

## **APPENDIX 3 EQUIPMENT & ADAPTATIONS**

### Purpose of report

1. To provide members with a half year overview for our aids and adaptations service, which includes information on the range of request received and operational figures. Revised DRAFT equipment and adaptation policy document which incorporates the points raised within the advisory audit undertaken by Beever & Struthers and from the service review team.

### Background

2. Housing adaptations can often play an important role to help people remain in comfort and safety in their home. Our existing Policy agreed (August 07) where possible and within our resources to meet the identified needs of our tenants and members of their immediate households who require aids or adaptations to ensure that they can continue to live in their current home safely and with a reasonable degree of dignity and independence.
3. We have provided members (November 2008, 2009) with half year position statements that included results from tenants' survey, the range of request received and the performance of Connaught Partnership Ltd.
4. Members should note that we operate a triage service where all our equipment and adaptation request come via Dumfries & Galloway Occupation Therapy & Sensory Service. Our asset management staff act as the main funnel point for OT requests, they monitor and forward requests; in the case of investment works to various project managers and pass minor request e.g. grab or hand rail to the Customer Service Centre for issue to the responsive repairs contractor. The asset management staff also checks if the property is ours and liaise with the OT on individual cases.

## Range of request receive

5. Table 1 below provides the breakdown of equipment and adaptation referrals issued April 2010 to the end of September 2010 and shows the comparable figures for April 2009 to the end of September

	Annandale & Eskdale		Nithsdale		Stewartry		Wigtown		Total	
	2009	<b>2010</b>	2009	<b>2010</b>	2009	<b>2010</b>	2009	<b>2010</b>	2009	<b>2010</b>
Stock	2,811	<b>2,815</b>	3,827	<b>3,783</b>	1,307	<b>1,303</b>	2,360	<b>2,373</b>	10,305	<b>10,144</b>
% of stock	27.3%	<b>27.4%</b>	37.1%	<b>36.8%</b>	12.7%	<b>12.8%</b>	22.9%	<b>23.4%</b>		
AA lines										
Repairs	99	<b>83</b>	100	<b>75</b>	31	<b>74</b>	76	<b>85</b>	306	<b>317</b>
Investment	128	<b>65</b>	92	<b>70</b>	34	<b>46</b>	67	<b>74</b>	321	<b>255</b>
Wet floor	105	<b>50</b>	64	<b>59</b>	24	<b>39</b>	54	<b>62</b>	247	<b>210</b>
Lifts	2	<b>2</b>	3	<b>2</b>	0	<b>0</b>	1	<b>2</b>	6	<b>6</b>
Ramps	15	<b>5</b>	9	<b>5</b>	8	<b>4</b>	1	<b>4</b>	33	<b>18</b>
Misc.	6	<b>8</b>	16	<b>4</b>	2	<b>3</b>	11	<b>6</b>	35	<b>21</b>
Total	355	<b>213</b>	284	<b>215</b>	99	<b>166</b>	210	<b>233</b>	948	<b>827</b>

2009.

Table 1 – comparison table between 2009-2010 aids and adaptation

6. During the qualifying period we have recorded an overall drop in referrals. However, the table also shows a clear east - west split, where in Annandale & Eskdale/Nithsdale we had a total of 639 referrals in 2009 and 428 in 2010 a drop of 211 lines or 33%. In Stewartry & Wigtown we had a total of 309 referrals in 2009 but 399 in 2010 increase of 90 referrals or 29.1%.
7. This same increase in referrals for Stewartry & Wigtown is shown in;
- Repairs 107 referrals in 2009 but 159 in 2010
  - Investment - 101 referrals in 2009 but 120 in 2010, and
  - Wet Floor – 78 referrals in 2009 but 101 in 2010
8. The investment figures may be simply explained as a reflection of the

operational areas that we are currently installing bathrooms compared to last year. However, this overall dip in total referrals is interesting compared to the highlighted results reported to Customer Services Committee on our tenants census where 44% of the organisations tenants that have been surveyed are over the age of 60, this compares to 25% of the Dumfries & Galloway population (source Government census)

## Budget

9. The budget for aids and adaptations is split into two elements. Minor aids and adaptations are included within the repairs budget and major works are budgeted for within our overall investment programme. Showers are included as part of the bathroom replacement budget, but the excess cost of an aids and adaptations bathroom over a standard bathroom is claimable as grant from the Scottish Government.

	Budget for year 2010-11 £	Actual for half year to 30 Sept 10 £	Projected Spend for 2010-11 £
Minor (within repairs budget)	53,983	24,038	53,983
Major (within investment budget)	£84,058 budgeted within overall projects and claimed		
Showers	budgeted within overall bathroom replacement and extra over costs claimed		

Table 2 Budget aids and adaptation

## Stair Lifts - through Floor and Ceiling track hoists

10. Table 3 below illustrate the numbers and types of lifts within our homes as at September 2010. Dumfries and Galloway's Occupational Therapy team via the Council's property services department install and maintain straight stair lifts. We install curved, through floor and ceiling track hoist and servicing and maintenance via an agreement with Dumfries and Galloway Council's Occupational Therapy team funded under the overall Repairs and maintenance budget.

Area	Straight	Curved	Through Floor	Hoist	External lift	Total
Annandale & Eskdale	16	14	-	2	1	33
Nithsdale	24	24	3	5	-	56
Stewartry	8	2	-	1	-	11
Mid Galloway & Stranraer	27	6	-	1	1	35
<b>Total</b>	75	46	3	9	2	135

## Tenant Satisfaction

11. The Customer Services Team recently undertook a repeat equipment and adaptation tenant phone survey. During this period 119 requests were recorded and of these 30 tenants or 25.2% were randomly selected to take part in the survey (The 2008 survey covered 116 requests with 42 tenants contacted or 36%).
12. The key findings are shown below in comparison with the 2008 survey;
  - ★ 95.3% 2010 (29 out of 30) of our tenants were satisfied and with the quality of work – 2008 figures 95.2%
  - ★ 93.4% 2010 (28 out of 30) of our tenants were satisfied with the overall service received - 2008 figures 95.2%
  - ★ 86.6% (26 out of 30) of our tenants were satisfied with the response time to carry out the works - 2008 figures 88%
  - ★ 70% (21 out of 30) of our tenants were visited by DGHP or the contractor prior to the work starting – 9 tenants or 30% were unsure if contact was made - 2008 figures 90.5%
  - ★ 53.3% (16 out of 30) of our tenants received information on how long it would take to complete the works – 2008 figures 40.5% and
  - ★ 26.7% (8 out of 30) of our tenants said they received information from DGHP - 2008 figures 7.1%
13. Generally, the comparison between the survey findings of 2010 and 2008 indicates a continuing high level of tenant's satisfaction with our provision of aids and adaptation, especially with the last two figures under paragraph 12 on the issue of information from DGHP.
14. There are areas where we can still improve on e.g. response times and members will note that within our revised equipment and adaptation policy clearer timescale are established for both minor and extensive/major adaptations.

## Advisory Audit

15. Beever & Struthers advisory audit have indicated that we should make available, review or update the following four items;
- Aids and Adaptations Policy should be made available on our website and intranet site. **(The current policy is on our web site)**
  - Aids and Adaptations Policy should be updated to include a section reflecting the statutory and regulatory requirements in relation to aids and adaptation, for example, Commission (DRC) Guidance for the Social Housing Sector on the Disability Equality Scheme (DES). In addition the policy should also make reference to any links with other associated policies, procedures and documents, for example, equality and diversity. **(updated policy attached)**
  - Aids and adaptations service commitments are reviewed with tenants and reported clearly to tenants as specific service standards for aids and adaptations. This is seen as good practice and has been used at other registered provider clients. **(Draft Policy will be discussed at the next round of DMC's)** and
  - The priority targets for minor and extensive aids and adaptations should be clearly communicated to tenants within all aids and adaptations literature. **(updated policy attached)**

## Service Review & Policy

16. As part of the continuous Improvement framework **aids and adaptations** was selected as one of three service areas that would be reviewed. Staff involved in the process including Dumfries & Galloway Councils Occupation Therapy & Sensory Service have been meeting and latterly were joined by four members of the DMC. Together they have learnt about the process involved and interaction across a number of external and internal staff team.
17. The aim was to look at how the process works at each stage, ensure consistency and high level of communication between agencies involved and our tenants. The planned outcome will be to identify areas of improvement in the process and the services provided to our tenants and incorporate service improvements within our policy document.
18. I record our thanks to the following people who were involved in the discussions; Shirley Smith, Carol Nawarauckas, Debbie Smith, Danny Queen, Mo Muir, Ian Roddick, Frank Walden, Jacky Tallach, Susan Quin, Stephen Irving, Geoff knight and Occupation Therapy & Sensory Service staff lead by Maggie Hutchings.
19. The updated DRAFT equipment and adaptation policy document is

attached to this report. Separate internal memorandum/procedures will be drafted over the next two months (including covering the service improvements identified by the group) and following approval of the equipment and adaptation policy issued to all relevant staff.

## Incentive to move

20. Members agreed to the introduction (especially where the tenant is under occupying the property) of a "Home loss" payment as an incentive to transfer to more suitable accommodation that would not require extensive equipment and adaptation works. The maximum home loss payment is £1,500 plus £400 and removal costs
21. No tenant to date has taken up the offer, and we will discuss with DMC's, and services users if this scheme should be continued.

## Recommendations

22. The Investment & Regeneration Committee is invited to:

**22.1. NOTE the half year overview for our aids and adaptations service and tenant satisfaction results.**

**22.2. NOTE the revised DRAFT equipment and adaptation Policy Document and AGREE to consult DMC's, Partners and services users on its content and targets.**

**22.3. NOTE the work of the Service Review Team and thank them for their time, commitment and endeavours.**

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