



Group Stage 3 Adaptations Policy

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Last reviewed – month/year: September 2026

Version: 2.0



Approval body	Caledonia Management Board Cordale Management Committee
Date of approval	September 2026
Date of next policy review	October 2029
Customer engagement required	No
Your Voice engagement required	No
Equality Impact Initial Assessment completed	Yes
Full Equality Impact Assessment required	Yes / No
Data Protection Risks Assessed	Yes
Health and Safety Risks Assessed	Yes
Sustainability Impacts Assessed	Yes
Procedures Updated	Yes
Date Procedures Last Reviewed	April 2024
Data Impacts / IT System Changes Assessed	Yes
Training Needs Assessed	Yes
Previous Policy Version	1.0 (2020)
New Policy Version	2.0 (2026)



Equality Impact ~ Initial Assessment

1. People responsible for carrying out this assessment		
Policy Owner:	Executive Director of Operations	
EQIA Assessor(s):	Customer Services Manager, EDI Group (Governance Officer)	
Name of Policy:	Group Stage 3 Adaptations Policy	
Date of last EQIA:	N/A	
2. Purpose, aim(s) and expected outcomes (including who will benefit):		
The purpose of this policy is to provide assistance to tenants of the group through the provision of aids and adaptations to support independent living, promote equality of opportunity and enable tenants to remain safely in their homes for longer.		
3. Is there a direct impact on people, or how the service is delivered?		
The Stage 3 Adaptation service is delivered through a referral process from Occupation therapists employed by the NHS or the Local Authorities. As access to the service is dependent upon this assessment, the policy has a direct impact on how the service is accessed and delivered.		
4. Potential impact on diverse communities, customers or groups?		
The policy is intended to have a positive impact on disabled tenants, older people, households with disabled children, and tenants with long-term health conditions by enabling them to live independently and safely within their homes.		
5. Is there a Positive or Negative impact?		
Positive ☒	Which groups does it impact?	The policy applies to all tenants requiring adaptations to allow them to remain in their homes for longer. There will be a positive impact on individual tenants allowing them to remain in their homes without the need to move to alternative accommodation.
Negative ☐		
Neutral ☐		
6. Details of any engagement activities carried out		
Internal consultation has taken place across teams helping to inform the provisions of this policy. In addition, the policy is informed by legislation the occupational therapy assessment processes, and operational experience of delivering adaptations to tenants.		
7. Overall Impact Rating		
Material impact ☒ Non-material impact ☐		
8. Initial Assessment Findings and Recommendation		
Initial Assessment Only ☐		Full EQIA Required ☒
9. Reason(s) for Recommendation		
The policy is designed to deliver positive outcomes for all tenants and residents whilst adhering to health and safety considerations, legislative requirements, group liability and responsibility. No adverse impacts have been identified through the assessment and the policy is designed to maintain safe and hazard free communities for all.		
Date of Initial Assessment		27 August 2026

Commented [AF1]: The policy is specifically designed to benefit people with disabilities and older people, and therefore has a significant equality impact, albeit a positive one.



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1.0 Introduction

The Group comprises Caledonia Housing Association and its constitutional partner Cordale Housing Association. The aim of this policy is to support tenants to remain in their home for as long as possible through the provision of adaptations. The adaptations ensure that the tenant's home is altered to suit changing medical needs. These are known as Stage 3 Adaptations and are eligible for funding from the Scottish Government.

2.0 Principles, Aims and Objectives

2.1 The aim of this Group Policy is to ensure that tenants and their families can remain living in their homes for as long as possible through the provision of adaptations to their current homes.

2.2 The funding provided by the Scottish Government can be used for any disabled adult or child and older people to support independent living and reducing the need for residential or other such adapted accommodation.

2.3 Stage 3 Adaptations will only be carried out where a formal recommendation is received from an occupational therapist, or other suitably qualified individual.

2.4 The funding provided by the Scottish Government will be protected and used solely for the purpose of correctly referred adaptation requests and the association will ensure to obtain the best value for money for the work being carried out.

2.5 To achieve the above objectives the Group will;

- Work closely with the Local Authority Occupational Therapist Service to maintain good levels of relationship and ensure correct referrals for the Stage 3 Adaptations are being received.
- Work closely with our contractors to ensure that we receive value for money in the quotations and cost of works.
- All adaptations will be carried out on a first come first served basis up until expenditure has reached the level of funding provided by the Scottish Government. Thereafter, major adaptations will be carried out based on the prioritisation indicated by the Occupational Therapist on their referral documentation, with the highest priority cases being carried out first.
- Budgetary approval will be sought from Governing Bodies each year, setting out the estimated expenditure and anticipated funding from the Scottish Government, highlighting any difference between these.



- During the course of each financial year, should the projected out-turn for Stage 3 Adaptation expenditure exceed the approved budget, a request will be made to the Scottish Government for additional funding.
- If no additional funding is granted by the Scottish Government, the Governing Bodies will be requested to approve additional expenditure in order to continue to deliver Stage 3 Adaptations.
- If no additional funding is approved by the Scottish Government, and additional expenditure is not agreed by the Governing Body, all subsequent applicants for Stage 3 Adaptations will be notified in writing that we have exhausted our budget for that financial year and advised that their application will be put on hold pending reconsideration in the next financial year.
- Group companies will comply with all relevant guidance issued by the Scottish Government, and all internal policies and procedures, in relation to the provision of Stage 3 Adaptations.
- It should be noted that the Group does not carry out Stage 3 Adaptations to shared ownership/equity or owner-occupied homes, or any other properties that are not owned by the Group. Such customers who approach the Group for Stage 3 Adaptations will be referred to the Care & Repair service or local authority social work department for further information.

Commented [AF2]: Suggested change to keep language consistent between policies.

2.3 Legislative and Regulatory Context

This Policy meets with legislative and good practice requirements including:

2.3.1 The Scottish Secure Tenancy Agreement (SST) – the Group can support tenants struggling in their own homes and assist with the maximization of tenancies.

2.3.2 The Scottish Government – We report regularly to the Scottish Government on the Stage 3 Adaptations that have been carried out to enable us to draw down the funding for works complete. Where necessary we also report underspend of the budget and when invited to do so can apply for addition funding if there is any available.

3.0 Definitions and key terms

A Stage 3 Adaptation is an alteration made to a tenant's home to support them to remain in that property with an existing condition or disability. For example, fitting an electronic door opener on a front door of an older tenant; installing a wheelchair adapted kitchen or bathroom for a tenant who is a wheelchair user; or installing higher fencing for a family with a disabled or neurodivergent child in the home.



4.0 Roles and Responsibilities

All Group staff have a shared responsibility for looking after the Group's Stage 3 Adaptations Policy, however the duties themselves are administered within the Business Support Team's repairs and maintenance function and overseen by the Business Support Team Leader and the Customer Services Manager.

5.0 Monitoring and Enforcement

The Group will monitor performance in terms of delivery of Stage 3 Adaptations, and will report performance:

- Monthly at departmental level, and
- Annually to Governing Bodies

Annual performance will also be reported to the Scottish Housing Regulator through the Annual Return on the Social Housing Charter.

6.0 Procedures

The Group has corresponding procedures and good practice for the implementation of the policy provision.

Information about adaptations will be made available in accessible formats on request.

Commented [AF3]: I know this is on the front page, but given the focus of the policy, I suggest we include the statement again from a procedural point of view to emphasise it.

7.0 Compliance and Enforcement

It is important that all members of staff, in carrying out their duties for the Group, do so in accordance with the Group's policy framework. Our policy framework ensures we comply with laws and regulation, while giving guidance to inform operations and decision-making. Our policies have been designed to be clear and easy to understand and are available on our website and intranet. If any member of staff is unclear as to their responsibilities under this policy, then they should refer to their line manager and / or the policy author for further guidance. A failure to comply with Group policies can have serious consequences for the Group. Should an employee become concerned about serious non-compliance with the policy, they should speak to their line manager or refer to the guidance set out in the Group Whistleblowing policy

8.0 Review and Revision

8.1 Review Frequency

This policy will be reviewed every three years or sooner if legislation or operational needs change.

8.2 Responsibility for Updates

This policy will be reviewed every 3 years from the date it is approved.



9.0 Approval and Effective Date

9.1 Approval Details

September 2026 by Caledonia's Management Board and Cordale Management Committee.

9.2 Effective Date

This policy takes effect from September 2026.



Appendix 1

Equality Impact Assessment (EQIA)

Person(s) responsible for carrying out this assessment	
Policy Owner:	Executive Director of Operations
EQIA Assessor(s):	Customer Services Manager, EDI Group (Governance Officer)
Name of Policy:	Group Stage 3 Adaptations Policy
Date of last EQIA:	N/A

Protected Characteristic: Age	
Potential/actual impact identified	Actions to remove or reduce impact
Older people are one of the primary beneficiary groups of the policy. Adaptations may assist older tenants with reduced mobility, frailty or age-related health conditions to remain safely in their own home and community for longer.	Continue to provide adaptations based on assessed need and monitor delivery times and outcomes.
Overall Impact?	Positive ☒ Negative ☐ Neutral ☐

Protected Characteristic: Disability	
Potential / actual impact identified	Actions to remove or reduce impact
The policy has a significant positive impact on disabled people including adults and children with physical, sensory, learning or cognitive impairments and individuals with long-term health conditions.	Ensure information about adaptations is available, accessible and appropriate sign-posting is carried out. Continue to base decisions on professional assessments and identified need.
Overall Impact?	Positive ☒ Negative ☐ Neutral ☐



Protected Characteristic: Gender Reassignment (transgender)	
Potential / actual impact identified	Actions to remove or reduce impact
The policy applies equally to all tenants and does not take account of gender identity.	Ensure services remain inclusive and accessible to all customers.
Overall Impact?	Positive ☐ Negative ☐ Neutral ☒

Protected Characteristic: Marriage and civil marriage or partnership	
Potential/actual impact identified	Actions to remove or reduce impact
No impacts have been identified.	None required.
Overall Impact?	Positive ☐ Negative ☐ Neutral ☒

Protected Characteristic: Pregnancy and maternity	
Potential / actual impact identified	Actions to remove or reduce impact
No impacts have been identified.	None required.
Overall Impact?	Positive ☐ Negative ☐ Neutral ☒

Protected Characteristic: Race (including, ethnicity, nationality and Gypsy, Roma and Traveller communities)	
Potential / actual impact identified	Actions to remove or reduce impact
The policy operates on assessed need, however, there is a risk that tenants whose first language is not English may experience language barriers.	Provide information in alternative formats as required, accessing translation services as appropriate.
Overall Impact?	Positive ☐ Negative ☐ Neutral ☒



Protected Characteristic: Religion or belief (consider dates/times of events in relation to religious practices/festivals)	
Potential / actual impact identified	Actions to remove or reduce impact
No impacts have been identified in accessing the service, however, the delivery of adaptation works may require consideration of religious or cultural practices.	Ensure staff and contractors are aware of the need to respect religious or cultural requirements when carrying out works in the tenant's home.
Overall Impact?	Positive ☐ Negative ☐ Neutral ☒

Protected Characteristic: Sex / Gender	
Potential/actual impact identified	Actions to remove or reduce impact
No impacts have been identified.	None required.
Overall Impact?	Positive ☐ Negative ☐ Neutral ☒

Protected Characteristic: Sexual orientation (LGBTQ+)	
Potential / actual impact identified	Actions to remove or reduce impact
No impacts have been identified.	None required.
Overall Impact?	Positive ☐ Negative ☐ Neutral ☒

Beyond the 9 Protected Characteristics	
Socioeconomic status	Unpaid caring responsibilities
Potential / actual impact identified	Actions to remove or reduce impact
- The policy assists tenants who may not otherwise have the financial means to adapt their homes. - Adaptations may reduce caring responsibilities and improve the ability	Continue to sign-post people outwith the scope of the policy to other services.



of carers to safely support family members.	Household circumstances are considered as part of the professional assessment.
Overall Impact?	Positive ☒ Negative ☐ Neutral ☐

Further Recommendations?

(Consultation, issues, questions, changes to policy made in light of the assessment and any follow-up actions, including action lead and timescales)

The policy has been assessed as having a non-material impact on equality. Whilst the policy is intended to deliver positive outcomes for disabled people, older people and others with assessed needs, no adverse impacts on any protected characteristic have been identified.

The policy formalises arrangements for the provision of adaptations and supports equitable access to services through a needs-based assessment process. Any identified equality considerations can be effectively managed through existing service delivery arrangements, accessible communication, contractor awareness and ongoing monitoring.

Overall Impact Rating

Material impact	Non-material impact
☐	☒

If the assessment identifies negative impacts that are material, an extended equality impact assessment will be carried out.

Extended impact assessment carried out

Not applicable