

Draft Housing Adaptations Policy consultation

Southampton City Council (SCC) is consulting on a draft Housing Adaptations Policy.

We would like to hear your thoughts on the proposals and any impacts or alternative suggestions you would like us to consider. Now is your opportunity to have your say.

An online version of this questionnaire can be found on Southampton City Council's website at www.southampton.gov.uk/consultations.

You can also email your consultation feedback or queries to yourcity.yoursay@southampton.gov.uk.

This consultation closes **Sunday 19 October 2025**.

Background

The link between housing and wellbeing is increasingly acknowledged. A suitable, well adapted home can improve quality of life, wellbeing, enable safe access and increase independence to prevent, reduce or delay care needs.

This draft policy sets out how Southampton City Council aims to approach requests for property disabled adaptations to the homes of Council residents.

- > The aims and commitments of the policy;
 - > The proposed eligibility criteria for housing adaptations;
 - > If and how alternative options to larger-scale adaptations are considered, and;
 - > The proposed application process and how applications are decided.
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Aims & commitments

Broadly speaking, the proposed aims and commitments of the draft policy can be summarised as:

- > Ensuring all residents have access to accommodation that enables independent living, privacy and dignity;
- > Maximising the impact of available funding by delivering best value;
- > Provide a service that seeks to meet the needs experienced and identified by a person with a disability, with regard to the person's own views, wishes and feelings;
- > The acceptability of adaptations are measured by the extent to which they meet the needs of the individual;
- > Each case to be considered in the context of the policy framework to ensure consistency and fairness, and;
- > Each case to be considered on its merits, paying due regard to individual circumstances.

To what extent do you agree or disagree with this part of the draft policy?

☐ Strongly agree

☐ Slightly agree

☐ Neither

☐ Slightly disagree

☐ Strongly disagree

What impact do you feel this part of the draft policy, if implemented, may have on you, your business or the wider community?

☐ Very positive

☐ Fairly positive

☐ No impact at all

☐ Fairly negative

☐ Very negative

☐ Don't know

If you disagree with this part of the draft policy, or have any comments, impacts, suggestions or alternatives you feel we should consider, please provide details:

Eligibility criteria

The proposed eligibility criteria can be summarised as:

- > An SCC tenant, their partner or family member, permanently resident in the household for 12 months or more;
- > Within the principle home of the child/children (if the adaptation concerns children);
- > Applicant or relevant family member has a physical or mental disability with a substantial, long-term impact on their ability to carry out normal day-to-day activities, and;
- > Be living in accommodation appropriate for the household's needs.

To what extent do you agree or disagree with this part of the draft policy?

☐ Strongly agree

☐ Slightly agree

☐ Neither

☐ Slightly disagree

☐ Strongly disagree

What impact do you feel this part of the draft policy, if implemented, may have on you, your business or the wider community?

☐ Very positive

☐ Fairly positive

☐ No impact at all

☐ Fairly negative

☐ Very negative

☐ Don't know

If you disagree with this part of the draft policy, or have any comments, impacts, suggestions or alternatives you feel we should consider, please provide details:

Considering alternative options

The draft policy says that other options would be considered if the requested adaptations are extensive or complicated. Alternative options could include offering the applicant(s) a more suitable council property, or a sheltered or extra care home.

According to the draft policy, the Council would always discuss any alternative options with the applicant(s) and would ensure that any property, if offered, would meet a set of suitability criteria.

To what extent do you agree or disagree with this part of the draft policy?

☐ Strongly agree ☐ Slightly agree ☐ Neither ☐ Slightly disagree ☐ Strongly disagree

What impact do you feel this part of the draft policy, if implemented, may have on you, your business or the wider community?

☐ Very positive ☐ Fairly positive ☐ No impact at all ☐ Fairly negative ☐ Very negative ☐ Don't know

If you disagree with this part of the draft policy, or have any comments, impacts, suggestions or alternatives you feel we should consider, please provide details:

Applications process & governance

Broadly speaking, the process described in the draft policy can be summarised as:

- 1) Receiving a referral, either an application directly from the tenant themselves or from SCC teams in areas like Wellbeing & Adults or Children's Social Care;
- 2) Having an assessment carried out by Housing Occupational Therapists (OTs) and/or Occupational Therapy Assistants (OTAs);
- 3) Getting a recommendation(s) from OTs and/or OTAs, working alongside other professionals like Charge Hands and architects, then;
- 4) A final decision by the Housing Management service.

The draft policy also covers other aspects related to the application process, including:

- > Who the decision-makers are and the cost thresholds for final decisions: the Head of Supported Housing for works under £7,500; the Housing Adaptations Panel (HAP) for works £7,500 or more;
- > Membership of the Housing Adaptations Panel;
- > Examples of what can normally be considered as major or minor adaptations;
- > Circumstances where an adaptation will be refused, including if works are unlikely to meet the applicant's long-term housing needs, if the estimated cost is £30,000 or more, and if a tenant is in rent arrears;
- > Exceptional circumstances where a more significant adaptation may be accepted, including the discretionary powers of the Director of Housing to approve works of more than £30,000 (assessed on a case-by-case basis);
- > The commitment to matching the provision for those living in SCC social housing with the private sector (where possible);
- > Prioritisation and waiting times, including definitions of priority cases (e.g. where the client has a palliative diagnosis, or a hospital discharge would be delayed without the adaptations, etc), and;
- > How adaptations impact on tenancies, including the expectation that where works cost more than £2,500, the tenant with disabilities remains living at the property for a minimum of five years.

To what extent do you agree or disagree with this part of the draft policy?

- ☐ Strongly agree ☐ Slightly agree ☐ Neither ☐ Slightly disagree ☐ Strongly disagree

What impact do you feel this part of the draft policy, if implemented, may have on you, your business or the wider community?

- ☐ Very positive ☐ Fairly positive ☐ No impact at all ☐ Fairly negative ☐ Very negative ☐ Don't know

If you disagree with this part of the draft policy, or have any comments, impacts, suggestions or alternatives you feel we should consider, please provide details:

Reading the draft policy

Have you read the proposed draft policy?

☐

Yes - all of it

☐

Yes - some of it

☐

No - none of it

If you have read the proposed draft policy, to what extent do you agree or disagree with the following statements?

	Strongly agree	Slightly agree	Neither	Slightly disagree	Strongly disagree
"The draft policy is easy to understand"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"The draft policy provides sufficient information"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If there were parts of the draft policy that you did not understand or you feel need more information, please provide further details:

Overall impact of the draft policy

If the draft policy were to be implemented, what impact do you feel this would have on you, your family, your business or the wider community?

☐

Very positive

☐

Fairly positive

☐

No impact at all

☐

Fairly negative

☐

Very negative

☐

Don't know

Please use the following space to tell us more about the potential impact the draft strategy and if there is anything else we should consider:

About you

Are you...?

	Yes	No
A tenant of a home rented from the Council?	<input type="checkbox"/>	<input type="checkbox"/>
A resident of Southampton?	<input type="checkbox"/>	<input type="checkbox"/>
Someone that works, visits and/or studies in Southampton?	<input type="checkbox"/>	<input type="checkbox"/>
Responding on behalf of a business or organisation (including voluntary and community organisations)?	<input type="checkbox"/>	<input type="checkbox"/>
An SCC employee?	<input type="checkbox"/>	<input type="checkbox"/>

What is your postcode? *This is used for geographical analysis only and will not be used to contact or identify you.*

What is your sex?

☐ Female ☐ Male ☐ Prefer not to say

Is the gender you identify with the same as your sex registered at birth?

☐ Yes ☐ No ☐ Prefer not to say

If no, please write in your gender identity:

What is your age?

☐ Under 18 ☐ 35 - 44 ☐ 65 - 74
☐ 18 - 24 ☐ 45 - 54 ☐ 75+
☐ 25 - 34 ☐ 55 - 64 ☐ Prefer not to say

How would you describe your ethnic group?

☐ Asian or Asian British ☐ Mixed or multiple ethnic groups ☐ White other
☐ Black, Black British, Caribbean or African ☐ White British ☐ Other ethnic group
☐ Prefer not to say

Do you have any physical or mental health conditions or impairments, lasting 12 months or more, that have a substantial effect on your ability to carry out day-to-day activities?

☐ Yes ☐ No ☐ Prefer not to say

The next few questions are for those responding on behalf of a business or organisation only.

Can the name of your business or organisation be attributed to your response?

☐ Yes ☐ No

Can we contact you about your response to this consultation?

☐ Yes

☐ No

If yes, please provide the following details:

Business/organisation name:

Contact name:

Contact email:

What happens next?

The consultation closes on **Sunday 19 October 2025**. After this date, all feedback will be analysed and considered before a final decision is made.

Please return completed surveys to:

*Consultations,
First Floor, West Wing,
Civic Centre,
Southampton,
SO14 7LY.*

Alternatively, please hand completed surveys back to any Southampton City Council-run library.

The information collected about you during this survey will only be used for the purposes of research. We may use it to contact you about this. We will only share your information with other organisations or council departments if we need to. We may also share it to prevent, investigate or prosecute criminal offences, or as the law otherwise allows. Please be aware that any comments given on this form may be published in the report. However, the council will endeavour to remove any references that could identify individuals or organisations. Our Privacy Policy (<http://www.southampton.gov.uk/privacy>) explains how we handle your personal data, and we can provide a copy if you are unable to access the Internet.