
Report to Clackmannanshire Council

Date of Meeting: 27th November 2025

Subject: Housing Property Adaptations Policy

Report by: Strategic Director (Place)

1.0 Purpose

- 1.1. This report provides Council with information on the work undertaken to develop the Housing Service Property Adaptations Policy.
- 1.2. The Policy supports the Housing Service in ensuring that individuals who require property adaptations receive timely and appropriate support. This contributes to improved health outcomes, reduces health and mobility-related risks, and alleviates pressure on health and social care services by reducing reliance on high-cost care packages, whilst future-proofing the Council's housing stock where appropriate and required to do so.
- 1.3. In addition, the Policy recognises and responds to the housing needs of kinship care households. In line with the Promise Plan, it aims to support families to remain together within their established community networks wherever possible, promoting stability and wellbeing for care-experienced children and young people

2.0 Recommendations

- 2.1. It is recommended that Council:
 - Approve the Housing Service Property Adaptations Policy (Attached as Appendix 1).
 - Note the Service's intention to support tenants with relocation to more suitable accommodation (where their current property is unsuitable for adaptation) by offering tailored relocation packages.

3.0 Background

- 3.1. As the recent review of Clackmannanshire's Housing Need and Demand Assessment has shown, age, health and disability are not, in isolation, direct indicators of the need for property adaptations. However, changes in the demographic and health profile of Clackmannanshire's local population, such as worsening trends in both physical and mental health, alongside a rapidly

ageing population, suggest a growing and unmet need for housing solutions that support independent living, including in-situ adaptations.

- 3.2. The Scottish House Condition Survey (2017–2019) estimates that approximately 1,000 households in Clackmannanshire (3%) require adaptations to their homes to meet disability and age-related needs. Given the demographic trajectory and rising incidence of physical disabilities, it is anticipated that demand for property adaptations will continue to grow.
- 3.3. Timely delivery of property adaptations enables individuals to remain in their homes, supports hospital discharge, prevents unnecessary care home admissions, and can reduce the level of formal care required. When delivered effectively, adaptations contribute to improved quality of life for residents, support personal outcomes, and offer a cost-effective alternative to more intensive forms of care.
- 3.4. Furthermore, adaptations and alterations, such as extensions or garage/loft conversions play a key role in meeting the housing needs of kinship carer households. These interventions help maintain stable living arrangements for care-experienced children and young people, in line with the Promise Plan, and can be a more sustainable and affordable alternative to residential care placements. The Housing Service will consider these types of adaptations where suitable and appropriate, ensuring compliance with health and safety guidelines, and in line with the points noted in paragraphs 4.7, 4.13-4.15 of this Council report.
- 3.5. In the 2024/25 financial year, Clackmannanshire Council's Housing Service completed 193 adaptations to its housing stock to meet the needs of tenants. A total of £548,030 was spent on adaptations during the year, comprising £510,800 for major adaptations and £37,220 for minor adaptations. At year-end, 48 households had remained on the waiting list for adaptations.
- 3.6. In light of the recent changes in demographics and the acknowledged benefits and necessities for property adaptations, the Housing Service Property Adaptations Policy is required to establish a clear and consistent framework for assessing, prioritising, and delivering adaptations to Council-owned housing stock.
- 3.7. The Policy supports fair and transparent decision-making, enabling the Council to manage finite resources and competing demands while ensuring person-centred and equitable service delivery. It aligns with the Council's statutory duties under equality, housing legislation, and the delegated functions of the IJB under the Public Bodies (Joint Working) (Scotland) Act 2014.
- 3.8. The Policy was developed in conjunction with the Housing Adaptations Review undertaken by the Clackmannanshire & Stirling Integration Joint Board (IJB), and its associated Delivery Plan. The Review assessed current integration arrangements against statutory requirements and the available guidance, research and best practice, identifying service gaps and areas for improvement.

- 3.9. The Policy also reflects the Scottish Government's 2023 Guidance on the Provision of Equipment and Adaptations, ensuring alignment with national strategic priorities.
- 3.10. In line with the ethos of the Royal College of Occupational Therapists' Adaptations Without Delay (2019) report, the Policy promotes the use of direct access pathways for straightforward, non-complex adaptations, removing the need for prior occupational therapy (OT) assessments in appropriate cases. This approach streamlines service delivery, reduces delays, and improves the overall user experience. It also mitigates risks associated with delayed interventions, and the potential harm to service users.
- 3.11. Direct access pathways must be supported by robust service delivery arrangements and clearly defined procedures. Effective collaboration between housing professionals and health and social care practitioners, including occupational therapists and social workers, is essential. This integrated approach ensures early triage and accurate assessment of need, as well as appropriate escalation to specialist services for complex cases. It also helps deliver improved outcomes for service users while balancing individual needs with service priorities and budgetary constraints.
- 3.12. To ensure alignment with the recommendations of the Housing Adaptations Review and the Adaptations Without Delay report, stakeholder engagement was embedded throughout the development of the Policy. This included consultation with key partners such as the Clackmannanshire & Stirling Health and Social Care Partnership, Property Services, Adult Services, and Children's Services.
- 3.13. Engagement with service users was also a central part of the development process. This ensured the Policy reflects the lived experiences of tenants and promotes inclusive, person-centred service delivery.
- 3.14. Feedback gathered through consultations led by the HSCP as part of the Housing Adaptations Review provided valuable insights into clients' experiences with the current adaptations system in Clackmannanshire. This feedback informed improvements to the framework for delivering adaptations within the Housing Service and highlighted the importance of clear, consistent communication with service users.
- 3.15. Dedicated consultation with the Kinship Carer Group was held at Alloa Family Centre and offered important perspectives on the specific housing needs of kinship care households.
- 3.16. Further consultations were undertaken with the Clackmannanshire Tenants and Residents Federation and the Sauchie Community Group. These groups were invited to review the draft Policy document and share their views. The discussions also aimed to better understand the needs of Council tenants in relation to property adaptations and to reflect their lived experiences of disability, available support, and the delivery of property adaptation services within Clackmannanshire Council's Housing Service.

- 3.17. The Policy also took into account UNCRC requirements for all public bodies to present information in accessible format for all children and young people. In doing so, an additional plain English summary version of the Policy has been developed (attached as Appendix 2).

4.0 Considerations

- 4.1. The Property Adaptations Policy provides a framework through which the Council's Housing Service will assess, prioritise, and deliver property adaptations for households living in Council tenancies. It applies to individuals with long-term illnesses or disabilities, as well as households living under formal kinship care arrangements.
- 4.2. The Housing Service will aim to explore all viable options to meet the long-term needs of the tenants and the wider households and ensure effective allocation and management of the Service's resources. The Service recognises that not all adaptation requests will be appropriate or suitable. In such circumstances, the Service will explore alternative housing solutions to meet the needs of the household, including, but not limited to, rehousing to a more suitable property.
- 4.3. The Service categorises adaptations as minor and major. Individuals requesting minor adaptations can contact Housing Repairs Team and fill out a self-assessment form, following which, any necessary minor adaptations will be carried out to the tenant's property.
- 4.4. The Policy introduces a direct access pathway for straightforward major adaptation requests. This allows eligible tenants to make a self-referral and complete a self-assessment form to assess their own needs for simple, non-complex adaptations without the need for a prior an OT assessment.
- 4.5. Once the tenant completes the form, the Housing Service will assess the form and determine whether to proceed with the application or whether there is a need for further OT input and/or assessment.
- 4.6. Each case will be considered on its own merit. Where adaptation needs are more complex, an OT assessment will remain necessary to ensure a comprehensive and appropriate response to the household's needs and circumstances and support the best possible outcome.
- 4.7. Requests relating to kinship carer households will require a Social Work assessment to confirm that the kinship care arrangement is formal.
- 4.8. Once a request for property adaptations has been received, the Housing Service will carry out a physical assessment of the suitability of the property to determine the practical feasibility of the adaptation.
- 4.9. If the property is deemed not to be suitable for the proposed work or if the household's needs cannot be reasonably met within the property, the tenant may be recommended to move to a more suitable property.

- 4.10. While the Service aims to support all households requesting adaptations, the availability of funding for adaptations is limited and reviewed annually. As such, where a waiting list develops, requests for major adaptations will be priorities based on the assessed level of need. Requests will be categorised as follows with indicative example descriptors provided for each priority level:
- Severe Need
 - Moderate Need
 - Routine Need
 - Adaptation Unsuitable
- 4.11. Severe need cases will be considered first, followed by moderate need and routine need cases respectively. Where the adaptation is deemed to be the unsuitable solution, the adaptation will not be carried out, and the tenant will be given appropriate advice. The waiting list will be reviewed on a 6-month basis to identify any changes in individual needs.
- 4.12. In situations where a complex case arises, such as where requests include for property extensions or alterations; multiple adaptations, prohibitively expensive adaptations, or; cases which present complex social, personal or financial circumstances, the Housing Service will aim to hold a complex case panel with relevant partner agencies and organisations which would review all relevant information and evidence, conduct an options appraisal and make a recommendation to support final decision-making by the Housing Service.
- 4.13. All adaptation requests involving households living under formal kinship care arrangements will automatically be deemed as complex.
- 4.14. In certain circumstances, requests for adaptations may be refused. This includes, but is not limited to the following circumstances:
- The adaptation will not meet the tenant's long-term housing needs, and a reasonable alternative solution can be offered, such as an offer of alternative suitable housing;
 - The cost of the adaptation is prohibitive, and alternative solutions can be provided;
 - The property's layout or structure makes adaptation unsafe or impractical;
 - The property's location renders the adaptation unsuitable in the long term;
 - The adaptation will not reasonably meet the differing needs of households within the current property.
- 4.15. Furthermore, the Housing Service will not seek to carry out adaptations to upper floor properties, unless:
- The tenant does not have long-term mobility issues that affect access to the upper floor;

- The property is already fully adapted to meet the tenant's long-term housing needs;
 - There is a demonstrated need for an adaptation on the upper floor, and no reasonable alternative (such as rehousing) is available.
- 4.16. The Housing Service will aim to engage with the tenant early to discuss and explore alternative housing solutions to support the tenant's independence and well-being. Where it is considered that relocation to more suitable property is the preferred option, the Service will award priority banding to the tenant's housing application and will offer a relocation package to support the move. The package may offer financial support and assistance with the removal costs and/or practical support with house clearance and removal services.

5.0 Sustainability Implications

- 5.1. There are no sustainability implications.

6.0 Resource Implications

6.1. Financial Details

- 6.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes ☒

- 6.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes ☒

6.4. Staffing

There are no staffing implications from this report

7.0 Exempt Reports

- 7.1. Is this report exempt? Yes ☐ (please detail the reasons for exemption below) No ☒

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) Our Priorities

- Clackmannanshire will be attractive to businesses & people and ensure fair opportunities for all ☒
- Our families; children and young people will have the best possible start in life ☒

Women and girls will be confident and aspirational, and achieve their full potential ☒

Our communities will be resilient and empowered so that they can thrive and flourish ☒

(2) **Council Policies**

Complies with relevant Council Policies ☒

8.0 Impact Assessments

8.1 Have you attached the combined equalities impact assessment to ensure compliance with the public sector equality duty and fairer Scotland duty? (All EFSIAs also require to be published on the Council's website)

Yes ☒

8.2 If an impact assessment has not been undertaken you should explain why:

9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes ☒

10.0 Appendices

10.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix 1. Housing Property Adaptations Policy

Appendix 2. Housing Property Adaptations Policy Child-friendly Summary

Appendix 3. Equality and Fairer Scotland Impact Assessment

Appendix 4. Property Adaptations Policy Consultation Outcomes

11.0 Background Papers

11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes ☐ (please list the documents below) No ☐

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Clackmannanshire Council
Housing Service
Property Adaptations Policy
November 2025



Contents

1. Scope of the Policy	3
2. Aims of the Policy	3
3. Legislative Framework	4
4. Types of adaptations	4
5. Eligibility Criteria	4
6. Making an Enquiry	5
6.1. Minor adaptations	5
6.2. Major Adaptations	5
7. Assessment of Suitability.....	6
8. Prioritisation of Adaptations.....	6
9. Decision Making.....	8
10. Complex Cases	8
11. Refusals.....	9
12. Relocation.....	10
13. Reassessing Rental Value Following Property Alterations	10
14. Equal Opportunities and Diversity	11
15. Privacy Statement	11
16. Complaints	11
17. Monitoring and Reviewing	12



1. Scope of the Policy

Clackmannanshire Council recognises the essential role that property adaptations play in supporting tenants and their household members to live safely, comfortably, and independently in their homes. This policy sets out the framework through which the Council's Housing Service will assess, prioritise, and deliver property adaptations for households living in Council tenancies. It applies to individuals with long-term illnesses or disabilities, as well as households living under formal kinship care arrangements.

In responding to adaptation requests, the Housing Service will explore all viable options to meet the long-term needs of the tenants and the wider household and ensure effective allocation and management of the Service's resources. The Service recognises that not all adaptation requests will be appropriate or suitable. In such circumstances, the Service will explore alternative housing solutions to meet the needs of the household, including, but not limited to, rehousing to a more suitable property.

The Housing Service will aim to work with Clackmannanshire and Stirling Health and Social Care Partnership (HSCP) to establish joint governance arrangements and ensure that responsibilities and budgets for delivering property adaptations are appropriately delegated to the Integration Joint Board, in line with legislative requirements and the Health and Social Care Integration Scheme.

The Policy supports the aims of Clackmannanshire Council's Keeping the Promise Plan, Clackmannanshire Council's Allocations Policy and should be read in conjunction with Clackmannanshire's Scottish Secure and Short Scottish Secure Tenancy agreements.

2. Aims of the Policy

The policy aims to ensure that Clackmannanshire Council tenants and their families are supported to live independently in their own homes for as long as possible. The specific aims of the policy are to provide a framework to help:

- Enable and promote a direct access pathway for simple, non-complex adaptation requests;
- Ensure effective partnership working with the HSCP and service delivery through appropriate delegation of adaptation functions to the Integration Joint Board;
- Improve tenants' overall wellbeing and quality of life;
- Improve Council's housing stock by adapting suitable properties for future lets;
- Manage the Council's housing stock efficiently, by avoiding adapting properties that are unsuitable for long-term needs and ensuring that adapted properties are allocated to those who will benefit from them the most;
- Prioritise needs effectively and ensure the efficient use of Council resources;
- Provide tenants with clear information, advice, and support in relation to their medical or mobility-related needs;
- Support tenants in making informed decisions about their housing options, including rehousing where appropriate.



3. Legislative Framework

Clackmannanshire Council will ensure that this policy adheres to all legislative requirements under relevant legislation and complies with statutory guidance. The rules and regulations governing the local authorities' duties in meeting the needs of Council tenants and carrying out property adaptations can be found in the following legislation:

- Children (Scotland) Act 1995
- Chronically Sick and Disabled Persons Act 1970
- Equality Act 2010
- Housing (Scotland) Act 2001
- Public Bodies (Joint Working) (Scotland) Act 2014
- Social Work (Scotland) Act 1968

4. Types of adaptations

Clackmannanshire Council categorises adaptations as minor or major.

Minor adaptations are simple modifications to the property to improve safety and accessibility. Examples include:

- Grab rails and hand grips;
- Additional stair rails; or
- Bannisters.

Major adaptations involve more extensive work or structural changes to the property, including but not limited to:

- Level-access showers or wet rooms;
- Door widening;
- External ramps;
- Kitchen adaptations;
- Property alterations such as garage or loft conversions;
- Property extensions;
- Stairlifts; or
- Through-floor lifts.

5. Eligibility Criteria

The Housing Service will consider a request for adaptation within a Council-owned property where the tenant and/or any members of their household:



- Is a permanent resident within the household;
- Has a disability which has a significant long-term impact on their ability to carry out day-to-day activities in and around their home; or
- Lives under formal kinship care arrangement and requires property adaptations to meet the needs of the household.

Adaptations for children of parents/guardians with shared access arrangement will usually only be carried out at the property that is the child's main and principal home.

For the purposes of this policy, a person is considered to be disabled if they have a physical, sensory, or mental impairment with a substantial and lasting effect (12 months or more) on their ability to carry out normal daily activities.

6. Making an Enquiry

Before seeking adaptations, tenants are encouraged to use [AskSARA](#), an online self-help tool that provides impartial advice and helps identify whether their needs can be met through equipment. This can support tenants in making informed decisions and may reduce the need for formal adaptations.

6.1. Minor adaptations

If the tenant requires minor adaptations, they can self-refer themselves by contacting Housing Repairs Team and filling out an application form. Clackmannanshire Council will then organise the necessary works.

6.2. Major Adaptations

The Housing Service offers direct access pathways to tenants with disabilities for simple, non-complex adaptations without the need for an initial assessment by an Occupational Therapist (OT). Tenants making a self-referral will be asked to complete a self-assessment form, which outlines their needs and current living arrangements, and helps to inform the level of support and the scope of adaptation works required.

Once the tenant completes the form, the Housing Service will assess the form and determine whether to proceed with the application or whether there is a need for further OT input and/or assessment.

Each case will be considered on its own merit. Where the request is deemed to be complex due to the individual circumstances of the tenant the tenant will be referred for a further OT assessment, before the adaptation request can be progressed.

Requests relating to kinship carer households will require a Social Work assessment to confirm that the kinship care arrangement will be formalised.



7. Assessment of Suitability

Following the referral or on the receipt of the self-assessment form for major adaptations, the Housing Service will carry out a physical assessment of the suitability of the property to determine the practical feasibility of the adaptation.

Suitability of the property will be based on:

- Type of adaptation required;
- The existence of other adaptations within the property;
- Property layout, including property type and size;
- Environmental assessment where building/planning permissions are required;
- Structural feasibility of the proposed adaptation.

If the property is deemed not to be suitable for the proposed work or if the household's needs cannot be reasonably met within the property, the tenant may be recommended to move to a more suitable property. For further information on refusals and relocation please see sections 11 and 12.

Wherever possible, adaptations will be designed to fit within the existing footprint of the property. Requests for property extensions will not normally be considered and will only proceed in exceptional circumstances where there is clear, evidenced justification. In some cases, alternative solutions such as garage or loft conversions may be considered where appropriate as an alternative to an extension.

Where an adaptation request involves a property extension or conversion, the Housing Service will review compliance with all relevant statutory planning and building standards. This may require consultation with the Council's Planning Department before any decision is made.

Where an adaptation request involves a property extension or conversion, the Housing Service will review the proposal to ensure compliance with all relevant planning and building standards legislation. The Service require to consult with the Council's Planning Department before a decision can be made to approve the request

8. Prioritisation of Adaptations

Each year, the Housing Service allocates a dedicated budget for adaptations to Council-owned properties. While the Service aims to support all households requesting adaptations, the availability of funding for adaptations is limited and reviewed annually. As a result, requests for major adaptations are prioritised based on the assessed level of need.

The severity of need is determined by a range of factors, including, but not limited to, existing medical conditions, the extent of mobility limitations, access to essential facilities within the home, and the impact of the tenant's condition on other household members.

Requests will be categorised as follows:



1. Severe Need
2. Moderate Need
3. Routine Need
4. Adaptation Unsuitable.

Category of Need	Indicator*
Severe Need	The person's condition is expected to deteriorate rapidly without intervention and the adaptation is required to maintain independence. Multiple health issues are present (e.g., skin integrity concerns, incontinence), and the adaptation is required to safely access essential personal care facilities. The individual is currently in hospital and unable to be discharged due to the lack of adaptations required at home to ensure their safety and ability to mobilise within the property and maintain self-care.
Moderate Need	There is a clear and ongoing need for adaptation to access essential facilities, and the person is currently using alternative, less suitable methods (e.g., washing at a sink due to inaccessible bathing facilities), but there are no immediate risks of deterioration of the condition. The individual has been recently discharged from hospital and is managing at home, but with difficulty. Adaptation would significantly improve safety, quality of life and ability to carry out personal care.
Routine Need	A need for adaptation has been identified, but current circumstances reduce the urgency or risk, such as another able-bodied adult within the household available to assist with daily tasks. The person can access all areas of the property, and while adaptation would be beneficial, it is not essential for daily functioning.
Adaptation Unsuitable	A need for adaptation has been identified, but it would not enable the person to access the facilities or improve their situation. The adaptation would not result in a meaningful benefit or improved independence. Clinical and/or safety factors make the adaptation request unsuitable, such as where the person's cognitive impairment poses significant risk in operating powered equipment. In such cases, provision should be guided by a risk and capacity assessment, where alternative solutions might be considered.

*Please note that the examples provided within each category of need are illustrative and indicative of the need, and are not exhaustive.



Severe need cases will be considered first, followed by moderate need and routine need cases respectively.

Where the adaptation is deemed to be the unsuitable solution, the adaptation will not be carried out, and the tenant will be given appropriate advice.

The waiting list will be reviewed on a 6-month basis to identify any changes in individual needs.

9. Decision Making

Upon receiving a request or referral for major adaptations, the Housing Service will engage with the tenant and liaise with relevant stakeholder services to support an informed and appropriate decision to be made. The Service is committed to taking all reasonable steps to adapt Council properties to meet the needs of tenants requiring adaptations.

Each request will be assessed on its individual merits. The Service will determine the most appropriate course of action to meet the long-term needs of the individual, considering factors such as:

- The condition and overall suitability of the current property;
- The availability of suitable alternative accommodation;
- The cost-benefit analysis of the proposed adaptation and any alternative options;
- The impact of the adaptation on other household members.

Where an adaptation is likely to be required in the future or has been requested by the tenant (e.g., bathroom or kitchen modification), and the property is scheduled for works under the Council's Capital Improvement Programme, the Housing Service will aim to deliver the adaptation as part of those works. This will only apply if the request aligns with the scope of the programme.

In cases where there is no immediate need for the adaptation, but a future requirement has been identified, this will be noted and considered when Capital Improvement works are due to take place in the area.

10. Complex Cases

The Service recognises that certain property adaptation requests may be considered complex. Complex adaptations typically involve structural changes or permanent modifications to the property, and may include, but are not limited to, the following:

- Property extensions or alterations such as garage or loft conversions;
- Requests that require multiple adaptations;
- Prohibitively expensive adaptations;
- Cases that present complex social, personal or financial circumstances.



Each case will be assessed individually to determine its complexity. All adaptation requests involving households living under formal kinship care arrangements will automatically be deemed as complex. These cases will require input from relevant partner stakeholders to identify and recommend appropriate solutions.

Where an adaptation is deemed complex, the Housing Service will aim to hold a Complex Case Panel together with the relevant partner stakeholders. The purpose of the Panel would be to review all available information and evidence, conduct an options appraisal and make a recommendation to support final decision-making by the Housing Service.

During the case conference, the Panel will consider all available housing options, evaluate the urgency of the need in comparison to other households requesting adaptations, assess the suitability of the proposed adaptations and determine whether the proposal aligns with budgetary constraints and Service priorities.

11. Refusals

In certain circumstances, applications for major adaptations may be refused. This includes, but is not limited to, the following circumstances:

- The adaptation will not meet the tenant's long-term housing needs, and a reasonable alternative solution can be offered, such as an offer of alternative suitable housing;
- The cost of the adaptation is prohibitive, and alternative solutions can be provided;
- The property's layout or structure makes adaptation unsafe or impractical;
- The tenant is, or wishes to be, on the housing transfer list;
- The tenant's needs are likely to change in the near future;
- The property's location renders the adaptation unsuitable in the long term;
- The adaptation will not reasonably meet the differing needs of households within the current property;
- The adaptation requires the consent of owners of other properties and that consent cannot be secured.

Furthermore, the Housing Service will not seek to carry out adaptations to upper floor properties, unless:

- The tenant does not have long-term mobility issues that affect access to the upper floor;
- The property is already fully adapted to meet the tenant's long-term housing needs;
- There is a demonstrated need for an adaptation on the upper floor, and no reasonable alternative (such as rehousing) is available.

If a tenant chooses to proceed with an adaptation against the Housing Service's recommendation, they may still apply for a permission to carry out the work, in accordance with the terms of Clackmannanshire Council's Tenancy Agreement. In such cases, the tenant will be

responsible for funding and organising the adaptation, and will be responsible for reinstating the property to the original condition upon the termination of the tenancy.

12. Relocation

Where it is deemed that the adaptation is not suitable, the Housing Service will aim to engage with the tenant early to discuss and explore alternative housing solutions to support the tenant's independence and well-being. Where it is considered that a move to other suitable property would be possible and/or the best solution, priority banding will be given to the tenant's housing application to enable the move as soon as possible.

The Housing Service recognises that relocating to a new home can be a difficult decision, often involving emotional, practical, and community-related considerations. To support tenants through this process, the Service may offer a relocation package to the tenant. The package may offer financial support and assistance with the removal costs and/or practical support with house clearance and removal services.

Once a suitable alternative property becomes available, the tenant will be expected to accept the offer. While they wait, the Council will provide any urgent minor adaptations required, along with additional support where appropriate.

Where the household's circumstances change and the adapted property is no longer required to meet the needs of the tenant or the members of their household, and the property is required to meet the needs of a household with more urgent or specific needs, the Council may request the tenant to move to a more suitable property. This is to ensure that the Council makes the best use of its housing stock by freeing up adapted properties.

Where the tenant refuses to move, the Council may pursue legal action to regain the possession of the property, in line with Clackmannanshire Council's Eviction Policy and the Housing (Scotland) Act 2001.

In cases where the Council proceeds with eviction action, the tenant will not be eligible for a relocation package.

13. Reassessing Rental Value Following Property Alterations

In certain circumstances, the Housing Service may consider property extensions or alterations where a household has assessed needs that cannot be met through existing housing arrangements. When the proposed solution involves an extension or significant alteration, this may result in substantial changes to the layout or size of the property.

Where such changes affect the overall attributes of the home, the Council reserves the right to reassess the rental value in accordance with its rent setting processes. Any adjustments to the rent will be communicated to the tenant in line with Clackmannanshire Council's Tenancy Agreement, following appropriate notice.



14. Equal Opportunities and Diversity

Clackmannanshire Council is committed to the elimination of unlawful discrimination, advancing equality of opportunity and fostering good relations between people.

The Council believes that equality of opportunity should be a guiding principle in all of its activities. The Council aims to ensure that its commitment to equality is embedded in all council services and in the organisations that it funds.

In accordance with the Equality Act 2010, the Council is actively working towards the elimination of policies and practices that discriminate unfairly on grounds including age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race including colour, nationality, ethnic or national origin; religion or belief; sex; and sexual orientation.

15. Privacy Statement

Clackmannanshire Council must adhere with its legal obligations under Data Protection Legislation as set out in the Data Protection Act 2018 and UK General Protection Regulation (GDPR).

In order to provide the required and/or requested services, the Council will collect, store and process relevant personal information or data.

Personal information may also be shared with other partner agencies and organisations.

Personal information will be kept securely, as long as required by law and/or by specific service requirements. Once the data is no longer required, it will be securely disposed of. The Council has a Record Retention Schedule which sets out the period of time and reasons for keeping particular records. The Retention Schedule is available on request.

Under the Data Protection Act 2018 and the Freedom of Information (Scotland) Act 2002, individuals have the right to access personal information and data held about them by Clackmannanshire Council as well as the right to access information from records held by the Council.

To submit a Subject Access or Freedom of Information request, please follow [the link](#).

To make a complaint in relation to the Council's handling and processing of personal data and information, please contact the [Information Commissioner's Office](#).

For further information on Clackmannanshire Council's data protection practices, please visit the Council's [Data Protection Statement](#). For the Council's Data Protection Policy, please follow the [link](#). For further information on freedom of information laws, please visit the [Scottish Information Commissioner webpage](#).

16. Complaints



If the tenant is dissatisfied with the provided services and/or the standards of service, please follow the Council's Complaints Procedure. Complaints can be made in person, in writing, by email or online. For further information on the Complaints Procedure and how to make a complaint, please visit the [Council's Complaints Procedure webpage](#).

If the tenant remains dissatisfied with the final decision or the way the complaint has been handled following the Council's Complaints Handling Procedure, they can make a complaint to the Scottish Public Services Ombudsman (SPSO) by completing a [complaints form found online](#) or calling on 0800 377 7330.

For further information on how to make a complaint to SPSO, please visit the [SPSO website](#).

17. Monitoring and Reviewing

The policy will be continuously monitored to ensure that it is performing efficiently against the aims set out in the policy.

The Council will review and evaluate this policy every 3 years to ensure the adherence to the relevant legislation and statutory guidance as well as changes in organisational practices and policies.

Property Adaptations Policy

Child-Friendly Version



We want to make sure that everyone can live safely and happily in their home. Sometimes, people need changes made to their house to help them move around more easily or do everyday things. These changes are called adaptations.



If you live in a Council house and you or someone in your family has a disability or a condition, or you live in kinship care and it's hard to live comfortably, you might be able to get help.



If you need an adaptation, you'll be asked to fill out a form that explains what help you need. Sometimes, a health professional like an Occupational Therapist might also need to check what's best for you.

Before making any changes, we will check if your home is the right place for the work. We'll look at things like the size of the house, the way it's built, and if the changes can be done safely. We will also talk to you and other professionals to make sure the right decision is made. We think about things like how much the change will cost, if the house is suitable, and if there are other options like moving to a different home.

If your home isn't suitable, we might help you move to a different house that better meets your needs. If we think moving is the best option, we'll help you and your family. We might offer support with packing and moving costs.



**Clackmannanshire
Council**

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**Comhairle Siorrachd
Chlach Mhanann**

Equality and Fairer Scotland Impact Assessment (EFSIA)

Summary of Assessment

Title: Housing Property Adaptations Policy

Key findings from this assessment (or reason why an EFSIA is not required):

The policy is likely to have a positive impact on older adults, individuals with disabilities, and kinship care households. It aims support independent living, promotes placement stability for children, and aligns with the Council's commitment to Keeping the Promise.

The policy is intended to be needs-led, person-centred, and designed to ensure fair, transparent, and consistent decision-making process for approving/rejecting solutions and offering appropriate mitigating circumstances.

Summary of actions taken because of this assessment:

Stakeholder engagement with internal services (Housing, Children's Services), HSCP, Tenants and Residents Federation, and kinship carers.

Introduction of a direct access pathway for simple adaptations to reduce waiting times.

Clear criteria established for assessing and prioritising adaptation requests.

Commitment to explore rehousing options where adaptations are not feasible, supported by relocation packages.

Ongoing actions beyond implementation of the proposal include:

Planned Six-monthly reviews of the adaptation requests waiting list, which can allow to monitor the policy impact on equalities group using data on household composition and protected characteristics.

EFSIA to be reviewed alongside the scheduled policy review.

Lead person(s) for this assessment: Monika Bicev

Senior officer approval of assessment:

DATE:

Equality and Fairer Scotland Impact Assessment (EFSIA)

An Equality and Fairer Scotland Impact Assessment (EFSIA) must be completed in relation to any decisions, activities, policies, strategies or proposals of the Council (referred to as 'proposal' in this document). The first stage of the assessment process will determine the level of impact assessment required.

This form should be completed using the guidance contained in the document: EQUALITY AND FAIRER SCOTLAND IMPACT ASSESSMENT (Final Guidance). Please read the guidance before completing this form.

The aim of this assessment is to allow you to critically assess:

- the impact of the proposal on those with protected characteristics and, where relevant, affected by socio-economic disadvantage (referred to as 'equality groups' in this document);
- whether the Council is meeting its legal requirements in terms of Public Sector Equality Duty and the Fairer Scotland Duty;
- whether any measures need to be put in place to ensure any negative impacts are eliminated or minimised.

The Fairer Scotland Duty requires public authorities to pay 'due regard' to how they can reduce inequalities of outcome caused by socio-economic disadvantage, when making **strategic decisions**. Strategic decisions are key, high-level decisions such as decisions about setting priorities, allocating resources, delivery or implementation and commissioning services and all decisions that go to Council or committee for approval.

Step A – Confirm the details of your proposal

1. Describe the aims, objectives and purpose of the proposal.

Clackmannanshire Council's Property Adaptations Policy sets out the framework by which the Housing Service will assess, prioritise, and deliver property adaptations and alterations within Council tenancies. The policy applies where a household has requested an adaptation to meet the needs of adults or children with disabilities, or where households are providing kinship care under formal kinship care arrangements.

The overarching purpose of the policy is to support the dignity, independence, and wellbeing of tenants, enabling them to remain in their homes and communities for as long as possible. The policy aims to ensure that households with specific physical, sensory, or mobility needs can access timely, appropriate adaptations that facilitate daily living and promote long-term housing sustainability.

For children and young people with disabilities or within kinship care arrangements, the policy supports the Council's commitment to Keeping the Promise, by enabling families to remain together and within their established community networks wherever possible.

Key objectives of the policy include:

- Establishing a clear and transparent process for tenants to request adaptations, including the application, assessment, and decision-making stages.
- Providing a person-centred approach that considers the urgency of need, technical feasibility, cost-benefit analysis, and the wider implications for the household.
- Operating on the principle of ‘minimum intervention, maximum independence’, with major adaptations (such as ramps, level access showers, extensions or garage/loft conversions) considered only after exploring other reasonable housing options, including potential re-housing.

In line with the Scottish Government’s Guidance on the Provision of Equipment and Adaptations 2023 and the Royal College of Occupational Therapists’ ‘Adaptations Without Delay’ guidance, the policy introduces a direct access pathway for straightforward adaptation requests. This allows eligible tenants to self-assess their needs for simple, non-complex adaptations without the need for an Occupational Therapy (OT) assessment. This approach reduces waiting times and improves access to essential adaptations for those whose needs can be quickly and safely addressed.

Where adaptation needs are more complex, an OT assessment will remain necessary to ensure a comprehensive and appropriate response to the household’s needs and circumstances, and support the best possible outcome.

The policy also sets out criteria for assessing the suitability of adaptation requests and outlines circumstances where requests may be refused. In such cases, the policy ensures that:

- Refusals are clearly evidenced and justified;
- Equality duties and the potential impact on the applicant’s wellbeing are fully considered;
- Tenants are provided with alternative solutions and ongoing support, with the aim of addressing both their immediate and longer-term housing needs.

Ultimately, the Property Adaptations Policy seeks to ensure an equitable, needs-led, and timely approach to supporting tenants with disabilities or formal kinship care responsibilities, aligned with legal duties under equality legislation and the Council’s commitment to the Promise.

2. Why is the proposal required?

The Property Adaptations Policy is required to establish a clear and consistent framework for how Clackmannanshire Council will assess, prioritise, and deliver adaptations and alterations to its housing stock. The policy ensures that tenants with disabilities, health-related mobility issues, or caring responsibilities under kinship care arrangements can live safely, comfortably, independently, and with dignity in their homes.

It also enables the Council to make fair and transparent decisions while managing finite resources and competing demands across different households. By setting out clear criteria and processes, the policy supports effective allocation of adaptations in a way that is person-centred, equitable, and aligned with the Council's legal duties under equality and housing legislation.

3. Who is affected by the proposal?

The proposal primarily affects Clackmannanshire Council tenants who request adaptations or alterations to their homes. This includes adults with disabilities, children with disabilities and households providing formal kinship care, and whose properties in their current format do not adequately meet their housing needs.

4. What other Council policies or activities may be related to this proposal? The EFSIAs for related policies might help you understand potential impacts.

This proposal aligns with and supports several key Council policies and strategic activities, including Clackmannanshire Council's Local Housing Strategy, Housing Need and Demand Assessment, the Housing Service's Allocations Policy as well as the Council's Promise Plan which sets out the Council's commitment to 'Keeping the Promise' for care-experienced children and young people. The policy supports this by enabling children to remain safely within family settings, including kinship care arrangements, and ensuring their homes are suitable for their needs.

5. Is the proposal a strategic decision? If so, please complete the steps below in relation to socio-economic disadvantage. If not, please state why it is not a strategic decision:

This is a policy-level decision, not a strategic one. It sets out how the Council's Housing Service will process and assess requests for property adaptations, determine levels of need, and decide whether or not to proceed with adaptations. It also outlines the steps and mitigating action the Service will take to support tenants where adaptations are not approved.

Step B – Consider the level of EFSIA required

You should consider the available evidence and data relevant to your proposal. You should gather information in order to:

- *help you to understand the importance of your proposal for those from equality groups,*

- *inform the depth of EFSIA you need to do (this should be proportionate to the potential impact), and*
- *provide justification for the outcome, including where it is agreed an EFSIA is not required.*

6. What information is available about the experience of those with protected characteristics in relation to this proposal? Does the proposal relate to an area where there are already known inequalities? Refer to the guidance for sources of evidence and complete the table below.

Equality Group	Evidence source (e.g. online resources, report, survey, consultation exercise already carried out)	What does the evidence tell you about the experiences of this group in relation to the proposal? NB Lack of evidence may suggest a gap in knowledge/ need for consultation (Step C).
Age	Draft HNDA Scottish Census 2022 Tenant Satisfaction and Aspiration survey The Scottish House Condition Survey 2017-19 Understanding the Housing Needs of Kinship Families: A knowledge Exchange Project Report	Evidence indicates that age is a significant factor in relation to the need for property adaptations. According to Clackmannanshire Council's Tenant Satisfaction and Aspiration Survey 2023, 26.5% of tenants are aged 65 and over, and 11.5% of households include at least one adult aged 60 or older. The Scottish Census 2022 further shows that 1,759 people aged 65 and over and 246 children aged 0–15 living in Clackmannanshire's social rented sector have a long-term illness, condition or disability, or a physical disability, and as such may potentially require and/or benefit from adaptations carried out to their properties. Furthermore, the Scottish House Condition Survey 2017-19 reveals that 53% of older households across Clackmannanshire contain a long-term sick or disabled person (all tenures). In addition, The National Records of Scotland and the Scottish Census indicate a growing number of older individuals, with a number of individuals aged 85 and over projected to increase by 95% by 2043. The rapidly ageing population is expected to, and is already seeing increased pressures on the provision of health and social care across Clackmannanshire, with an increase in multiple and complex needs of individuals. Both nationally and locally, there has been a drive to keep individuals who are in receipt of care within the community as opposed to moving to care homes. Property adaptations are an important part of allowing individuals to maintain their dignity and independence, and allow individuals to stay at home for as long as they want and for as long as possible. It is likely that the Policy will directly impact on households who are older and whose properties are unfit to meet their needs in their current format, subsequently requiring property adaptations or prompting them to explore alternative, more suitable housing options.

Equality Group	Evidence source (e.g. online resources, report, survey, consultation exercise already carried out)	What does the evidence tell you about the experiences of this group in relation to the proposal? NB Lack of evidence may suggest a gap in knowledge/ need for consultation (Step C).
		In relation to children, the Tenant Satisfaction survey shows that 31% of all Council tenant households are families with at least one child under 16. Among these are kinship care households, with a total of 123 children living under kinship care arrangements across Clackmannanshire's social rented sector. Research carried out by Edinburgh University show that kinship carer predominantly older females, aged 45 and over, many of whom may live in homes not suited to meet the needs of the household.
Disability	Draft HND Scottish Census 2022 Tenant Satisfaction and Aspiration Survey The Scottish House Condition Survey 2017-19	Disability is a key factor in the need for housing adaptations. The Scottish House Condition Survey 2017-19 reveals that 58% social rented sector households contain one or more long-term sick or disabled person and 1,000 or 3% of all households across Clackmannanshire (all tenures) require disabled adaptations (based on a sample of 220 individuals). The Scottish Census 2022 further shows that 1,759 people aged 65 and over and 246 children aged 0–15 living in Clackmannanshire's social rented sector have a long-term illness, condition or disability, or a physical disability – groups which are likely to be affected by this policy.
Race	Scottish Census 2022 Tenant Satisfaction and Aspiration Survey	The Council's Tenant Satisfaction and Aspiration Survey shows that 96% of all tenants are White Scottish tenants. There is no indication at this stage that this protected characteristic would be impacted by the proposals made within the policy.
Sex	Draft HND Scottish Census 2022 Tenant Satisfaction and Aspiration Survey The Scottish House Condition Survey 2017-19	According to Clackmannanshire Council's Tenant Satisfaction and Aspiration Survey, the sex split among Council tenants is broadly even, with 50% male and 49% female. However, data from the 2022 Scottish Census shows that 2,946 females and 2,144 males living in the social rented sector in Clackmannanshire have a long-term illness, condition, or physical disability. This may suggest that female tenants are more likely to require property adaptations, particularly in later life.

Equality Group	Evidence source (e.g. online resources, report, survey, consultation exercise already carried out)	What does the evidence tell you about the experiences of this group in relation to the proposal? NB Lack of evidence may suggest a gap in knowledge/ need for consultation (Step C).
	Understanding the Housing Needs of Kinship Families: A knowledge Exchange Project Report	In addition, the 2022 Census reports 123 kinship care children living in Council housing – 58 female and 65 male. Evidence from Edinburgh University suggests that kinship carers are predominantly older women, often single, which may increase their need for adapted housing to support caregiving responsibilities. This data indicates that the policy may have a greater indirect impact on female-headed households, particularly those with caring responsibilities or long-term health needs.
Gender Reassignment	Scottish Census 2022 Tenant Satisfaction and Aspiration Survey	The Scottish Census (2022) identifies that 0.44% of people aged 16 and over in Scotland identify as transgender, with Clackmannanshire's rate slightly lower at 0.35% (151 individuals). Clackmannanshire Council's Tenant Satisfaction and Aspiration Survey 2023 reported no tenants currently identifying as transgender within Council housing. While national research, including from the International Journal of Transgender Health, suggests that transgender individuals are more likely to experience disability than cisgender individuals, the small population size locally means it is unlikely this group will be directly or disproportionately impacted by the proposals. The policy is designed to assess and respond to medical and mobility needs, regardless of gender identity.
Sexual orientation	Scottish Census 2022 Tenant Satisfaction and Aspiration Survey	According to the 2022 Census, 1,343 individuals (3.12%) aged 16 and over in Clackmannanshire identify as LGB+. The Scottish Census reveals that 18% of all individuals aged 16 and over across Scotland and who identify as heterosexual have a long-term, illness, disease or condition, or a physical disability, compared to 14% of all individuals who identify as part of LGB+. Given the relatively small size of this group and the policy's focus on addressing the medical and mobility needs of households as well as the needs of kinship carer households, there is no indication at this stage that sexual orientation would have a direct impact on or be disproportionately affected by the proposals.

Equality Group	Evidence source (e.g. online resources, report, survey, consultation exercise already carried out)	What does the evidence tell you about the experiences of this group in relation to the proposal? NB Lack of evidence may suggest a gap in knowledge/ need for consultation (Step C).
Religion or Belief	Scottish Census 2022 Tenant Satisfaction and Aspiration Survey	According to the 2022 Scottish Census, 58.33% of individuals in Clackmannanshire reported having no religion. There is no evidence to suggest that religion or belief would impact how individuals experience the proposals set out in the Property Adaptations Policy. The policy is needs-based and focused on medical and mobility requirements, regardless of religious affiliation or belief.
Pregnancy or maternity	Scottish Census 2022	Given that the policy is designed to meet the long-term needs of households requiring adaptations due to disability, age, or kinship care responsibilities, it is unlikely that the protected characteristic of pregnancy or maternity would be directly impacted. The focus of the policy remains on medical and mobility needs.
Marriage or civil partnership (only the first aim of the Duty is relevant to this protected characteristic and only in relation to work matters)	-	Not applicable, not an employment decision.
Socio economic disadvantage (if required)	-	Not applicable, not a strategic decision

7. **Based on the evidence above, is there relevance to some or all of the equality groups? Yes**
If yes or unclear, proceed to further steps and complete full EFSIA

If no, explain why below and then proceed to Step E:

Step C – Stakeholder engagement

This step will help you to address any gaps in evidence identified in Step B. Engagement with people who may be affected by a proposal can help clarify the impact it will have on different equality groups. Sufficient evidence is required for you to show 'due regard' to the likely or actual impact of your proposal on equality groups.

- 8. Based on the outcome of your assessment of the evidence under Step B, please detail the groups you intend to engage with or any further research that is required in order to allow you to fully assess the impact of the proposal on these groups. If you decide not to engage with stakeholders, please state why not:**

To fully assess the impact of the proposal, engagement is intended or is already underway with the following groups and services:

Clackmannanshire Council's Property and Housing Services – to further assess the needs and experiences of tenants requesting property adaptations and ensure the policy reflects operational realities, practical feasibility and tenant demand.

Clackmannanshire Council's Children's Services – to better understand the specific needs of households with children with disabilities and those providing care under formal kinship arrangements.

Clackmannanshire and Stirling Health and Social Care Partnership – to inform best practice around adult adaptations and ensure alignment with wider HSCP strategic priorities. Consultations undertaken by the HSCP with client groups on the experiences with adaptations process will further be used to inform the development of the Policy.

Clackmannanshire's Tenants and Residents Federation – to provide a high-level insight into the needs and priorities of tenants with disabilities in order to support a more comprehensive understanding of the lived experiences and challenges faced by disabled tenants and ensure the Policy is informed by meaningful stakeholder perspectives.

Kinship carer households – to gather insight directly from kinship carers about the suitability of current housing and the potential impact of the policy on their ability to provide care in the home.

Sauchie Community Group – to provide a high-level insight into the needs and priorities of tenants with disabilities in order to support a more comprehensive understanding of the lived experiences and challenges faced by disabled tenants and ensure the Policy is informed by meaningful stakeholder perspectives.

9. Please detail the outcome of any further engagement, consultation and/or research carried out:

Consultations carried out by the HSCP with client groups highlighted several key concerns regarding the Adaptations service:

- Prolonged waiting times for occupational therapy assessments, agreement of works, and commencement of adaptations.
- Delays in securing alternative accommodation where required.
- Insufficient communication, particularly around case progression and how to access support.
- Lack of clear information on the process for requesting assistance.

A dedicated consultation session with Kinship Carers at the Alloa Family Centre identified overcrowding and the need for personal space as critical issues affecting the wellbeing of carers and children. Carers emphasised the importance of personal space for child development and household stability. Kinship carers also called for improved communication, including clearer guidance, realistic expectations, and regular updates throughout the application process. In addition, there was a consistent request for a single point of contact to support tenants throughout the adaptations journey.

Consultations with Clackmannanshire Tenants and Residents Federation as well as Sauchie Community Group provided an opportunity to present an overview of the draft Property Adaptations Policy, ensuring that community members were informed and able to contribute meaningfully to its development. The discussions highlighted a continued need for property adaptations. Participants shared their personal experiences with the adaptations service, offering valuable insights into both the strengths and areas for improvement.

Feedback emphasised the importance of clear and timely communication with service users. This was seen as essential for managing expectations, particularly in helping individuals understand what adaptations are possible, what support is available, and what they can realistically expect from the service.

Step D - Impact on equality groups and steps to address this

10. Consider the impact of the proposal in relation to each protected characteristic under each aim of the general duty:

- Is there potential for discrimination, victimisation, harassment or other unlawful conduct that is prohibited under the Equality Act 2010? How will this be mitigated?
- Is there potential to advance equality of opportunity between people who share a characteristic and those who do not? How can this be achieved?
- Is there potential for developing good relations between people who share a relevant protected characteristic and those who do not? How can this be achieved?

If relevant, consider socio-economic impact.

Age	Place 'X' in the relevant box(es)			Describe any actions you plan to take, eg. to mitigate any impact, maximise positive impact, or record your justification to not make changes
	Positive impacts	Negative impacts	No impact	
risk of discrimination	X			Clackmannanshire Council's Property Adaptations Policy has considered potential unlawful discrimination to ensure that the services are delivered to all of those who require it, regardless of their protected characteristics. The policy recognises that older adults, children, and young people with disabilities or living under formal kinship care arrangements affected by the decisions made within the Policy. Therefore, particular care must be established when assessing the priority and urgency of each request, as well as the practical feasibility of carrying out adaptations in the tenant's home, whilst balancing the needs of the applicant with the needs of the other tenants requesting and waiting for adaptations. To mitigate potential inequalities, the policy establishes clear and transparent criteria to determine when to proceed or not proceed with an adaptation request. These criteria take into account the

				individual's needs alongside those of other applicants awaiting adaptations, ensuring a fair and balanced approach. Tenants should be informed about these criteria and the assessment process at the outset. Recognising that not all adaptation requests can be fulfilled due to structural limitations of the property, cost implications of the adaptation, complexity of the proposed solutions, or budget constraints of the Service, the policy commits to exploring all available housing options, including rehousing tenants to more suitable properties when possible. This reflects the principle of 'minimum intervention, maximum independence' and aligns with the Clackmannanshire and Stirling Health and Social Care Partnership's 'Right Care, Right Time' initiatives, which encourage earlier discussions around housing needs and alternative solutions. Where the case is deemed to complex, and it has not been possible come to an agreed recommendation for the best housing solution or where no suitable accommodation can be identified, the Service will aim to hold a multi-disciplinary adaptations panel between the relevant professional agencies to determine the most suitable way forward.
potential for developing good relations	X			The policy seeks to develop good relations by clearly outlining how older households with medical and/or mobility needs, households with children with disabilities or households providing formal kinship care may be prioritised for suitable accommodation where property adaptation may be determined not to be feasible in line with the Council's Allocations Policy.

				This approach ensures transparency in decision-making, helping tenants and the wider community understand that offers of alternative housing are based on genuine need rather than preferential treatment. By matching tenants' specific needs with appropriate housing solutions, the policy promotes fairness and reduces potential tensions between different tenant groups. To support and encourage rehousing where adaptations are not feasible, the Service aims to develop and offer relocation packages that provide both financial and practical assistance to tenants. These packages are designed to ease the physical and emotional challenges of moving, helping tenants feel supported throughout the process.
potential to advance equality of opportunity	X			The proposed policy has the potential to advance equality of opportunity, particularly for individuals with protected characteristics such as older adults, children, and young people. It establishes a clear framework for how adaptations to Council properties will be provided upon tenant request, aiming to restore and enhance dignity, safety, and independence. For older adults and individuals with disabilities, adaptations support their ability to remain safely in their homes for as long as possible. For children with disabilities and kinship care households, the policy supports placement stability, helping children and young people remain in the care of their parents or carers. As research suggests, this stability of placement improves the opportunity to stay connected with the wider family, school, community and culture, and results in overall better outcomes and life chances for children and young people.

				The policy sets out transparent criteria for assessing the need for adaptations, considering the suitability of the property, technical feasibility, and budget constraints. This includes a priority system to ensure that cases with the most urgent or severe needs are addressed first. At the same time, it promotes a person-centred approach to ensure vulnerable households receive appropriate support tailored to their specific circumstances. For more complex cases, particularly involving children or individuals with additional support needs, the Services aims to hold multi-agency complex case panels which will take a holistic view to determine the best course of action, balancing needs against available resources. Importantly, adaptations are funded by the Housing Revenue Account, so tenants do not incur costs. When adaptations are not feasible in a property, the Council will discuss rehousing options with the tenant. Households requiring rehousing due to unsuitable accommodation may be given priority points on the housing list in line with the Allocations policy, helping them access more suitable homes more quickly. Where immediate needs justify it, tenants with relevant protected characteristics may be offered suitable accommodation ahead of others, ensuring their long-term housing needs are met effectively. Furthermore, in line with Section 20 of the Housing (Scotland) Act 1987 and Clackmannanshire Council's Housing Allocations Policy, the Council may give reasonable preference to older people when allocating housing. This applies particularly where a property has
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				been specifically designed or adapted to meet the needs of a particular age group. As such, individuals within specific age groups might, in limited circumstances, benefit from any such initiatives aimed at enhancing their quality of life by moving into more suitable accommodation.
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Disability	Place 'X' in the relevant box(es)			Describe any actions you plan to take, eg. to mitigate any impact, maximise positive impact, or record your justification to not make changes
	Positive impacts	Negative impacts	No impact	
risk of discrimination	X			The proposed policy adopts the definition of disability as set out in the Equality Act 2010: a person is considered disabled if they have a physical or mental impairment that has a substantial and long-term negative effect on their ability to carry out normal day-to-day activities. The policy recognises that older adults, children, and young people with disabilities affected by the decisions made within the Policy. Therefore, particular care must be established when assessing the priority and urgency of each request, as well as the practical feasibility of carrying out adaptations in the tenant's home. To mitigate potential inequalities, the policy establishes clear and transparent criteria to determine when to proceed or not proceed with an adaptation request. These criteria take into account the individual's needs alongside those of other applicants awaiting adaptations, ensuring a fair and balanced approach. Tenants should be informed about these criteria and the assessment process at the outset.

				Recognising that not all adaptation requests can be fulfilled due to structural limitations of the property, cost implications of the adaptation, complexity of the proposed solutions, or budget constraints experienced by the Service, the policy commits to exploring all available housing options, including rehousing tenants to more suitable properties when possible. This reflects the principle of 'minimum intervention, maximum independence' and aligns with the Clackmannanshire and Stirling Health and Social Care Partnership's 'Right Care, Right Time' initiatives, which encourage earlier discussions around housing needs and alternative solutions. In more complex cases, such as those involving children with disabilities or adults with multiple and/or complex needs, the policy supports the use of multi-disciplinary panels involving relevant professionals to make a person-centred, cost-effective, and technically feasible decisions.
potential for developing good relations	X			The policy seeks to develop good relations by clearly outlining how individuals with protected characteristics, and particularly those with medical and/or mobility needs may be prioritised for suitable accommodation where property adaptation may be determined not to be feasible. This approach ensures transparency in decision-making, helping tenants and the wider community understand that offers of alternative housing are based on genuine need rather than preferential treatment. By matching tenants' specific needs with

				appropriate housing solutions, the policy promotes fairness and reduces potential tensions between different tenant groups. To support and encourage rehousing where adaptations are not feasible, the Service aims to develop and offer relocation packages that provide both financial and practical assistance to tenants. These packages are designed to ease the physical and emotional challenges of moving, helping tenants feel supported throughout the process.
potential to advance equality of opportunity	X			The proposed policy has the potential to advance equality of opportunity for both adults with disabilities as well as children with disabilities. It establishes a clear framework for how adaptations to Council properties will be provided upon tenant request, aiming to restore and enhance dignity, safety, and independence. individuals with disabilities, adaptations support their ability to remain safely in their homes for as long as possible. For children with disabilities, the policy aims to support the stability of their placement, helping children and young people remain in the care of their parents or carers. The policy sets out transparent criteria for assessing the need for adaptations, considering the suitability of the property, technical feasibility, and budget constraints. This includes a priority system to ensure that cases with the most urgent or severe needs are addressed first. At the same time, it promotes a person-centred approach to ensure vulnerable households receive appropriate support tailored to their specific circumstances.

				For more complex cases, particularly involving children with disabilities or individuals with additional support needs, a multi-agency complex case panel will take a holistic view to determine the best course of action, balancing needs against available resources. Importantly, adaptations are funded by the Housing Revenue Account, so tenants do not incur costs. When adaptations are not feasible in a property, the Council will discuss rehousing options with the tenant. Households requiring rehousing due to unsuitable accommodation as a result of their disabilities may be given priority points on the housing list in line with the Allocations Policy, helping them access more suitable homes more quickly. Where immediate needs justify it, tenants with relevant protected characteristics may be offered suitable accommodation ahead of others, ensuring their long-term housing needs are met effectively.
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Race	Place 'X' in the relevant box(es)			Describe any actions you plan to take, eg. to mitigate any impact, maximise positive impact, or record your justification to not make changes
	Positive impacts	Negative impacts	No impact	
risk of discrimination			X	Given the demographics profile of Clackmannanshire Council's tenants, it is unlikely that the Policy will have a direct or indirect impact on this protected characteristic.
potential for developing good relations			X	Given the demographics profile of Clackmannanshire Council's tenants, it is unlikely that the Policy will have a direct or indirect impact on this protected characteristic.

potential to advance equality of opportunity			X	Given the demographics profile of Clackmannanshire Council's tenants, it is unlikely that the Policy will have a direct or indirect impact on this protected characteristic.
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Sex	Place 'X' in the relevant box(es)			Describe any actions you plan to take, eg. to mitigate any impact, maximise positive impact, or record your justification to not make changes
	Positive impacts	Negative impacts	No impact	
risk of discrimination			X	While the Housing Service acknowledges that individuals identifying as female are statistically more likely to be affected by the proposals due to the higher proportion of females in the social rented sector living with long-term health conditions, disabilities, or acting as kinship carers, the policy itself does not discriminate based on sex. The proposed assessment process is person-centred and grounded in the individual's health, mobility, and functional needs, rather than their sex or gender. The policy applies consistent and transparent criteria to all applicants, focusing on the severity of the need, the suitability of the property, and the feasibility of carrying out the adaptation. Although it is likely that more female applicants may be approved for adaptations, given the demographic profile of the sector, including the predominance of older women among kinship carers and those with disabilities, this reflects assessed need rather than bias in the process. The framework ensures that all applicants, regardless of sex, are treated equitably and in accordance with their specific circumstances.

				In this way, the policy avoids unlawful discrimination and ensures compliance with the Equality Act 2010 by focusing on individual needs and applying a fair and transparent assessment process.
potential for developing good relations			X	It is unlikely that the protected characteristic of sex will be directly impacted in terms of fostering good relations. However, the policy may have indirect positive impacts on women, particularly due to the higher proportion of female tenants in Clackmannanshire's social rented sector living with long-term illnesses or disabilities, and the predominance of women acting as kinship carers. While the policy does not distinguish or prioritise applicants based on sex, its person-centred approach ensures that the mobility, medical and kinship care needs of individuals and their households are holistically assessed. In practice, this may result in more applications and approvals from female-led households, simply reflecting existing demographic patterns. By applying consistent and transparent assessment criteria and clearly communicating when adaptations will be approved or when alternative housing options will be explored, the policy supports trust and fairness in the process. Rehousing decisions will align with the Council's Allocations Policy to ensure that those with the highest needs are prioritised appropriately, regardless of sex. The Service aims to be transparent about the assessment criteria, when it will approve the decision to carry out the adaptation and when it will consider alternative housing solutions, including rehousing to more suitable accommodation.

				This will be in tandem with the Council's Allocations Policy, and ensure that people with the highest need, including medical needs, will be prioritised for rehousing. In addition, the Service intends to offer relocation packages to support tenants who need to move where adaptations are not feasible. These packages offer financial and practical assistance, which may be of particular benefit to female-led kinship carer households, who may face additional caregiving responsibilities. By reducing barriers to suitable housing, the policy may help improve outcomes and foster more equitable and respectful relationships among tenants with differing needs.
potential to advance equality of opportunity	X			Kinship care arrangements often offer greater placement stability, improved wellbeing for children, and stronger connections to family, community, and culture. Research shows that these arrangements lead to fewer placement breakdowns and better long-term outcomes. By recognising the unique needs of kinship carers who are statistically more likely to be older women, the policy supports the long-term stability of these households by offering access to property alterations or rehousing where the current property is unsuitable. This may help address disadvantages faced by women in caregiving roles, particularly where housing constraints risk undermining placement success. In doing so, the policy not only supports the child's best interest but also helps mitigate the social and economic pressures disproportionately experienced by female carers. This contributes to the advancement of equality of opportunity by reducing structural

				barriers and ensuring housing solutions are aligned with caregiving responsibilities.
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Gender Reassignment	Place 'X' in the relevant box(es)			Describe any actions you plan to take, eg. to mitigate any impact, maximise positive impact, or record your justification to not make changes
	Positive impacts	Negative impacts	No impact	
risk of discrimination			X	Given the very small size of the local transgender population and the absence of evidence suggesting current unmet needs specific to this group, it is unlikely that the policy will have a direct or indirect negative impact on individuals with this protected characteristic. As such, no changes to the policy are considered necessary at this time.
potential for developing good relations			X	Given the very small size of the local transgender population and the absence of evidence suggesting current unmet needs specific to this group, it is unlikely that the policy will have a direct or indirect negative impact on individuals with this protected characteristic. As such, no changes to the policy are considered necessary at this time.
potential to advance equality of opportunity			X	Given the very small size of the local transgender population and the absence of evidence suggesting current unmet needs specific to this group, it is unlikely that the policy will have a direct or indirect negative impact on individuals with this protected characteristic. As such, no changes to the policy are considered necessary at this time.

	Place 'X' in the relevant box(es)	
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Sexual Orientation	Positive impacts	Negative impacts	No impact	Describe any actions you plan to take, eg. to mitigate any impact, maximise positive impact, or record your justification to not make changes
risk of discrimination			X	Given small size of the local population and the absence of evidence suggesting current unmet needs specific to this group, it is unlikely that the policy will have a direct or indirect negative impact on individuals with this protected characteristic. As such, no changes to the policy are considered necessary at this time.
potential for developing good relations			X	Given small size of the local population and the absence of evidence suggesting current unmet needs specific to this group, it is unlikely that the policy will have a direct or indirect negative impact on individuals with this protected characteristic. As such, no changes to the policy are considered necessary at this time.
potential to advance equality of opportunity			X	Given small size of the local population and the absence of evidence suggesting current unmet needs specific to this group, it is unlikely that the policy will have a direct or indirect negative impact on individuals with this protected characteristic. As such, no changes to the policy are considered necessary at this time.

Religion or Belief	Place 'X' in the relevant box(es)			Describe any actions you plan to take, eg. to mitigate any impact, maximise positive impact, or record your justification to not make changes
	Positive impacts	Negative impacts	No impact	
risk of discrimination			X	The focus of the policy is on meeting the medical and mobility needs of individuals and households, including kinship carer households. These needs are assessed based on physical circumstances rather than religious belief. As such, it is unlikely that

				the policy will have either a direct or indirect impact on this protected characteristic.
potential for developing good relations			X	The focus of the policy is on meeting the medical and mobility needs of individuals and households, including kinship carer households. These needs are assessed based on physical circumstances rather than religious belief. As such, it is unlikely that the policy will have either a direct or indirect impact on this protected characteristic.
potential to advance equality of opportunity			X	The focus of the policy is on meeting the medical and mobility needs of individuals and households, including kinship carer households. These needs are assessed based on physical circumstances rather than religious belief. As such, it is unlikely that the policy will have either a direct or indirect impact on this protected characteristic.

Pregnancy/maternity	Place 'X' in the relevant box(es)			Describe any actions you plan to take, eg. to mitigate any impact, maximise positive impact, or record your justification to not make changes
	Positive impacts	Negative impacts	No impact	
risk of discrimination			X	Given that the policy is designed to meet the long-term needs of households requiring adaptations due to disability, age, or kinship care responsibilities, it is unlikely that the protected characteristic of pregnancy or maternity would be directly impacted.
potential for developing good relations			X	Given that the policy is designed to meet the long-term needs of households requiring adaptations due to disability, age, or kinship care responsibilities, it is unlikely that the protected characteristic of pregnancy or maternity would be directly impacted.

potential to advance equality of opportunity			X	Given that the policy is designed to meet the long-term needs of households requiring adaptations due to disability, age, or kinship care responsibilities, it is unlikely that the protected characteristic of pregnancy or maternity would be directly impacted.
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Marriage/civil partnership	Place 'X' in the relevant box(es)			Describe any actions you plan to take, eg. to mitigate any impact, maximise positive impact, or record your justification to not make changes
	Positive impacts	Negative impacts	No impact	
risk of discrimination (only the first aim of the Duty is relevant to this protected characteristic and only in relation to work matters)			X	Not applicable to this proposal

Socio-economic disadvantage	Place 'X' in the relevant box(es)			Describe any actions you plan to take, eg. to mitigate any impact, maximise positive impact, or record your justification to not make changes
	Yes	No	No impact	
(If required) Will the proposal reduce inequalities of outcome caused by socio-economic disadvantage?			X	Not applicable to this proposal

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11. Describe how the assessment might affect the proposal or project timeline?

Examples of the items you should consider here include, but are not limited to:

- **Communication plan:** do you need to communicate with people affected by proposal in a specific format (e.g. audio, subtitled video, different languages) or do you need help from other organisations to reach certain groups?
- **Cost:** do you propose any actions because of this assessment which will incur additional cost?
- **Resources:** do the actions you propose require additional or specialist resource to deliver them?
- **Timing:** will you need to build more time into the project plan to undertake research, consult or to complete any actions identified in this assessment?

The assessment is not expected to impact the overall timeline for the development of the Property Adaptations Policy. Sufficient time has been allocated to support ongoing engagement with relevant internal and external stakeholders. This ensures that the needs of all protected groups are appropriately considered, and that the policy is developed in a fair, transparent, and consistent manner.

12. **Having considered the potential or actual impacts of your proposal, you should now record the outcome of this assessment.** Choose from one of the following:

Please select (X)	Implications for the proposal
X	No major change Your assessment demonstrates that the proposal shows no risk of unlawful discrimination and that you have taken all opportunities to advance equality of opportunity and foster good relations, subject to continuing monitoring and review.
	Adjust the proposal and/or implement mitigations You have identified ways of modifying the proposal to avoid discrimination or to better advance equality of opportunity or foster good relations. In addition, or alternatively, you will introduce measures to mitigate any negative impacts. Adjustments and mitigations should be recorded in the tables under Step D above and summarised in the summary sheet at the front of the document.
	Continue the proposal with adverse impact The proposal will continue despite the potential for adverse impact. Any proposal which results in direct discrimination is likely to be unlawful and should be stopped and advice taken. Any proposal which results in indirect discrimination should be objectively justified and the basis for this set out in the tables under Step D above and summarised in the summary sheet at the front of the document. If objective justification is not possible, the proposal should be stopped whilst advice is taken.
	Stop the proposal The proposal will not be implemented due to adverse effects that are not justified and cannot be mitigated.

Step E - Discuss and review the assessment with decision-makers

- 13. You must discuss the findings of this assessment at each stage with senior decision makers during the lifetime of the proposal and before you finalise the assessment. Record details of these discussions and decisions taken below:**

Step F – Post-implementation actions and monitoring impact

It is important to continue to monitor the impact of your proposal on equality groups to ensure that your actual or likely impacts are those you recorded. This will also highlight any unforeseen impacts.

- 14. Record any post-implementation actions required.**

- 15. Note here how you intend to monitor the impact of this proposal on equality groups.**

The adaptation request waiting list is planned to be reviewed every six months. The impact of the policy on tenants and their households will be monitored, with consideration given to protected characteristics. This may include data on request volumes, household composition, and relevant demographics such as age, sex, and kinship care status.

- 16. Note here when the EFSIA will be reviewed as part of the post-implementation review of the proposal:**

The EFSIA will be reviewed concurrently with the scheduled review of the Policy.

Step G – Assessment sign off and approval

Lead person(s) for this assessment: Monika Bicev

Signed: MBicev

Date:

Senior officer approval of assessment:

Signed:

Date:

All full EFSIAs must be published on the Council's website as soon as possible after the decision is made to implement the proposal.

Clackmannanshire Council's Housing Service

Property Adaptations Policy Development Consultation Outcomes

Client Consultation Session with Kinship Carers

Alloa Family Centre

29 August 2025

A consultation session was held at Alloa Family Centre with kinship carers who are Clackmannanshire Council tenants and provide care under formal kinship care arrangements. The session was part of the development of the Housing Service's Property Adaptations Policy and aimed to gather views on the housing needs of kinship care households, the role of property adaptations in meeting those needs, and the specific considerations that should be reflected in the policy.

The consultation followed a semi-structured format and was preceded by a brief overview of the Property Adaptations Policy, including its aims, eligibility criteria, application process, and how decisions are made regarding adaptations. The session focused on identifying priority needs from the perspective of kinship carers and exploring how the policy could better support their circumstances.

Two participants attended the session, both of whom were either currently providing care under formal kinship arrangements or awaiting assessment. Despite differences in their experience and duration of care, both participants shared similar challenges and perspectives.

1.1. Unmet Housing Needs and Impacts on Kinship Carers

Participants identified overcrowding and lack of space as the most pressing housing issues facing kinship carers, particularly when caring for children of opposite sexes with significant age gaps, where sharing a bedroom was deemed inappropriate. One carer described their living situation as 'crawling over each other,' and the lack of personal space was seen to negatively affect the development of the cared-for child, other children within the household as well the wellbeing of the carer and the household as a whole.

Both participants expressed emotional strain and a sense of isolation in their roles. One carer noted that they were promised support that never materialised, while another described fear and uncertainty before taking on the kinship care role due to unfamiliarity with social services. A recurring sentiment was that kinship carers are 'left alone,' with one participant stating, 'The Promise is not there for us,' referring to the national and local commitments to support care-experienced children and families.

The need for larger properties was emphasised as essential for the cared-for child to remain in the household and for the carer to provide adequate support.

1.2. Meeting the Needs of Kinship Carer Households

Participants highlighted that property adaptations, such as loft conversions and extensions, could alleviate many of the mental and emotional stresses associated with overcrowded living

conditions. Adaptations were seen as a way to reclaim personal space and reduce feelings of claustrophobia. One carer reflected that life before kinship care was ‘normal,’ but that ‘that right was taken away from me,’ expressing frustration with the system and the lack of recognition for their role.

1.3. Prioritisation of Cases

While acknowledging the importance of prioritising adaptations for disabled individuals, participants strongly advocated for the inclusion of kinship carers in prioritisation frameworks. They noted that kinship carers ‘don’t cost the Council much’ and ‘save the Council a bloody fortune,’ especially when compared to the costs for the provision of institutional care. It was pointed out that children in foster care would not be permitted to live under the same conditions as those in kinship care, such as sharing bedrooms.

Participants stressed that kinship carers should be recognised for their contribution and that the lack of a dedicated budget for property adaptations and alterations for kinship care households severely limits their access to necessary support. One carer again questioned, ‘Where is the Promise for me?’ highlighting the perceived disparity in support.

The issue of waiting times for adaptations was also raised, with one participant suggesting that time spent on the waiting list should be a factor in prioritisation decisions.

1.4. Simplifying Processes and Supporting Kinship Carers

Participants expressed frustration with the complexity and lack of clarity in the existing system for property adaptations. Communication was identified as a key area for improvement. Tenants reported that they were often left uninformed about the process, receiving only second-hand updates via social services rather than direct communication from housing staff. One participant described feeling ‘forgotten’ throughout the process, while another noted that although their Housing Officer was helpful, they felt the Officer’s ‘hands were tied.’

The need to repeatedly phone and chase updates was described as burdensome, with participants feeling as though they were ‘pestering’ the Council for information. The importance of having a single point of contact who could guide the tenants through the application and adaptation process was also emphasised.

In general, both carers expressed a desire for clearer communication about what to expect, including realistic timelines and outcomes. For example, one participant shared that they had been told they were a priority for adaptations the previous year, but had received no further updates since. Furthermore, both consultees agreed that decisions regarding property adaptations should be made by someone who understands the unique circumstances of kinship carers.

1.5. Alternative Housing Solutions and Rehousing Options

Apprehension surrounding rehousing emerged as a recurring theme throughout the conversation. When asked whether they would consider relocating to a more suitable property, even with the offer of a relocation package, both participants expressed strong reservations.

One carer described relocation as a ‘last resort,’ questioning why they should have to ‘uproot [their] life to move.’ The importance of community ties, familiarity with the neighbourhood, and the financial as well as emotional investment in their current home were cited as reasons for resisting relocation.

Concerns were also raised about the impact of relocation on the children within the household, including the cared-for child(ren), particularly in terms of disrupting routines and emotional stability. It was noted that if relocation were to be considered, it would need to be to a very specific and limited area, which participants acknowledged would be difficult to achieve. One carer stated that they did not want to consider alternatives when a solution could be found through property adaptations.

1.6. Concluding Remarks

Participants expressed their dedication to caring for family members and their desire to continue doing so. However, they called for greater compassion and recognition of the challenges faced by kinship carers. As one participant poignantly stated, ‘Where do we come into the equation – we’re just grannies and aunties.’

There was a shared sentiment that while the needs of the cared-for children are rightly prioritised, the needs of the carers themselves as well as their other children are often overlooked. In response, the participants called for increased funding and support to meet the housing needs of kinship care households.

1.7. Consultation Outcomes. Emerging Key Themes.

The conversations allowed for key themes to emerge which will inform the development of the Property Adaptations Policy and can be used to support future service improvements. These include:

- Overcrowding and the need for personal space to meet the needs of kinship care households.
- Property adaptations can help alleviate emotional and mental distress experienced by kinship carers living in unsuitable housing conditions.
- The need for personal space is essential for the development of the cared-for children, other children in the household, and the wellbeing of the carer and the household as a whole.
- A sense of isolation and lack of support is commonly experienced by kinship carers.
- There is a need for greater recognition of the unique challenges faced by kinship care households and the contribution they make.
- Kinship carers save the Council significant resources compared to institutional care, yet often lack access to dedicated support and funding.
- Communication processes need improvement, including clearer explanations, realistic expectations, and regular updates on adaptation applications.
- Tenants require a single point of contact to support them through the application and adaptation process.

- Rehousing is a difficult and often undesirable option for kinship carers due to emotional ties, financial investment in the property, and the need to maintain placement stability.
- There is a strong preference for in-situ solutions, such as property adaptations (including loft/garage conversions), rather than relocation.

Consultation with the Sauchie Community Group
Sauchie Resource Centre
20 October 2025

A consultation session was held at Sauchie Resource Centre with Clackmannanshire Council tenants and residents to inform the development of the Housing Service's Property Adaptations Policy. The session aimed to gather views on participants' experiences with the current property adaptations process and explore what improvements could be reflected in the new policy. The discussion also considered whether there were any gaps in the existing approach and what additional measures could better support tenants who require adaptations.

The consultation followed a semi-structured format and began with an overview of the Property Adaptations Policy, including its purpose, eligibility criteria, and the process for requesting and delivering adaptations. Participants were then invited to share their personal experiences with the adaptation process and suggest practical changes to improve the system.

Experiences with the Current Adaptations Process

Feedback from participants highlighted mixed experiences with the current process. A recurring theme was significant delays in completing adaptations, with some tenants waiting extended periods, and sometimes years, for relevant assessments and work to be carried out. One participant reported that they had required adaptations when moving into their property; however, more than two and a half years later, the adaptations had still not been completed in full. This individual described feeling like a "second-class citizen," citing frustration that other people's needs appeared to be prioritised while their own remained unmet. They also expressed a sense of being let down by the Council, pointing to a lack of care, poor communication, and an absence of follow-up.

Several participants echoed concerns about communication, noting that calls to the Council often went unanswered and that officers rarely returned messages. Others described a lack of clarity about who to contact for support and which department was responsible for different stages of the process. This lack of coordination between services was seen as a major barrier to securing timely and appropriate adaptations.

One participant shared that they had been left without any visits or direct engagement from officers during the process, and their family was not informed about alternative options or additional support that might have been available.

Positive Experiences and Good Practice

While most feedback focused on challenges, one participant, who is a wheelchair user, reported a more positive experience with the process once their adaptation works were underway. They noted that communication during the works was good, with officers overseeing the process visiting regularly and responding promptly to any issues raised. However, they also highlighted that the overall timeline was still lengthy, with adaptations only completed after a social worker identified unmet needs. Importantly, this participant was unaware that they could have initiated the process themselves and stated that they would have done so had they known who to contact.

Suggestions for Improvement

When asked how the process could be improved, participants consistently called for better communication, both with tenants and between Council departments. They emphasised the importance of a person-centred approach, recommending that officers from different services meet with tenants early in the tenancy to discuss their needs and agree on a tailored package of care. This would help ensure that housing, health, and social care needs are addressed in a coordinated way from the outset.

Participants also suggested that bungalows should be reserved strictly for people with disabilities and older individuals to ensure that those with the greatest need have access to suitable housing. Additionally, they stressed the importance of ensuring that tenants are not left to struggle alone and that clear information is provided about the adaptations process, including who to contact and what support is available.

Summary of Key Themes

Overall, the consultation revealed that while some tenants have had positive experiences once works commenced, the majority reported significant delays, poor communication, and a lack of clarity about roles and responsibilities. These issues have contributed to feelings of frustration, isolation, and, in some cases, a perception of being treated unfairly. Participants expressed a strong desire for a more responsive, transparent, and person-centred approach to property adaptations, underpinned by improved communication and better coordination between services.