or barriers in daily living.

Who Assesses Your Needs

Trusted Assessors (TA) are trained professionals who can assess for a range of non-complex needs. TA assessments may be used for minor works and standard equipment. They may also be used for some major adaptations where the customer has a single, stable condition. This helps to reduce waiting times and streamline the assessment process. They have historically supported the Occupational Therapy (OT) service by managing straightforward cases, enabling OTs to focus on more complex situations.

Occupational Therapist assessments will be required for major or complex adaptations. They are also used where the customer's needs are clinically complex, involve multiple conditions, or require professional clinical judgment. OTs bring specialist expertise in assessing function and safety within the home and developing tailored solutions to support independence.

All assessments must clearly document the customer's needs and demonstrate how the recommended solution meets the relevant criteria.

How Amplius Grants Landlord Permission for Adaptations

Amplius will consider all adaptation and equipment requests in line with the Equality Act and Disabled Facilities Grant (DFG) delivery Guidance. Decisions are based on whether a proposed solution is both reasonable and practicable. Permission will be granted where the adaptation meets these criteria. Each case is assessed holistically considering the customer's needs, their home, and the wider support network.

Practicable:
The adaptation must be physically and legally feasible. This includes:

- Planning or communal restrictions
- Building layout
- Safety
- Structural integrity
- Realistic installation timescales.

Reasonable:

- The cost must be reasonable compared to the benefits it provides. The solution must offer value for money when compared to other options such as moving to a new

home. Long-term use, the cost of maintenance, and potential for reuse are also considered.

Family and Support Network:

- Where relevant, we consider the role of informal carers, family, and support networks. We give priority to adaptations that make it safer to give care at home, reduce stress on carers, or help prevent crisis.

Permission to proceed will be issued to the landlord where these factors support the adaptation proposal.

Types of Adaptations Offered by Amplius

Minor Adaptations

Minor adaptations are categorised as either:

- Simple – (without delay) costing under £1,000. They are usually completed in 15 working days.

  They are usually low-cost simple items that require minimal planning and a single trade to install. Examples include:

  - Grab rails
  - Stair rails
  - Lever taps
  - Power sockets.

Critical works to support hospital discharge or a move should be completed within 5 working days. DS1500 reports for life-limiting conditions, including palliative or end-of-life care, may trigger assessments for temporary or minor adaptations.

- Programmed – costing between £1,000 and £3,000. They are usually completed in 60 working days.

  These involve more detailed planning, multiple components or trades, or specialist items that need to be ordered. Examples include:

  - Half-steps
  - Handrailing
  - Door widening
  - Internal threshold ramps.

Minor Requests and Assessment

Requests for minor adaptations can be made by:

- The customer directly
- Amplius colleagues
- External agencies or advocates
- During the lettings, void or planned works processes.

All requests are assessed to ensure suitability for the customer's current and future needs. Assessments may be carried out by:

- A Trusted Assessor
- A Local Authority Occupational Therapist
- A registered private Occupational Therapist

Minor adaptation Repairs, Maintenance and Servicing
Minor adaptations installed by Amplius will be repaired or replaced or serviced by the appointed repairs, maintenance, or service contractor. Specialised items will be replaced as needed, with costs funded through the adaptation budget.

Major Adaptations
All major adaptations must be supported by a formal assessment and are categorised as either:

- Standard – typically costing over £3,000. They involve structural changes that are relatively straightforward to deliver. These may include:
    - Wet rooms
    - Ramps
    - Level access doorway
    - Widening of doorways
    - Installation of stairlifts.

  May be assessed by a Trusted Assessor or Occupational Therapist.
- Complex – higher-cost or technically challenging works. They require specialist design, detailed planning and approval or extensive structural alterations. Examples include:
    - Through-floor lifts
    - Extensions
    - Reconfiguration of internal layouts to improve accessibility.

  Require assessment by an Occupational Therapist. These may involve feasibility assessments, consultation with multiple teams, or consideration of alternative housing if works are not viable or timely.

Major Adaptation Repairs and Replacements
Permanent (fixed) adaptations will be replaced as part of planned improvement works. New requests may be supported by a Trusted Assessor or Occupational Therapist. They will be considered if they are practical, cost-effective in the programme, or prioritised by the adaptation team(s).

Funding Expectations and Responsibilities
Customers are usually expected to apply for a Disabled Facilities Grant (DFG) through their local council to help pay for the work.

In some areas, there may be a local rule (variation) that allows the organisation to pay for the work directly instead. In these cases, the work is called Disabled Facilities Work (DFW).

Means Testing for Disabled Facilities Grants (DFG)
Applicants may be subject to a means test to assess financial eligibility. This looks at household income and savings to decide if you need to contribute to the cost.
Means testing is generally applied to adults but not for children and young people under 18.

It may also be waived for essential adaptations, such as stair lifts or life-saving equipment. Some local authorities offer fast-track or discretionary grants for urgent or low-cost adaptations without a means test.

Amplius Support and Additional Funding

If a customer doesn't qualify for a DFG or can't afford their assessed contribution, Amplius may be able to help with funding.

For complex or high-cost adaptations requiring a DFG top-up, management approval is needed. Decisions will be based on:

- Available budget
- Property suitability
- The customer's long-term needs and wellbeing.

Where the total cost is more than the £30,000 FSA limit, the Executive Team must approve it. In some cases, customers may be asked to make a financial contribution or explore charitable funding options.

Conditions of Funding

- Customers receiving DFG or Amplius funding must commit to remaining in the property for five years after the adaptation is completed.
- If the customer moves within five years, a repayment of some or all of the funding may be requested, in line with the grant agreement. Amplius may not fund further adaptations in future properties unless the move is due to significantly changed medical needs.
- Customers who choose not to apply for a DFG, or who decline to meet required contributions, may limit or forfeit access to future adaptation support.

Use of Equipment Stores

Amplius assesses equipment through the joint Health and Social Care Community Equipment Store, following an assessment by our Trusted Assessor (TA). TAs may prescribe standard items for minor needs, where permission has been granted by the relevant local authority.

Occupational Therapists (OTs) have automatic access to the store and can prescribe a wider range of complex or specialist equipment.

Each local authority area operates its own equipment service and procedures. The store manages the supply, delivery, installation, collection, and recycling of mobility aids and medical equipment. Provision is subject to Health and Social Care eligibility criteria and is provided free of charge where applicable.

Our service allows Trusted Assessors to advise on everyday equipment that you may wish to purchase independently to help make daily tasks easier.

Repairing and Replacing Lifting and Specialist Equipment

- **Servicing and Maintenance:**
  Where no other agreement exists, Amplius will service and maintain lifting and specialist equipment. This includes stairlifts, hoists, through-floor lifts, baths, and WCs. Customers will be asked to cover the cost of consumables, such as replacement batteries for remotes, where appropriate.

- **Replacements:**

Replacement of lifting and specialist equipment requires a new assessment for DFG or DFW. Urgent or ineligible cases may be funded by Amplius, subject to approval.

Circumstances Where Adaptations Will not be Supported

We always aim to help customers live safely and independently in their homes. However, there are times when we cannot provide adaptations. These situations include but are not limited to the following:

1.Property Design Limitations

We may not be able to install adaptions if the design or structure of the home makes it unsafe or impractical to do so. Examples include:

- Narrow doorways
- Stepped access that cannot be altered or removed
- Not enough space to move around safely
- Structural features that cannot be changed.

2. Not a Suitable Long-Term Solution

We cannot support adaptations if they will not meet the customer's long-term needs or if they would not result in a safe and sustainable outcome.

3. Disproportionate or Unfeasible Works

The scale or cost of the required adaptations would be disproportionate to the benefit it would provide.

4. Impact on Communal Areas and Other Residents

We cannot approve adaptations that would negatively affect shared or communal spaces. This includes anything that:

- Reduces accessibility for others
- Creates safety risks
- Blocks or compromises fire escape routes
- Reduces comfort or access for other residents

5. External Restrictions

Some adaptations cannot be done due to legal or structural constraints, such as:

- Planning permission restrictions
- Listed building status
- Leasehold conditions
- Any other legal requirement that prevents the work

6. Right to Buy / Right to Acquire

If a customer has an active Right to Buy or Right to Acquire application, we will not carry out major adaptations because the customer intends to purchase the home.

Minor adaptations may still be considered if they support short-term needs and do not significantly change the property.

7. Provision Outside DFG Criteria

In line with national DFG guidance, we do not provide household appliances or make structural provisions for mobility scooter access.

Hardstanding or similar works are usually only supported if:

- The applicant is a prescribed wheelchair user or,
- In some cases, the applicant has specific neurodiverse conditions that make this essential.

Review and Oversight

All decisions not to support adaptation works will be reviewed and approved by a senior officer. They will make sure they are consistent, evidence-based, and fair.

Customers will receive confirmation explaining the reasons for the decision. We will outline the alternative housing options available to them.

If a customer disagrees with the outcome, they have the right to appeal. Appeals must be submitted in writing within 21 days of the decision letter. The appeal will be reviewed by a senior manager not involved in the original decision. The customer will be notified of the outcome in writing.

Alternative Housing Solutions

When an adaptation cannot be provided at a customer's current address, Amplius will actively support the search for a suitable alternative home. Options include:

- **Rehousing Support**
  Help with registering for a transfer or local housing register. If medical or accessibility needs are confirmed, priority banding may be given.
- **Accessible Housing Register**
  Customers can be added to our internal Accessible Housing Register. This helps us prioritise them for ground floor homes or properties that are already adapted to meet their needs.
- **Case Management and Liaison**
  Ongoing support from the adaptations teams and, where needed, Occupational Therapists to make sure new properties meet assessed needs.
- **Partnership with Local Authorities**
  Work with local authority partners and choice-based lettings schemes to widen access to suitable housing options.
- **Collaboration with Development Teams**
  Where possible, Amplius will work with its development teams to adapt or design new-build homes or improvement projects to meet individual needs. This is subject to local authority permissions and planning regulations.
- **Additional Support**
  Financial or well-being support, may be offered through internal referral processes.

Lettings, Voids, and Allocation

- When an adapted property becomes vacant, Amplius will seek to match it to a customer with similar needs.
- Lettings adverts will clearly list existing adaptations to encourage appropriate bids.
- During the lettings process:
  - If adaptations are needed or suitability is unclear, a surveyor qualified as a Trusted Assessor can complete a feasibility survey and advise on the property's suitability.
  - Wherever possible, minor adaptations should be completed before the customer moves in or shortly after move-in. Major adaptations will be added to the priority list to be done after the customer has moved in.

Equality, Diversity, and Inclusion

Amplius will apply this policy in a way that supports equality, diversity and inclusion for all staff, customers, and stakeholders. The Equality Impact Assessment has considered accessibility, consistent application, and the removal of barriers for those with protected characteristics. Religious and cultural needs are also considered when providing adaptations, equipment, or support. Amplius will continue to monitor the policy's impact and address any unintended inequalities.

Summary of Local Variations

Central Bedfordshire Council (CBC):
Amplius completes all adaptation works up to £3,000. Minor assessments are carried out solely by an Occupational Therapist. Major works funded through a Disabled Facilities Grant (DFG) may receive a contribution from Amplius if planned works are scheduled within two years. Depending on the scale of works, we will either complete the works in-house or contribute towards them. For complex major adaptations, we may also contribute to professional design fees, in line with our Service Level Agreement (under review).

Specialist shower WCs become the tenant's responsibility after installation. Stairlifts, hoists, and through-floor lifts are installed and serviced under warranty by CBC.

Rutland County Council:
Amplius completes all adaptation works up to £6,000 in value for customers in the Rutland Local Authority area until 2039 under a stock transfer agreement.

North Northamptonshire Council NNC:
Amplius completes all adaptation minor works up to £2,500. Major work will be completed in-house under DFG administered by North Northamptonshire Local Authority. A draft service level agreement is in place.

West Northamptonshire Council WNC:
Amplius completes all minor and major adaptation works up to £30,000. Complex majors will be part funded from DFG and discretional funding under the discretion of West Northants Local Authority. A draft service level agreement is in place.

Part 4

Compliance and administration

Legal and Regulatory Compliance

This policy fully complies with Amplius' legal and regulatory obligations.

Primary Legislation

- Housing Grants, Construction and Regeneration Act 1996 (as amended by the Regulatory Reform Order 2002)
- Chronically Sick and Disabled Persons Act 1970
- Care Act 2014
- Equality Act 2010
- Human Rights Act 1998
- Children Act 1989
- Housing Act 1985

Regulatory Frameworks

- Social Housing (Regulation) Act 2023
    - Consumer Standards (2024) - Safety and Quality, Tenancy & Value for Money
- Regulatory Framework for Social Housing in England (2012, updated 2024

Safety and Building Regulations

- Building Safety Act 2022
- Fire Safety Act 2021
- Regulatory Reform (Fire Safety) Order 2005
- Control of Asbestos Regulations 2012

Best Practice and Guidance

- Disabled Facilities Grant (DFG) delivery: Guidance for LA England (2022)
- Home Adaptations for Disabled People: A Good Practice Guide (2013)
- Minor Adaptations Without Delay: A Practical Guide for Housing Associations (2006)
- National Standards for the Provision of Housing Adaptations
- Local Government and Social Care Ombudsman Guidance

Data Protection

- UK General Data Protection Regulation (UK-GDPR)
- Data Protection Act 2018.

This list is not exhaustive, and policy authors will undertake thorough research and/or seek professional advice to ensure that Amplius meets its obligations and complies with the current and relevant legislation and regulations.

Evaluation, Review, and Performance Monitoring

This policy will be reviewed on a Triennial basis to ensure that it remains fit for purpose. A policy review may also be required earlier, in response to internal or external changes for example changes in legislation. Prompt and effective action will be taken where improvements are identified.

Amplius is committed to ensuring that the Policy remains effective, fair, and responsive to the needs of customers and the wider organisation. The following measures are in place to monitor and evaluate the policy's impact:

1. Measuring Effectiveness

Customer Satisfaction

- All customers receiving adaptation works will be invited to complete a satisfaction survey at key stages of the process. This measures overall experience, timeliness, communication, and the suitability of the outcome.
- Satisfaction data is used to inform service improvement, identify trends, and address any systemic issues.
- Results are reviewed against the Customer Satisfaction Measures, Consumer Standards, and relevant Codes of Practice.

Key Performance Indicators (KPIs)

Contractor performance is monitored using KPIs covering:

- Timeliness
- Work quality
- Communication

KPIs are reviewed regularly by the adaptations team(s) and shared with relevant internal stakeholders.

Case Management

- Each customer is assigned a dedicated team, responsible for overseeing their adaptation from referral to completion, ensuring a consistent and personalised service.

2. Internal Review and Response to Change

- The policy will be reviewed in line with the organisation's policy review programme, or sooner in response to:
    - Significant legislative or regulatory changes
    - Emerging best practice
    - Feedback from customers, staff, or partners
- The policy has been developed with input from customer consultation and informed by an Equality Impact Assessment (initial screen completed).

- The Director of Homes and Places holds responsibility for the policy review, supported by the Adaptation Team(s) Managers.
- Final ratification of the policy lies with the Leadership Team.

3. Reporting Structure

Internal Reporting

Quarterly performance reports are submitted to the Executive Team covering:

- Delivery rates
- Budget position
- Customer satisfaction
- Adaptation team(s) case volumes
- Risk or compliance issues.

Biannual updates are presented to the Board or Committee with a focus on:

- Strategic performance
- Delivery against Consumer Standards
- Outcomes from customer feedback and complaints

Annual policy reviews may be escalated to Directors and the Leadership Team for consideration of any major service changes or investment needs.

External Reporting

Where required, Amplius will report on adaptation outcomes and customer satisfaction to:

- Local Authorities (in line with funding agreements such as DFG/DFW)
- Regulators under the Social Housing Consumer Standards
- Health and Social Care partners, where joint equipment stores, or shared delivery agreements apply.

Related policies

- Allocations Policy
- Complaints Policy
- Decant Policy
- Equality, Diversity & Inclusion policy
- Health and Safety Policy

Part 5

Appendices

A. Associated Documents - Internal procedural document, colleague use only

- Accessibility factsheet
- Hardstanding and cross over criteria
- Service Level Agreement (SLA) CBC – Being updated
- Service Level Agreement (SLA) NNC – Being formulated from new draft policy
- Service Level Agreement (SLA) WNC – Being formulated due to Unitary Restructure
- Rutland - Transfer agreement
- Independent living Procedures

Part 6

Changelog

Amended date	Summary of changes	Version №
03/11/2026	Policy owner updated; Director of Asset Investment and Compliance updated to Director of Homes and Places.	1.1