

Cambridgeshire Adaptations, Repairs and Renewals Policy 2025-2030

Results of consultation and engagement

Direct engagement took place through meetings and discussions with the following groups.

- Grant Officers and Home Improvement Agencies (HIAs) operating across Cambridgeshire, including CambsHIA.
- People with disabilities and third sector organisations, through Healthwatch Cambridgeshire.
- Cambridgeshire County Council Adult Social Care and Special Educational Needs Commissioners.
- Cambridgeshire Occupational Therapy services.
- The Cambridgeshire & Peterborough Integrated Care Partnership's Health & Wellbeing Board.

The above groups were then invited to comment on the draft policy during a four-week consultation period during November & December 2024. (Registered Providers (RPs) operating locally were also part of this consultation although no RP responses were received).

This consultation and engagement, together with customer feedback from people who have received grants and loans through the existing policy, have all helped to inform the updated policy. Examples of how engagement has helped to inform the policy include:

- Changes such as the recommendations around increasing maximum amounts payable and the proposals aimed at achieving better value for money.
- Improving access to Special Purposes Assistance (SPA) work through adding to the list of passported benefits which may make an applicant entitled to assistance, as opposed to having to go through a full means test.
- Enabling the policy to be operated more flexibly to meet individual needs; for example through: allowing means tests to be waived for people in exceptional hardship, with rapidly progressive/degenerative conditions or receiving end of life care; waiving the minimum residency requirements for Relocation

Assistance and SPA if someone has had to move for reasons such as fleeing domestic abuse; and enabling work to go ahead if a co-owner cannot be contacted.

- Measures to help the Home Improvement Agencies operate more efficiently and remain self-financing.
- Signalling to Registered Providers the councils' expectations around making reasonable financial contributions towards adaptations in housing association properties, and giving timely permission for works to be carried out.
- Improving clarity for professionals and service users around issues such as: assistance available through each council, terminology, eligibility, processes and responsibilities.