

1. Equipment & Adaptations Policy

2. Reference Number 3.1.9

3. Statement of intent including cross-reference to bdht's directorate and corporate objectives

3.1 The purpose of this policy is to set out the following with regards to Aids and Adaptations:

- bdht's legal responsibilities.
- bdht's criteria for identifying need.
- The responsibilities and obligations of bdht.
- The responsibilities and obligations of tenants.

3.2 The successful implementation of this policy will enable bdht "to manage and maintain the bdht stock", "to improve and regenerate bdht's stock in accordance with the Asset Management Strategy", and "to continually improve service standards based on customer needs, clear service standards and costs".

4. Legal and Regulatory Requirements

4.1 bdht will work in accordance with relevant legislation and regulatory requirements and strive to improve performance by adoption of best practice.

4.2 Legislation

4.3 bdht's main legal obligations are:-

The Equality Act 2010

A landlord of a property has a duty to ensure that they protect customers and staff from discrimination. The Act provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. A Landlord of a property has to make reasonable adjustments to

certain things within a home. A landlord must do this if a customer is disadvantaged by something or because of a disability.
Social Housing Regulation Act 2023

The Regulator of Social Housing (RSH) inspects Social Housing providers in relation to the consumer standards. The three relevant standards to this policy are:

- Safety and Quality Standard: Ensure homes are safe and well-maintained.
- Transparency and Accountability: Provide clear information about adaptation services.
- Tenant Involvement: Engage tenants in service design and feedback.
- Registered providers must assist tenants seeking housing adaptations to access appropriate services.

5. Policy Statement

- 5.1 bdht endeavours to assist customers with disabilities to continue to live independently in their own homes by means of adaptations or the provision of equipment.
- 5.2 bdht is committed to delivering excellent services that meet the changing needs of our customers and to continually improve those services. bdht believes that such service delivery can only be fully achieved if a robust policy for the provision of Equipment and Adaptations is in place.
- 5.3 bdht will adopt flexible and responsive mechanisms to enable maximum customer satisfaction.
- 5.4 bdht will endeavour to adjust our service/ processes to meet the needs of that individual based on the information we have. For more information, please refer to our Customer Care and Access to Services Policy
- 5.5 bdht will support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate
- 5.6 Customers and prospective customers are welcome to bring advocates, representatives, or support workers along to any interactions they have with bdht.

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6. Summary of Service Standards

- 6.1 These will be published in a document format to provide easy-to-read information for tenants.

7. Priorities

- 7.1 All aspects of this policy are given equal priority and weighting.

8. Policy Implementation

8.1 Identification of need

- 8.1.1 bdht accepts that professional, experienced and qualified Occupational Therapists (OT's) are those with the greatest ability and expertise to accurately assess the needs of people with disabilities and to determine the most appropriate equipment and adaptations to be installed.
- 8.1.2 Notwithstanding the recognised professional support provided within item 8.1.1 bdht provides a Minor Works Without Delay (MWWD) service that ensures customers can expedite access to minor adaptations that ensure continued quality of life by minimising waiting times for OT referral. This service is provided through bdht team's in the form of an assessment of need with works being completed through bdht's community Repairs Team (CRT). The OT service provides regular training and refresher training to operatives and staff with regard to assessing customer needs and providing specific information to support completed adaptations or required further assessment by OT.

8.2 Responsibilities and Obligations

- 8.2.1 Where a tenant requests the installation of minor adaptations or equipment to meet their specific needs, or those of a family member, and where the estimated cost falls below a £1000, then bdht will undertake the request by either customer, competent operative assessment, Independent Living Team officers recommendations and or OT referral.
- 8.2.2 Where the request is for the installation of major adaptations or equipment, where the estimated cost exceeds the £1000, then the tenant will be required to make a direct claim to the Local Authority for the works to be carried out through the Disabled Facilities Grant (DFG) scheme. A referral will be undertaken through the Occupational Therapist assessing specific needs.

The installation of all major adaptations undertaken as a result of the DFG process will be completed through the Local Authority nominated provider and their subsequent contractor(s) from an approved

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framework. The completion of the DFG process will be in accordance with the Local Authority nominated provider's timescales set out in their own service standards and communicated directly with bdht customers.

- 8.2.3 Under the DFG scheme the Local Authority will be required to seek the approval from bdht to undertake the works, which shall not be unreasonably withheld. The Local Authority will be responsible for designing and implementing the adaptations. bdht will work in partnership with the Local Authority and approve design elements related to the building structure only. Responsibility for ensuring the design meets the specific needs of the customer will remain with the Local Authority and the Occupational Therapist. Following completion, bdht will carry out a post-inspection of the property to confirm the works have been completed to the required standard and original specification.
- 8.2.4 In cases where major adaptations are required and it is difficult to provide a cost-effective solution in the existing resident's home, the possibility of moving to a more suitable property will be considered. If the resident is willing to consider this option, help and support will be provided through the re-housing process.
- 8.2.5 bdht will accept responsibility for the maintenance of all structural adaptations, changes or improvements covered by this policy after the warranty period has expired, which have been installed by bdht or through the DFG scheme. bdht will accept responsibility for the servicing & repair to all permanently fixed lifting equipment covered by this policy after the warranty period has expired. bdht will be responsible for the maintenance and repair of any fixed equipment up to a maximum value of £1,000. If the cost exceeds this amount, the appropriate funding will need to be applied for. bdht will not be responsible for the servicing or maintenance of any temporary equipment.
- 8.2.6 bdht in exceptional circumstances may exercise discretion in the authorisation of works without grant assistance where:
- Undue hardship would otherwise result and
 - Where "top up" funds are required.

This decision will be made by either the Head of Asset Management or the Director of Asset Management & Development, in line with bdht's financial standing orders.

- 8.2.7 As part of its asset management strategy bdht undertakes programmes of major repair/improvement works on its housing stock. During these works the incorporation of tenant's requests for suitable equipment and adaptations will be considered where this can be accommodated within the overall capital improvement program.

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8.2.8 Recycling of Equipment & Adaptations.

bdht will at void status of a property carry out an assessment of the existing equipment & adaptations in-situ. Recommendations will be made based on the type, age & condition of installation to ensure that customers and bdht benefit from recycling of these items.

bdht has a register of adapted properties which details the major works carried out to a particular address, the listed items will detail alterations to include ramps, wet rooms, lifting equipment, extensions etc.

The recycling assessment will be based on the viability of leaving the equipment & adaptations in-place whilst taking into consideration the future maintenance, age of items, storage, health & hygiene and future needs of perspective new tenants.

8.3 Responsibility of all officers

- 8.3.1 All officers will be briefed on and must familiarise themselves with bdht's equipment and adaptations policy.

8.4 Board member's responsibility

- 8.4.1 All board members must ensure that the policy is implemented thoroughly. bdht will provide board members with reports and monitor data on equipment and adaptations.

8.5 Third party responsibility

- 8.5.1 All contractors, including sub-contractors of bdht do have as part of their contract an agreement to meet service standards set by bdht.

8.6 Staffing

- 8.6.1 The Head of Asset Management & Development will ensure targets and objectives are met by maintaining sufficient staff resources and through the prioritisation of work.

8.7 Procedure

- 8.7.1 The procedures that underpin this policy will be regularly reviewed and updated

8.8 Training

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8.8.1 Training will be provided to bdht staff to ensure that objectives of this policy are achieved. bdht will also support frontline staff to ensure that they have the resources to deliver equipment and adaptations to the standard required.

8.9 Customer satisfaction

8.9.1 In order to improve our service to our customers we will develop quality assurance methods to assess the satisfaction of customers with our service.

8.10 Monitoring of the policy

8.10.1 bdht has a system in place to monitor customer satisfaction. This will enable bdht to identify compliance with this policy and procedures to ensure they remain relevant and adequate for the needs of customers.

9. Links to associated external documents

- Social Housing Regulation Act 2023
- Equalities Act 2010
- Professional Standards for Occupational Therapy Practice, Conduct and Ethics (2021)
- Health & Care Professions Council: Standards of Proficiency – Occupational Therapist (March 2023)
- Housing Grants, Construction and Regeneration Act 1996

10. Link to associated internal Documents

- Equality and Diversity Policy
- Responsive Repairs Policy
- Asset Management Strategy
- Mission Statement and Core Values
- Equipment & Adaptations Service Standards
- Equipment & Adaptations Procedure

11. Customer Feedback

11.1 Tenants were consulted and involved in the development of this policy originally through The Residents Forum. The revised policy went to the read and review panel in November 2025

12. Policy Approval

12.1 This policy was approved by the Board: March 2006 and

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reviewed in 2009, 2015 & 2018. Then reviewed by EMT in 2021 & 2025.

12.2 This policy was approved by EMT on 8th January 2026.

13. Review Date

All policies are subject to review on a three year rolling programme.
This policy shall next be reviewed in January 2029.

14. Responsibility for implementing the policy

- 14.1 Overall responsibility for the Equipment and Adaptations Policy lies with the Director of Asset Management & Development.
- 14.2 Development, review and implementation of this policy are the responsibility of the Head of Asset Management and Development.

15. Date Issued

13th March 2006

16. Equality Policy Statement

- 16.1 At bdht, we are proud to serve and work within a diverse society. We recognise that some individuals and communities face systemic barriers, disadvantage, and discrimination, including those related to socio-economic background, caring responsibilities, and the impact of intersectionality.
- 16.2 We believe that discrimination in any form is unacceptable. In all our areas of work we are committed to ensuring that our policies, practices, and services promote fairness, equity, and respect for all. We aim to *reduce inequalities, promote respect, and create an equitable culture within our organisation.*
- 16.3 bdht fully complies with the Equality Act 2010 and all relevant statutory and regulatory guidance, including that issued by the Regulator of Social Housing, Homes England, the Government Equalities Office, and our funding partners.
- 16.4 We believe that equality of opportunity is fundamental to delivering excellent services and building vibrant communities together. Our commitment is underpinned by clear policies, regular monitoring, and continuous review, all of which are actively supported by our Board and Teams.

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