



Item No: 15

Meeting Date: Wednesday 15th May 2024

Glasgow City Integration Joint Board

Report By: Stephen Fitzpatrick, Assistant Chief Officer, Older People Services and South Locality

Contact: Karen Lockhart, Head of Service OPPC Northwest Locality
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Review of Private Sector Adaptation Policy: Opt Out of “Assisted Living”

Purpose of Report:

The purpose of this report is to update the IJB on the review undertaken of Private Sector Adaptations and agree actions from that review, that will enable service users within private sector housing, further choice of providers for adaptations.

Background/Engagement:

This paper follows on from the agreed report to the IJB on [22nd September 2021](#), which supported the review of the private sector adaptations policy to include an “Opting out” procedure within Glasgow City HSCP Private Sector Adaptations Policy.

The current Private Sector Adaptations Policy outlines all adaptations are delivered by Assisted Living within City Building. Both service user and staff engagement sessions were incorporated to shape the review and ensure all views are included.

A steering group of stakeholders from statutory services and third sector, met several times to discuss service user and staff experience and identify areas for improvement, with the overarching agreement to support service user choice.

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Governance Route:	<p>The matters contained within this paper have been previously considered by the following group(s) as part of its development.</p> <p>HSCP Senior Management Team <input type="checkbox"/></p> <p>Council Corporate Management Team <input type="checkbox"/></p> <p>Health Board Corporate Management Team <input type="checkbox"/></p> <p>Council Committee <input type="checkbox"/></p> <p>Update requested by IJB <input checked="" type="checkbox"/></p> <p>Other <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p>
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Recommendations:	<p>The Integration Joint Board is asked to:</p> <p>a) Approve the attached procedures document (Appendix 1) that will enable service users within private sector housing to “opt out” of the current managed adaptations service provided by Assisted Living (City Building).</p>
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Relevance to Integration Joint Board Strategic Plan:

Partnership Priority 2: Supporting greater self-determination and informed choice

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome(s):	<p>Outcome 2: People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.</p> <p>Outcome 6: People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing.</p> <p>Outcome 9: Resources are used effectively and efficiently in the provision of health and social care services.</p>
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Personnel:	<p>Potential increase to the role of the Occupational Therapist (OT) to assist in the adaptations provision process. This will likely affect Grade 7 OTs sitting within the locality teams (of which there are 26), who progress major and complex adaptations.</p>
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Carers:	<p>Effective provision of adaptations directly benefits carers and the person they look after by creating a safe homely environment in which to provide and receive care.</p>
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Provider Organisations:	City Building may experience change in demand, as the current provider of major adaptations in private sector. Private companies and third sector (eg Care & Repair) may experience increased demand to support the service user through the opt out process.
Equalities:	An Equalities Impact Assessment (EQIA) has been undertaken to understand potential impacts on protected groups and actions to mitigate. No negative impact has been noted for protected groups. The EQIA notes a positive impact on disability groups by providing further choice in provision of adaptations. https://glasgowcity.hscp.scot/publication/eqia-review-private-sector-adaptation-policy-opt-out-assisted-living
Fairer Scotland Compliance:	The policy has considered the effects of socio-economic disadvantage experienced by service users and citizens and aims to provide more flexibility and choice in adaptations provision that may improve cost effectiveness.
Financial:	This proposal is expected to deliver more efficient spend in relation to adaptations.
Legal:	Responsibility for Aids and Adaptations is delegated to the IJB via the Housing (Scotland) Act 2006 Section 71(1)(b) (Assistance for housing purposes.)
Economic Impact:	Better use of resources, and review of affordability of adaptations to Service users' homes.
Sustainability:	None
Sustainable Procurement and Article 19:	The option of the "Opt out" policy will enable the future service and policy to adhere to Sustainable Procurement and Article 19.
Risk Implications:	Failure to implement the Opt Out policy may generate risk that provision of adaptations will not be sustainable within the resources available and continued challenges to the lack of service user choice in procurement of contractors.
Implications for Glasgow City Council:	Effective adaptations provision supports people to remain at home longer and with more opportunity to access communities.
Implications for NHS Greater Glasgow & Clyde:	Effective adaptations provision supports people to remain at home longer where long term conditions are managed in communities.

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Direction Required to Council, Health Board or Both	
Direction to:	
1. No Direction Required	<input checked="checked" type="checkbox"/>
2. Glasgow City Council	<input type="checkbox"/>
3. NHS Greater Glasgow & Clyde	<input type="checkbox"/>
4. Glasgow City Council and NHS Greater Glasgow & Clyde	<input type="checkbox"/>

1. Purpose

- 1.1 The purpose of this report is to update the IJB on the review of Private Sector Adaptations and agree actions from that review, that will enable service users within private sector housing further choice of providers for adaptations.

2. Background

- 2.1. This paper follows on from the agreed IJB [report](#), which supported the review of the private sector adaptations policy to include an “Opting out” procedure within Glasgow City HSCP Private Sector Adaptations Policy.
- 2.2. The current Private Sector Adaptations Policy outlines all adaptations are delivered by Assisted Living within City Building. Both service user and staff engagement sessions were incorporated to shape the review and ensure all views are included.
- 2.3. A steering group of stakeholders from statutory services and third sector, met several times to discuss service user and staff experience and identify areas for improvement, with the overarching agreement to support service user choice.

3. Outcome of the Review

- 3.1. The HSCP’s existing policy is that all private sector adaptations are delivered by City Building’s “Assisted Living” service. Necessarily this limits the choice service users have of using their own identified contractors for HSCP grant applicable adaptations and any further privately funded additional works.
- 3.2. With IJB agreement, partners from the HSCP, Neighbourhood Regeneration Services (NRS), City Building, housing and third sector reviewed the existing Private Sector Adaptations Policy (PSAP). The review sought to identify options for enabling service user choice and best value in respect of complex/ non-complex adaptations.
- 3.3. **Service user feedback** - Family caregivers were engaged as equal and expert partners in the review, which was informed by the following:
- A case study of a service user who experienced frustrations with lack of choice, process, and provision under the existing PSAP.

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- A telephone-based survey which concluded that most users were satisfied with the current Assisted Living process for non-complex adaptations such as shower installations. A small minority (11%) expressed they would have liked more choice, however most felt there was enough choice offered by Assisted Living. The survey also revealed had the option of using their own choice of contractor been available, the majority would have continued with Assisted Living (83%).
- However, the survey found there were lower levels of satisfaction with more complex adaptations such as building extensions, largely because service users evidenced, they could realise more cost effective alternatives through external contractors and were frustrated at being required to take more expensive options as a condition of the grant.

3.4. **Use of External Contractor** - An interview of two service users who used external contractors for complex adaptations, outlined advantages in both cost and design. The service users were able to evidence they could procure more cost-effective prices themselves and that additional private work would not have been affordable to them with City Building costs. One service user has described the outcome as “life changing” noting the level of additional work for an improved quality of life would not have been affordable to them otherwise. However, frustrations from this experience noted there was no formal process to enable choosing an external contractor, little support to do so and a lack of clarity on which works would be grant applicable.

3.5. **Benchmarking existing costs** - To support the review, a benchmarking exercise was undertaken via a survey distributed through OT and Housing Adaptations national forums. 14 of the 31 HSCPs responded to questions around choice of contractor and average cost of shower and ramp adaptations. Results, shown below, noted that in the main, costs appeared to be similar to City Building’s “Assisted Living” costs, with the exception of ramps appearing slightly more expensive.

- I. **Choice of contractor** - 1 HSCP uses a preferred procured contractor for shower installations, and 3 HSCP’s use a preferred procured contractor for ramps. All others noted the client chooses the contractor for all adaptations via a quoting system, or a range of “approved” contractors.
- II. **Ramp Cost** - The cost of ramps ranged from £3410 to £7200, with the average across the 12 HSCP’s that responded being £4,285, compared to Assisted Living’s average at £5,965 (ranging from £2,120 to £10,878).
- III. **Wet floor Showers Cost** - ranged from £4,500 to £9,159, with the average across the 14 HSCPs costing £6,074. This is comparable to last year Assisted Living average cost at £6,213 (ranging from £3,479 to £9,848)
- IV. **Level Access Shower cost** - Only 7 of the 14 HSCP’s provide level access showers, with the others defaulting to wet floor showers as the

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more flexible long-term option for shower provision. Of the 7 who provide level access showers, the cost ranged from £4025 to £9,510 and averaged at £6,440, compared to Assisted Living cost at £5,288 (ranging from £3,457 to £7,469).

3.6 Actions Completed

The group agreed to produce a procedure to support service users in using an external contractor, however identified potential risks and mitigations in designing a pathway for “opting out” of Assisted Living:

- Supporting the service user to manage the complexity of the process; for example, appoint and manage all aspects of the design, building consents, grant application and procurement of contractors and quotes.
- Financial governance in respect of grant provision.
- Ensuring the proposed design is suitable to the person’s needs and agreed by both the Occupational Therapist and Neighbourhood and Regeneration Housing Services (NRHS).
- Supporting service users to project manage contractors to ensure quality completed work.

3.7 A procedure (Appendix 1) was compiled that outlines the below, clarifying expectations and governance:

- Governance via HSCP OT policy and service.
- Types of adaptations that can be considered for external contractor use.
- Scope of financial assistance from the Private Sector Grant (See [Scheme of Assistance](#)) alongside the roles and responsibility of Glasgow City HSCP staff, NRHS and the service user themselves.
- Support from third sector Glasgow Care & Repair services to the service user.
- Stages of the adaptations process, for the service user to progress works.
- Expected design and specifications for long term needs.
- Utilisation of Architect / Contract manager for complex adaptations.
- Financial regulation with checks and assurances from NRHS and the HSCP, before a grant is awarded.

3.8 The procedural document has since been reviewed by two OT staff and two service users who recently experienced opting out. The main highlights from this engagement note:

- General feedback welcomed the detail on process and stages.
- Request for staff to be trained in the application of the policy.
- Creation of a customer friendly leaflet to detail adaptations options.

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4. Recommendations

4.1 The Integration Joint Board is asked to:

- a) Approve the attached procedures document (Appendix 1) that will enable service users within private sector housing to “opt out” of the current managed adaptations service provided by Assisted Living (City Building).



Glasgow City Health and Social Care Partnership

PROCEDURES

Ref No:

Title: Private Sector Adaptations - Opting Out of Managed Adaptations Service

Status: Current

Issue Date:

Implementation Date: as above

Supersedes: Not Applicable (1st Edition)

Contact for further information -

Kirsty Nicholson
Occupational Therapy Care Group Lead

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1. Purpose and Background
2. Introduction to Adaptations
3. Governance and provision of Adaptations
4. Private Sector Housing Adaptations – Relevant Legislation
5. Current Managed Adaptations Service – “Assisted Living” hosted by City Building ALEO
6. Supporting ‘Opt Out’ of the Managed Adaptations Service
7. Effective Design and Cost
8. Complex Adaptation Design
9. Financial Regulation of ‘Opt Out’ Process

Appendix A – “Opt out” process and Flow chart

Appendix B – Care & Repair Processes

Appendix C – 1. Grant Funded works

2. Non-Grant Funded Works

1. Purpose and Background

- 1.1 Glasgow City HSCP and the IJB¹ recognised the current Private Sector Adaptations provision arrangement with the “Managed Adaptations Service” as part of the ALEO City Building, does not always afford the service user the choice of using their own identified contractors for both grant applicable adaptations, and any further privately funded additional works.
- 1.2 The aim of this Policy and Procedure is to provide additional options and support to individuals with complex / non-complex adaptations who may wish to opt out of the Managed Adaptations Service that supports future service provision aligned to service user choice and best value.

2. Introduction to Adaptations

- 2.1 The HSCP and Housing partners aim to deliver Adaptations aligned to the vision and aims created in the Glasgow City Partnership Joint Protocol:
- Helps people to live in their homes as long as they want to, putting the person at the centre of the solutions; encouraging realistic expectations and also offering a range of potential options.
 - Evidencing equality across tenures.
 - Promoting early intervention to support a wide range of health, social care, and housing staff to have ‘the right housing conversations’. The protocol aims to make housing solutions everyone’s business.
 - Promoting effective communication across/within agencies, for people in communities who may need advice and support to help them make the best decisions.
 - Making the best use of resources available.
 - Adaptations which complement and join the dots between strategies and services.
 - Ensuing a housing solutions approach at all stages of service engagement, with an emphasis on early intervention.
- 2.2 The HSCP aims to enable people to remain at home longer, with an ethos of “Minimal Intervention for Maximum Independence” ensuring people remain as strong and able as is possible without relying on an adapted environment. This approach aligns with the strategic priority of Maximising Independence for service users within Glasgow. Practitioners will intervene with other solutions such as Rehabilitation or loaned equipment, that are appropriate, prior to considering adaptations or housing solutions.
- 2.3 Where the home environment continues to be a barrier, adaptations are an extremely cost-effective way to reduce any risk to health and ability at home, by reducing barriers within the home environment and keeping people at home for longer. However, it is essential that any solutions are suitable long term, therefore

¹ [IJB Report \(hsc.scot\)](http://hsc.scot)

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if the house cannot be adequately adapted rehousing will be recommended; service users would be supported and signposted to the correct services should this be a requirement.

3. Governance and provision of Adaptations

- 3.1 Home adaptations are multifaceted, ranging from installation of a small grab rail (“minor adaptations”) to building a home extension. Individuals who require public funding for their home adaptations can access a health and social care ‘assessment of need’ to decide whether they meet the eligibility criteria for services. Following an assessment the Practitioner will consider interventions, which may include a range of Adaptations depending on the layout and design of the house, the individual’s ability, and any foreseeable, future needs.
- 3.2 Recommendations for “Standard” (Non-complex) Major Adaptations are made as per criteria noted in the “Occupational Therapy Policies and Procedures”². Complex Adaptations receive additional scrutiny with a Complex Adaptations OT Care Group Lead; having citywide oversight to ensure equality and appropriate decision making of these requests, and where required, escalated to a multiagency forum for decision.
- 3.3 Low cost and high volume minor adaptations (such as handrails, bannisters, grabrails) and removable/ recyclable larger equipment such as Stairlifts, are provided through relevant contracts. Within Glasgow City these are funded by the Social Work budget and are out with the scope of “opting out” of these contracts.
- 3.4 Permanent Major Adaptations such as wet floor showers and complex adaptations (eg restructuring a home or adding an extension) are funded according to the tenure, in differing ways. For private sector tenures, funding is allocated from the Private Sector Housing Grant (PSHG) budget which is set annually by Glasgow City Council.

4. Private Sector Housing Adaptations – Relevant Legislation

- 4.1 Major Adaptations are provided within Private Sector Housing through a “grant assisted” model. The stages to grant application can be complex in nature and often requires assistance to navigate. The HSCP provide this assistance through the “Managed Adaptations” service, which complete all stages from recommendation to completion, in collaboration with Neighbourhood and Regeneration Housing Services (NRHS) Private Sector team.
- 4.2 Private Sector Adaptations grants are funded from PSHG under the direction of the Housing Scotland Act (2006)³ and are hosted by NRHS. (See [Scheme of Assistance](#)). In recognition of the overall impact on health and wellbeing, the regulation for adaptations provision is devolved to Integration Boards (IJB)

² [Professional standards for occupational therapy practice, conduct and ethics - RCOT](#)

³ [Housing \(Scotland\) Act 2006 \(legislation.gov.uk\)](#)

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under delegated functions⁴ and decision making is supported collaboratively by Housing Partners and HSCP.

- 4.3 Grant funding is outlined in the Scheme of Assistance “where an applicant whose needs have been assessed as critical and the works are in relation to the provision of a standard amenity or essential structural work which will facilitate other permanent changes to an existing house. Glasgow City Council will offer a mandatory grant of 80%, irrespective of income towards the “approved cost of the work”⁵. If an applicant can demonstrate receipt of certain qualifying income replacement benefits, the grant could be awarded at 100%, subject to an administration charge which payable by the service user.
- 4.4 However, grant funding will not be considered for work to extend any structure to create additional living accommodation or work to create living accommodation in a separate building from the current living accommodation. In exceptional cases grant funding may be considered to extend a property to facilitate shower and/or toilet facilities.

5. Current Managed Adaptations Service – “Assisted Living” hosted by City Building ALEO

- 5.1 The process for Grant Assisted work can be arduous on those who are vulnerable or perhaps do not have the ability to complete these stages themselves, as well as monitor / manage the work on site, and make the grant application. In the absence of a reliable contractor list, there is also risk that the contractor will not complete a satisfactory job nor has experience of the types of works associated with specialist fitting of some aspect.
- 5.2 Considering the service users potential difficulty in applying throughout the stages of the process, Glasgow City provides a “Managed Adaptations” service delivered in conjunction with NRHS and Assisted Living section of City Building LLP – an “arm’s length’ external company which provide services to and on behalf of the Council. This service has proven to be satisfactory in both assisting the service user with the grant application process and installing suitable quality assured adaptations.
- 5.3 To date, there has been no support for the service user to “opt out” of the Managed Adaptations Service. This reduces the element of contractor choice; HSCP aims to provide the option for service users to arrange their own contractor for grant assisted works.

6. Supporting ‘Opt Out’ of the Managed Adaptations Service

- 6.1 The option to “opt out” would allow service users to choose their own provider and manage the provision of the Adaptation. However, it is recognised that this can be a complex process. Access to support to undertake all the required stages may be required for some service users.

⁴ [Adaptations, Aids and Equipment: advise note \(Scot Gov\)](#)

⁵ [Glasgow City Council PRIVATE HOUSING STATEMENT OF ASSISTANCE](#)

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- 6.2 The service user can undertake the process alone, or with friends and family support, or in combination with an Architect / Designer. Whoever leads the process would be expected to work in partnership with NRS Grants and to follow the process as laid out in **Appendix A** "Process for Opting Out".
- 6.3 Where it is recognised further support might be required to navigate the process, this can be provided by Glasgow Care & Repair Service should the person choose to have this support. The Care & Repair process suggested to support applicants is noted in **Appendix B**.

7. Effective Adaptations – Design and Cost

- 7.1 The Grant applicable element to the Adaptation must be the **most cost-effective** solution and will not exceed the recommended work. Work over and above the grant applicable element may be quoted for and privately funded by the service user, if they choose to do so. In all instances, the final Adaptation must meet the persons long term needs with an assurance the design is suitable for all accessibility purposes.
- 7.2 To assure the most cost effective and functional option is quoted for, the Occupational Therapist should work in collaboration with the contractor / architect or designer, to agree specifications and designs for the quotes. The contractor(s) should only quote for the agreed specification and layout, for the purpose of the grant application.
- 7.3 Should the service user wish further work included that is not within the specifications, (e.g. additional room, higher specification of fittings or larger design etc.), then any suggestions should be first agreed for suitability to the persons needs with the Occupational Therapist, and then quoted as "additional extras" privately and chargeable direct to the service user.
- 7.4 The service user can be flexible with choice and upgrades that they fund privately, however the style and design must still meet the functional requirements outlined in the minimal standard specification. Design specifications must be adhered to; e.g. the width of doors, the minimum size of space required at toilet, wash hand basin, shower area. No area should be occluded by private designs; e.g. narrow doorways, full length shower screen, step in showers, high slip tiled flooring etc.
- 7.5 The final design must be with oversight and agreement by the Occupational Therapist and NRHS to assure this will meet the assessed need. The specification of the work detailed in the quotations will be reviewed by the NRHS Technical officer to assure quality control of the proposed work.
- 7.6 Scope of Grant - NRHS will have the final authorisation on the aspects that are grant eligible, and review all quotes to ensure detail does not exceed the grant eligible elements. Typical Grant fundable work and non grant fundable work is detailed in **Appendix C**.

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8. Complex Adaptation Design

- 8.1 It is recognised that more complex adaptations will require support from both design professionals such as an Architect or a Surveyor and may require an element of project management to secure a reliable outcome. The fee for professional services can be included in the grant offer in the case of essential approved work design elements. Any additional designs would not be approved for fees.
- 8.2 The quote for the Architect fee (or other designer) should detail costs associated with:
- Feasibility and Drawing
 - Statutory Consents – e.g., Planning permission or Building Warrant
 - Procurement of the contractor e.g. specifying works and obtaining costs
 - Payment certification of works on site i.e. Contract Administrator Role
- 8.3 It is essential that the all professional consultants work in collaboration with the OT, service user and stakeholders to discuss initial proposals, the scope of works, activity spaces for carers and equipment clarified with all parties. The consultant should also take note and quote separately for any additional works requested by the service user (Non-Grant eligible work).

9. Financial Regulation of 'Opt Out' Process

- 9.1 The approved cost will relate solely to eligible works and must demonstrate value for money. Any works over and above would require private funding and are to be quoted separately direct to the service user.
- 9.2 To demonstrate value for money, 3 quotes for larger scale building works will be requested. All quotes will be checked for suitability and design, with the most suitable cost-efficient quote then benchmarked against standard rates of work (Construction Industry Rates). The rates will be reviewed regularly by NRHS to ensure value for money. Once quotes have been assessed, this could result in the amount of approved costs being capped where the contractor's price exceeds the assessed sum. The applicant would therefore be required to pay the excess, in addition to the shortfall on the grant percentage awarded where the applicant is not on a passported benefit (eg an 80% award).
- 9.3 The work must not proceed until grant funding is agreed. Grant Funding will not be provided retrospectively.
- 9.4 The Adaptation work will be inspected at completion stage (and at interim stages if major works which are complex in nature are being carried out) by a technical officer from NRHS. This provides financial assurance and flags any non-compliance and relevant required actions. The NRHS technical officer will also review the payment request following inspection.

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- 9.5 Where the works are deemed to be unsatisfactory, do not meet the approved specification, or the build is of an unacceptable quality, the grant payment will be withheld until defects are rectified. The contract remains between the service user(applicant) and the contractor. therefore, any outstanding issues or additional costs that result because of a dispute between the parties are the responsibility of the service user to resolve and will not be grant eligible. Where support is required to mitigate disputes, the service user can approach the Glasgow Care & Repair Service for support or an advocacy agency. In circumstances where an Architect or Project manager has been appointed to oversee the works, it would be expected that they should be involved in the dispute resolution.
- 9.6 Once the work has been satisfactorily completed the owner will require to sign a mandate to enable NRHS to make payments direct to the contractor. Payment will be made in arrears following the completion of works. For complex major works, staged interim payments would be considered as a project progresses to ensure timeous progression.

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Appendix A- Process to support “Opt out”

Step	Process	Who and what action?
OT recommendation & initial contact with Neighbourhood Regeneration Services (NRS)		
Step 1	Completion of Housing Options Report through Complex Adaptations process with agreement to undertake adaptation (NB not required for non-complex shower – skip to step 2)	OT Assessment and agreed action <ul style="list-style-type: none"> OT will have gained approval through the complex adaptations process (NB not required for non-complex shower – skip to step 2)
Step 2	Options for Opt in/Opt out discussed with Service User: <ul style="list-style-type: none"> Clarity of Opt out offer, and expectation that service user and / or Care & Repair will manage process. 	OT Discussion (seek advice with NRS where required) <ul style="list-style-type: none"> Ensure adequate space for specified works. Consider service user “desired design” versus sole parts funded. (See procedure for items funded/not funded)
Step 3	Service User makes decision to opt-in/opt out: <ul style="list-style-type: none"> Review opt-out process responsibilities. Review opt-in process responsibilities – if chosen, refer onwards to Assisted Living. 	OT Discussion <ul style="list-style-type: none"> For opt-out, ensure service user/family can see adaptation through from start to end. Consider Care & Repair support if required. For opt-in –note that if person changes mind halfway to then opt-out, charges may be applicable for Assisted Living costs.
Step 4	Opt-Out Additional Information: <ul style="list-style-type: none"> Questions about technical feasibility of adaptations 	OT Action <ul style="list-style-type: none"> Consider contact Care & Repair or home owners own contractor for advice on feasibility, or NRS Technical Officer if declines Care & Repair
Step 5	Opt-out recommended adaptation: <ul style="list-style-type: none"> Discuss and gain agreement with Homeowner/Private Landlord OT to complete Specification & CL1 for recommended work 	OT Action <ul style="list-style-type: none"> OT to facilitate discussion. Send CL1 specification onto NRS Team (Grants@glasgow.gov.uk) stating Opt-out requested.

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Neighbourhood Regeneration Services (NRS)- Preparation with Service User		
Step 6	Official Documentation: <ul style="list-style-type: none"> NRS requires title deeds for property and any consent. 	NRS Action <ul style="list-style-type: none"> Request Title deeds and consent from Landlord/Homeowner
Step 7	NRS to support planning: <ul style="list-style-type: none"> Explain grants process and required finance from service user. 	NRS Action <ul style="list-style-type: none"> Discussion with Service user on process, expected finance and expectation to appoint contractor and/or architect/designer.
Step 8	NRS grant aided scope of work: <ul style="list-style-type: none"> NRS will note any additional work to be scoped out in separate agreement and advise limitations of grant. 	NRS Action <ul style="list-style-type: none"> Discussion with Service user on expectations and grant funded v's non grant funded works
Step 9	NRS will issue Service User with OT Specifications and explain: <ul style="list-style-type: none"> Feasibility /design expectations for complex works Gaining of statutory Building Consents. Request Contractor quotes x 3 Construction Design Management regulation (CDM) Grant application process and levels of funding at 80% or 100% 	NRS Action <ul style="list-style-type: none"> Request quote for Architect/ designer fees in advance of design provision (NB not required for Non-Complex Shower – Skip to step 11) Provide detail on CDM requirements
Complex Major Adaptations Design (NB not required for Non-Complex Shower – Skip to step 11)		
Step 10	Owner appointed Architect/Designer will create drawings: <ul style="list-style-type: none"> Structural engineers commissioned on an “as required” basis for structural and temporary works designs. Ensure work is CDM compliant including asbestos testing. Drawing must be shared and agreed with OT and OT Care Group Lead prior to quotes. 	Service user (or representative) action <ul style="list-style-type: none"> Coordinate architect / designer drawings and OT discussion to gain agreed layout before sending onwards to OT. OT Action <ul style="list-style-type: none"> Discuss drafted drawing with Care Group Lead Once drawing agreed with Care Group Lead share drawing with NRS for final approval (include Grants@glasgow.gov.uk in email).

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Quotation Stage:		
Step 11	Procuring quotations – <ul style="list-style-type: none"> The contract remains solely between the Service User and the contractor. The service user must select their own contractor. The service user or architect/designer should request 3 quotes on work to be undertaken. The quote should itemise all specified work. A separate quote should be issued to service user for any non-grant funded work. NRS will benchmark all quotes against Building Industry Rates that may offer an upper limit to provision of finance. 	Service user (or representative) action : <ul style="list-style-type: none"> Service user to request 3 x building quotes Contact NRS Grants to advise quotes ready to progress to application. If unable to complete application form themselves, consider who might assist – family/friends, architect/designer, advocacy services etc.
Grant Application Stage:		
Step 12	Application to NRS for grant funding: <ul style="list-style-type: none"> NRS to send out application noting the below required elements. <ul style="list-style-type: none"> I. Qualifying benefit information. II. Completed VAT exemption form. III. Sketch/Design and specification of work details. IV. Quotation and supporting costing document. V. Tenancy agreement (if property is a private let). 	NRS Action - <ul style="list-style-type: none"> Send out application form to service user Architect Action – <ul style="list-style-type: none"> Progress any consent & planning permissions/ building warrant Service user (or representative) action <ul style="list-style-type: none"> Complete grant application and send to NRS Grants with relevant information.
Grant Award :		
Step 13	NRS receive & process grant award: <ul style="list-style-type: none"> Letter and grant payment mandate will be sent to the customer informing them of the grant award (80% or 100%) and their required contribution. 	NRS Action <ul style="list-style-type: none"> Process application and send the award letter

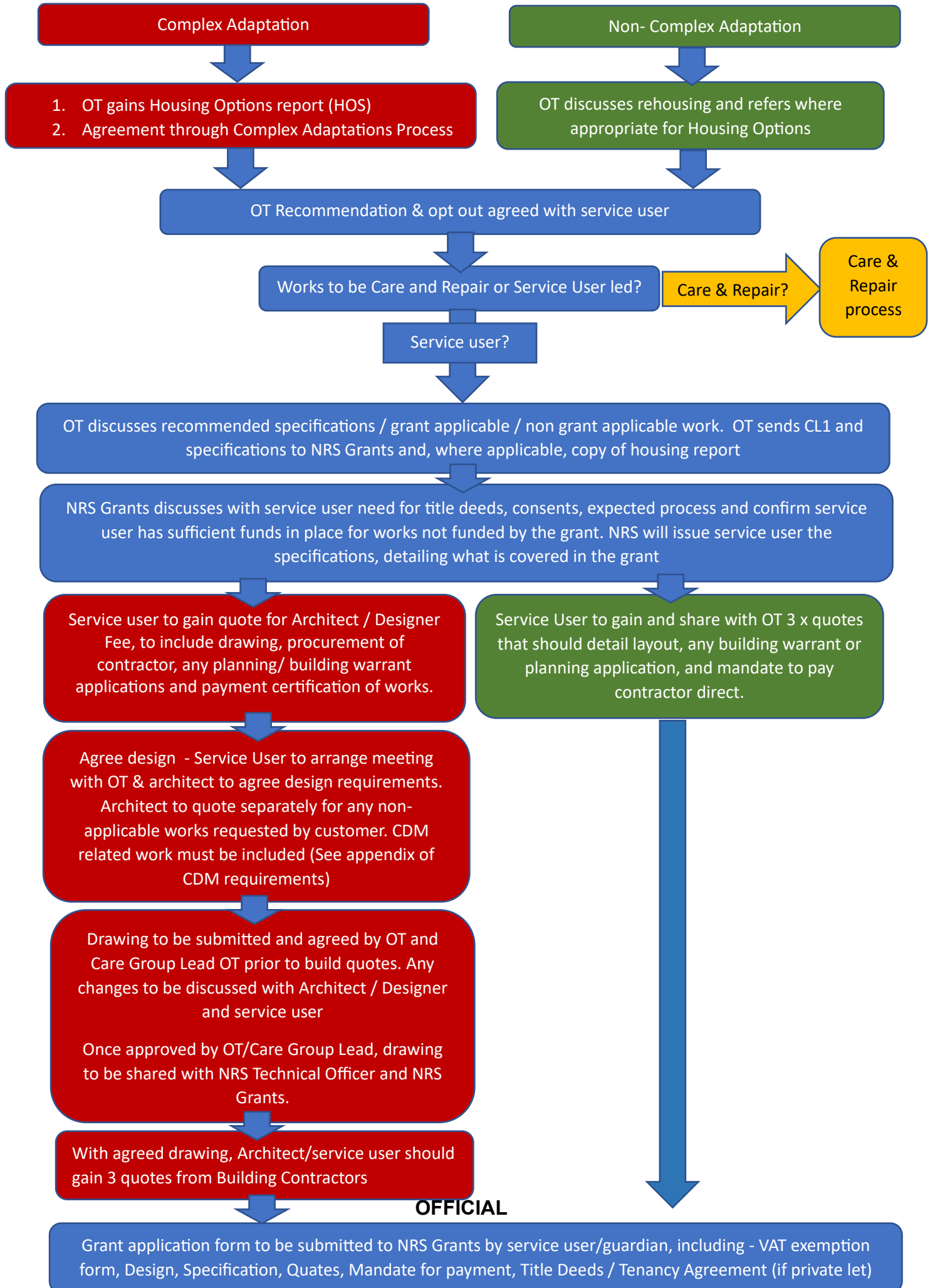
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Adaptation Works Commencing:		
Step 14	Prior to work being progressed below must be in place: <ul style="list-style-type: none"> • Building Consents for complex work, in place and confirmed. • Grant awarded and confirmed. • Service User to receive a programmed schedule of work, provided via their contractor. 	Service user (or representative) action : <ul style="list-style-type: none"> • Check for relevant consents and grant award • Schedule works with contractor and update OT/NRS of timeline, to include projected start and finish times. Architect or contractor action: <ul style="list-style-type: none"> • Arrange adaptation start date with customer. • Arrange asbestos check and removal works if required.
	Progression of works: <ul style="list-style-type: none"> • Snagging; agree any changes with NRS and OT before progressing. 	Architect or Service User or Contractor Action: <ul style="list-style-type: none"> • Supervision of work progress. • Progress works and update NRS / OT of any changes. • Contact NRS direct to arrange for inspection and provide relevant invoices.
Completion of Works to Inspection:		
	Complete adaptation and post inspect works requires: <ul style="list-style-type: none"> • Application for Building Standards completion certificate. • Invoice for agreed adaptation works. • Any Warranty to be agreed between service user, architect and/or building contractor. 	Architect or Contractor Action <ul style="list-style-type: none"> • Arrange for Building Warrant any other completion certificate Service user (or representative) action <ul style="list-style-type: none"> • Notify NRS & OT of works complete • Send invoice for agreed adaptation works to NRS. OT Action <ul style="list-style-type: none"> • Arrange check visit, any equipment and advise NRS on outcome.
Payment of funding:		
	Funding release will be made once below in place: <ul style="list-style-type: none"> • Final inspection by NRS. • Building Warrant completion certificate 	NRS Action <ul style="list-style-type: none"> • Complete Final Inspection, check Building Warrant. • Register Notice of Payment on title deeds

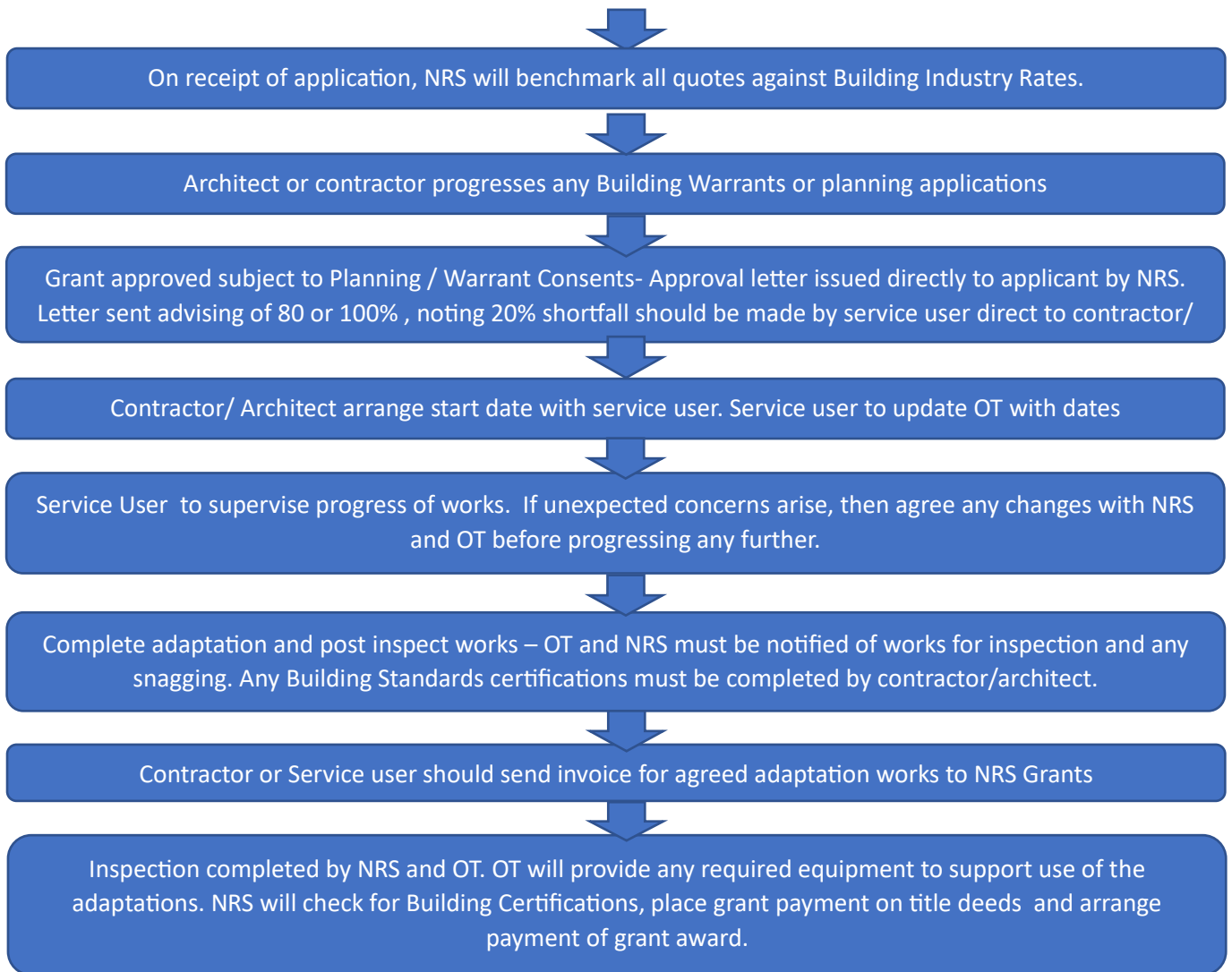
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Appendix B – Care and Repair Process

A) Scenario A: to assist client to create a wet room or level access shower (this type of work would generally not require an architect)

Glasgow Care & Repair (GC&R) receive an opt out referral from Glasgow City Council for a disabled adaptation for grant funded associated work. GC&R will appoint an internal Advisor.

- A1)** The GC&R Advisor would call the client named in the referral to discuss the referral/adaptation and check whether they wish to have any family / other support to help them through the process and the Advisor will also arrange a visit to discuss this further.
- i) If the client does have the support of others, their support to the client will be discussed further to establish the extent of GC&R assistance required. The Advisor will also request that the client contacts their family member / support, in order to discuss the adaptation referral with GC&R and/or attend the home visit for the same.
- A2)** The Advisor would visit the client to visually assess their home in order to discuss the OT recommendations, possible options available to the client including potential alternative bathroom layouts (if needed and approved by OT) as well as showing brochures of fittings / finishes. The Advisor would assist the client to choose from these options which would be in line with the standard recommendations of an Occupational Therapist's (OT) assessment.
- i) Should the client wish to select items that differ from or are in addition to the OT recommendations, the Advisor would advise why the OT model is the recommended option, as well as seek GCC & OT approval for the client's requested changes prior to the next process step.
- A3)** The Advisor would explain the process of engaging a contractor, obtaining quotes for the work, and in the likelihood structural works may be required, that other professionals i.e. Architect or Engineer will also need to be engaged [see Scenario B] . The Advisor would agree a scope of works with the client to be sent to contractors. The Advisor would, on the clients' behalf, invite contractors to visit and quote for the work to be carried out and request the contractor sends a copy of the quote to the client and a copy to Care & Repair.

The invite to tender would include the following statements:

- i) *'Any work carried out by you / your company on behalf of our client is to be carried out in accordance with current Health and Safety Legislation and any other appropriate legislation'.*

This would ensure that the contractor is aware that they are responsible for all the Health and Safety requirements during the course of the works. This includes the responsibility for all matters relating to the CDM regulations, i.e. transfer of the client's responsibilities under the legislation to the contractor.

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- ii) *'Please also read attached Care & Repair Contractor Code of Conduct'.*
The contractor would follow the Care & Repair Contractor Code of Conduct in its entirety when working in the client's property.
 - A4)** On receipt of the quotes, the Advisor would discuss these with the client, help explain anything they may need help with, in order that client would then select the quote they wish to accept.
 - i) The Advisor would assist the client at this stage to complete and submit the grant form to GCC if they have no support or cannot complete the form themselves. Client would require or Advisor would seek GCC & OT approval prior to next process step.
 - A5)** After selection of quote the client would agree the contract with the contractor. The Advisor would guide the client through the process but not choose the contractor (and advise the client there may be a deposit to pay to the contractor prior to the works starting).
 - A6)** The Advisor would send a VAT relief form and mandate to the client to sign and send this onto the contractor for their tax records.
 - i) The Advisor would assist the client at this stage to complete and submit the forms if they have no support or cannot complete the form themselves.
 - A7)** The Contractor would be requested to give a proposed start date for the work and agree this with the client. The Contractor would be requested to contact both the Advisor and the client if the start date has to be changed.
 - A8)** On the completion of the works the Advisor would visit the client to check that the job is completed to an acceptable standard. The Advisor would notify all snagging issues (if any) to the Contractor. Once snagging is completed to an acceptable standard the job would be signed off as completed. The client or Advisor will notify GCC the works are complete and submit a client signed mandate for payment to be made direct to the contractor.
 - A9)** The final payment of balance would be made by GCC to the Contractor.
 - A10)** End of GC&R Assistance.
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B) Scenario B: to assist client to build an extension to their property, bedroom, wet room etc. (this type of work would generally require an architect)

Glasgow Care & Repair receives an opt out referral for a disabled adaptation from Glasgow City Council for grant funded associated work. GC&R will appoint an internal Advisor.

- B1)** The Advisor would call the client named in the referral to discuss the referral/adaptation and arrange a visit with them to visually assess their home and further discuss the referral/adaptation. GC&R will also check whether the client wishes to have any family / other support to help them decide their best course of action through the process.
- i) If the client does have the support of others, their support to the client will be discussed further to establish the extent of GC&R assistance required, including assistance with any paperwork. GC&R will also request that the client contacts their family member/ support, in order to discuss the adaptation referral with GC&R and/or attend the home visit for the same.
- B2)** The Advisor would visit the client to discuss the project, the OT recommendations and explain the process that is required to be followed, including the appointment of an Architect. The client will be advised that the Architect must be engaged in the full process until completion (on stipulation for grant funding from GCC) to ensure the works are properly supervised, certified and completed.
- B3)** If the client wishes to continue with the project the Advisor would invite Architects on the client's behalf to visit and discuss: the project design, process / stages, costs, applications for building warrant, planning consent, appointment of other professionals (if required) and overseeing the management of the works. The Architect's fee proposal for the various planning, design, consent and build stages would be sent to the client and a copy requested to be sent to the Advisor.
- i) The Advisor would liaise with Architect to clarify GCC grant / approval process and probable staged payments prior to next process stage.
- B4)** On receipt of the fee proposals, the Advisor would discuss these with the client and guide them through the process of selecting their Architect, whilst being clear that the Architect must only be chosen by the client and not GC&R.
- i) The Advisor would assist the client at this stage to complete and submit the grant form to GCC. Client/ advisor would seek GCC & OT approval prior to next process step.
- B5)** The client would now select their preferred Architect and agree the contract terms and stages (including stage payments / day charges where necessary) with the Architect. The form of Contract would be formalised with the proposed Architect and their management role on the project agreed with the client. This would include their role as the Principal Designer, their assistance to appoint other professionals where required, to cost and progress the works, assist client to choose a builder (and a

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payment plan if necessary), and generally oversee the project until completion. Essentially the Architect is responsible for the project in its entirety from start to completion, in stages agreed with the client and on the clients' behalf.

- B6)** Once the builders' quotes have been received, the client / Advisor would need to complete and submit a grant application form to GCC. Prior to moving to the next process stage, the client / Advisor would require GCC & OT approval of the works and grant application.
- B7)** After GCC & OT approvals, the client with the assistance of the Architect, would select their preferred builder, agree the associated terms and start date. The Advisor / client would send a VAT relief form to the client to sign and send this onto the builder for their tax records.
- B8)** The Advisor would be on hand throughout the project if needed for additional support for the client.
- B9)** On the completion of the works, the architect would carry out the final inspection of the project to ensure the works are completed to the relevant standard and as per the agreed design/specification with the client and OT. The Advisor would visit the client to check the completed works are as per the client's needs and pick up any probable issues/non design issues the client may highlight and notify the Architect /OT/GCC.
- B10)** Once snagging is completed to an acceptable standard, the job would be signed off as completed.
 - i)** The client or Advisor will notify GCC the works are complete and submit a client signed mandate for payment to be made direct to the contractor.
- B11)** GCC would make the final payment to Contractor and Architect.
- B12)** End of GC&R Assistance.

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Appendix C - Grant Funded Aspects and Expected Specifications

- Sanitary ware associated with recommended adaptation including all drainage, associated basic white standard tiling up to 8m². **Note**; where the wash hand basin and toilet is not required to be replaced, this will not be grant funded. Shower trays and where there is a wet floor shower room, the coverage is up to 18m².
- NB if wet walls are preferred, any additional cost should be funded by the applicant privately and walls should be robust enough to accommodate grabrails or other wall fixings.
- Shower unit and associated electrical works – this should be thermostatically controlled and fitted with anti-scald feature. The shower may run from a Combi-boiler or be an electric shower.

Shower Room Type:

- **Wet Room**- This must be an entirely step and lip free adaptation. The shower room is completely covered with slip resistant flooring. Slip resistant flooring (Pendulum test with a Coefficient of Friction >40) to be fitted to the entire bathroom. The floor covering should form a watertight seal with the tray. A sheet covering finish should be heat sealed and skirted up walls, in accordance with the manufacturers fitting instructions. Nonslip floor tiles will **not** be grant applicable.
- **Level access shower** - Entirely step free shower tray, minimum size will be specified and should be adhered to. Slip resistant pendulum tested flooring (with a Coefficient of Friction >40).
- **Low level shower tray**– this is a very shallow low height tray up to 5cm height and should be adhered to. Slip resistant pendulum tested flooring (with a Coefficient of Friction >40).
- Minimum former shower tray / former will be specified and should be adhered to, however it is preferable to gain largest possible area without obstruction to walkway.
- Falls of 1:40 – 1:50 are recommended. Drainage falls and drain position should promote water without causing instability of shower seating. Excavation of solid concrete floor may be required.

Other Work:

- Other eligible work include a basic extractor fan and sealed lighting, curtain, and rail and weighted shower curtain. Where required, half height screens will be eligible (full height will not be acceptable and will create a barrier)
- Where gravity drainage is not possible, digital pumped waste outlet should be provided. Choice and mounting of pump should be designed to minimise noise and to facilitate maintenance. Pump should switch on automatically on operation of shower and continue after shower switched off to maximise water extraction.
- Door widening: minimum 820mm clear of width, contractor should follow specification from the OT.
- Electrical works associated with installation of Automatic Wash / Dry toilet.

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Complex Adaptations:

- Wet Room Extension with design and specification agreed in alignment with above specifications of grant applicable parts (this recommendation must be agreed by complex adaptations governance).
- Fees in relation to CDM.
- Fees in relation to warrant application/drawings.
- Kitchen adaptations within the existing footprint (as agreed to a minimal specification).

Non Grant Fundable Works:

- Painting/decoration.
- Refit or replacement of flooring where the adaptation affects the layout (eg Kitchen/ door widenings).
- Additional Flooring eg. lino, carpeting, floor tiling etc.
- Nonslip floor tiling.
- Replacement of Wash Hand Basin and WC unless specified as requirement due to disabled needs/design.
- Additional lighting (steam proof light fitted as standard with showers if not already in situ).
- Asbestos removal or dry/wet rot works.
- Bedroom extension and associated work.
- Additional kitchen provision out with the specified elements.
- Anything related to repair/maintenance of the adaptation following completion.