

# EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



## Policy name:

### Aids and Adaptations Policy

#### This policy was created to:

Support customers of Honeycomb Group (including Staffs Housing, Concrete, and Glow) who need help making their homes safer and easier to live in. This includes changes like grab rails or stairlifts.

#### What this policy covers

We follow these guiding principles:

- What aids and adaptations are
- Who can apply
- How applications are processed
- Standards and timeframes for completing work
- How feedback and complaints are handled
- Our approach to data protection and performance monitoring

#### Our Goals

- Help customers live more safely and independently
- Work closely with customers and professionals
- Be clear and fair throughout the application process
- Meet all legal and regulatory obligations
- Ensure quality work and monitor performance

#### Key Terms

- **Minor adaptations:** Small changes like grab rails or lever taps
- **Major adaptations:** Bigger changes like stairlifts or level access showers
- **Occupational Therapist:** A professional who assesses needs for major adaptations

- **Disabled Facilities Grant:** Government funding for major adaptations

## **Our Approach**

- Customers, carers or professionals can request adaptations
- A permissions form must be completed for any work
- We fund some minor adaptations but not major ones
- We aim to complete minor adaptations within 4 weeks
- Major adaptations need a formal assessment and are usually funded by local authorities
- Some homes may not be suitable for adaptation—in these cases, we'll help look for other solutions
- We'll maintain minor adaptations we install and some types of equipment like stairlifts
- We will try to match adapted homes with people who need them
- If an adaptation is no longer needed, we may remove and reuse it

## **Legal Compliance**

We follow all relevant housing, planning, building, and health & safety laws. Major adaptations must comply with planning and building regulations.

## **Performance Monitoring**

We:

- Track our performance and service delivery
- Use key performance indicators (KPIs)
- Report to staff, leadership, and customers
- Use feedback to improve

## **Data Protection**

We handle personal data under the UK GDPR and Data Protection Act 2018. This includes securely storing and sharing customer data only when appropriate.

## **Review**

This policy is reviewed every three years or sooner if there are changes in law or regulations.

**Date of Policy: 19<sup>th</sup> June 2024**