



Adaptations protocol between
Sefton Metropolitan Borough Council
and One Vision Housing

February 2010

1. Objective of the Protocol

The purpose of the Protocol is to promote and ensure the provision of consistent, fair, timely, efficient and customer-focused adaptations service to clients living in One Vision Housing homes.

One Vision Housing and Sefton Borough Council agree to work in partnership to achieve the objective of the Protocol.

This protocol may be reviewed by either partner at any time. It does not constitute a contract, place either partner under any obligation or make either partner liable to the other. It sets out the partner's intentions for working together in order to achieve common objectives.

2. Partners to the Protocol

The Protocol is between:

Name of local authority

Sefton Metropolitan Borough Council
Merton House, Stanley Road, Bootle L20 3UU

Named housing provider(s)

One Vision Housing
Atlantic House, Dunnings Bridge Road, Bootle L30 4TH

3. Aims and Principles

The partners agree to develop a service for One Vision Housing tenants and leaseholders which:-

- Offers a strategic, integrated approach to adaptations
- Is fair and equitable
- Is responsive, timely, flexible and respects the choices of clients
- Gives good quality outcomes and high levels of client satisfaction
- Offers value for money and makes optimal use of resources

The partners agree to have:-

- Clarity and transparency between partners
- Clear communication with individual clients

4. Communication between Partners to the Protocol

- Each party to the Protocol to nominate one person at strategic level who is responsible for overseeing the adaptations service
- Each party to the Protocol to nominate one person at operational level as the principal contact person for the service
- The names of the strategic and operational contacts to be placed on the organisation's website and this information to be kept up to date
- The local authority to give notification of individual Disabled Facility Grant (DFG) applications and results to applicants in a timely and transparent manner
- One Vision Housing to have a clear system for providing landlords consent in a timely and efficient manner
- Each party to notify the other about the involvement and role of any in-house or private occupational therapist
- Each party to inform the other of the nominated contractor to carry out work
- A process will be in place to identify who is responsible in each case for key stages, from initial logging of enquiry through to completed work

5. Communication with Clients

- All parties to the Protocol to publish online information on adaptations policy, entitlement, priorities, funding and process
- Assessment of need will include an opportunity for clients to discuss preferences and options, including moving rather than adapting
- All clients to be provided with written document to say what work is to be carried out, by whom and when
- All clients to be provided with the name and contact details of a key worker to provide information and deal with any difficulties
- Client feedback to be obtained on quality and outcomes of service through an independent client satisfaction questionnaire

6. Funding of Major and Minor Adaptations

- One Vision Housing will fund minor adaptations up to £1,000
- One Vision Housing will provide full funding for all adaptations between £1,000 and £10,000
- Sefton Metropolitan Borough Council will provide DFG funding for adaptations over £10,000 and this will be subject to agreement between the parties where demand exceeds the resources available in any given year
- Where an application for DFG is submitted, One Vision Housing will fund the first £10,000 worth of work
- The costs of any works exceeding the maximum mandatory DFG will be funded in full by One Vision Housing
- Individual client contributions will be determined by a means test and deducted from the DFG elements only

- Partners to agree arrangements where client is using Individual Budget (full/mixed funding)
- Variations and exceptions to be negotiated and agreed between the parties

7. Purchase, Maintenance and Recycling/Disposal of Equipment

- The partners agree to work towards joint procurement of common items
- Agreement to be reached on ownership, warranties and who is responsible for maintenance post-warranty
- Arrangements to be made for disposal, storage or recycling of equipment

8. Monitoring and Review

- Partners to agree targets to be set for the completion of each stage from initial enquiry to completion of work and to devise a system to monitor progress
- Partnership meetings to be held annually (strategic level) and quarterly (operational level) to look at demand, work completed, work in progress, time taken for cases to be completed, issues/difficulties
- The local authority to provide a written annual review to be circulated to partners before the meeting covering budgets, funding formula and use/effectiveness of Adaptation Agreement
- Any variations or changes to the Protocol, particularly funding arrangements, to be agreed in writing by all partners
- The annual review to take account of client's self-assessment, plus any additional satisfaction surveys done at agreed intervals
- This protocol is open to review by either party in light of changing circumstance or where demand far exceeds available resources.

9. Strategic Issues

- Partners to collect and maintain data on all their accessible and adapted properties and note which ones are wheelchair or Lifetime Homes standard
- One Vision Housing to have responsibility for removing adaptations in vacant properties where they are not to be re-used
- Partners to agree to give nominations and allocations to accessible and adapted properties
- Partners to maintain a database of accessible properties, using commonly recognised accessibility categories.