

*Services to People – Housing, Property & Benefit Advice*

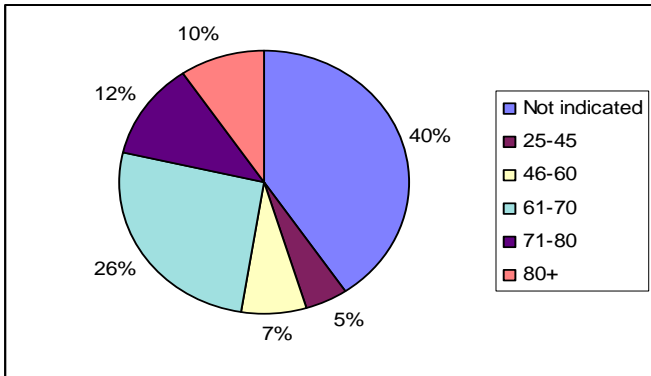
## Housing Adaptations Service

### 2007 User Feedback Survey: Outcomes Report

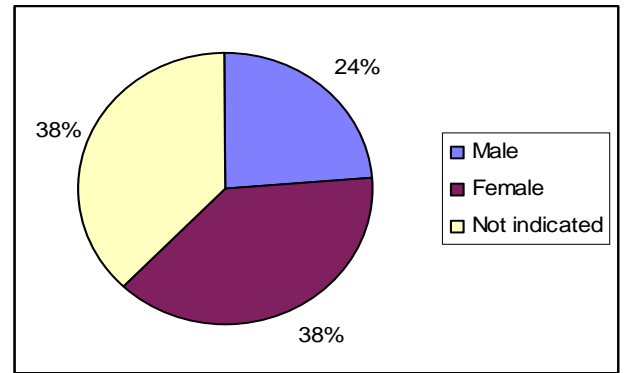
**Number of Surveys Sent Out: 42**

**Number of Surveys Returned: 25**

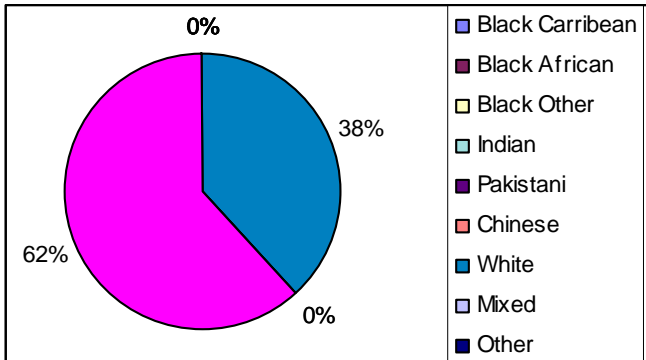
#### Age Range



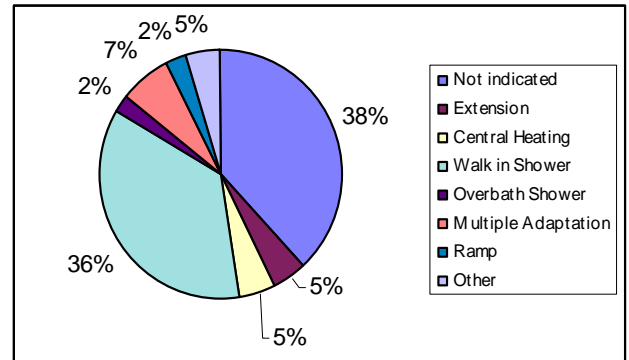
#### Gender



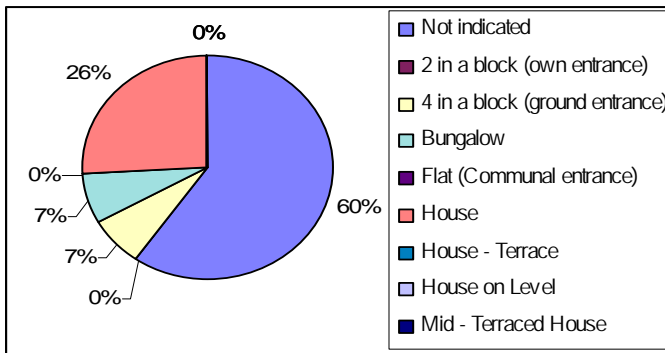
#### Ethnic Origin



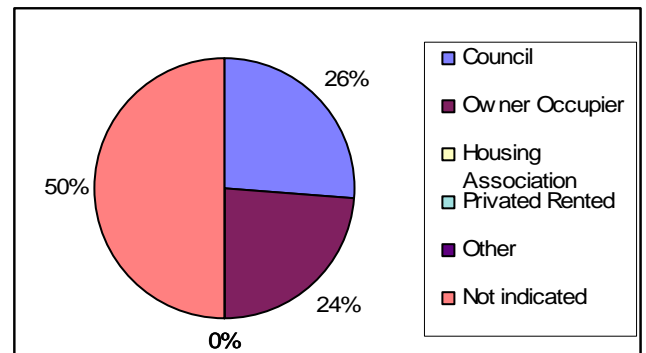
#### Adaptation Type



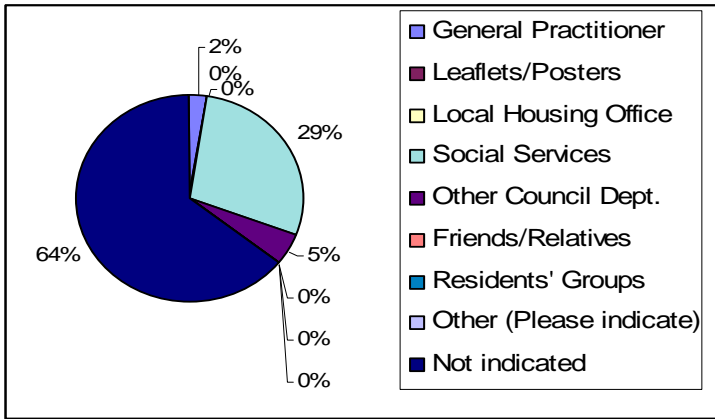
#### Property Type



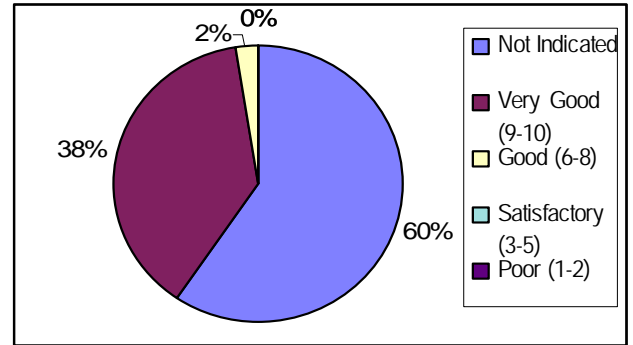
#### Tenure



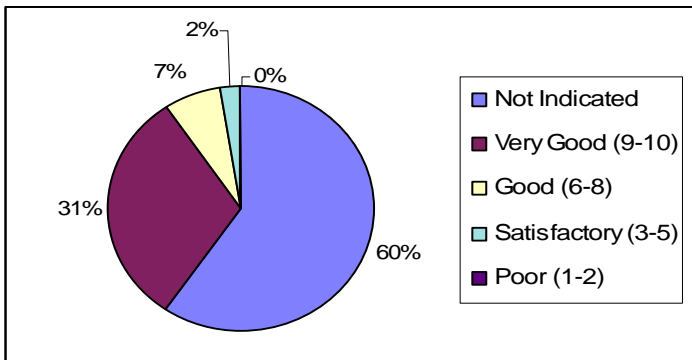
**Q.1 How did you find out about the Adaptations Service?**



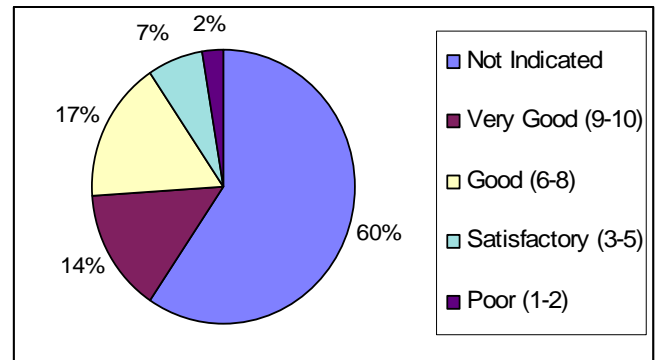
**Q.2 Do you feel the adaptation has made a positive difference to your lifestyle?**



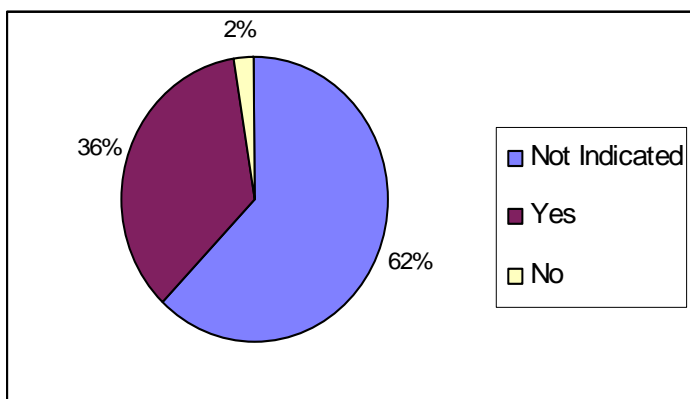
**Q.3 How satisfied are you with the quality of work and materials used in the adaptation?**



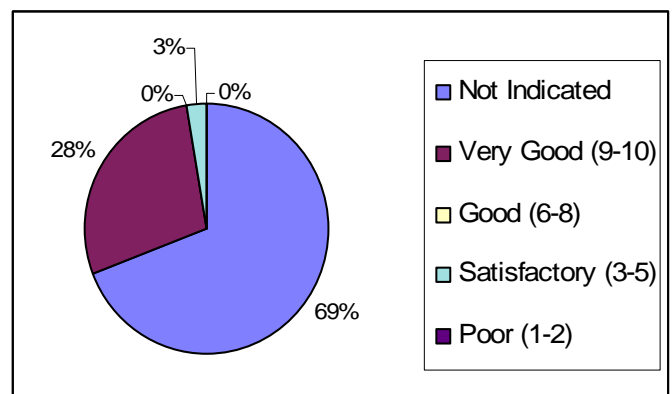
**Q.4 How satisfied are you with the timescale taken to complete the adaptation?**



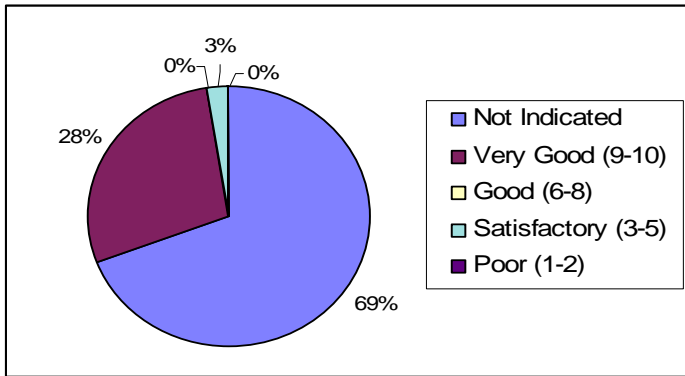
**Q.5 In your opinion is the adaptation value for money?**



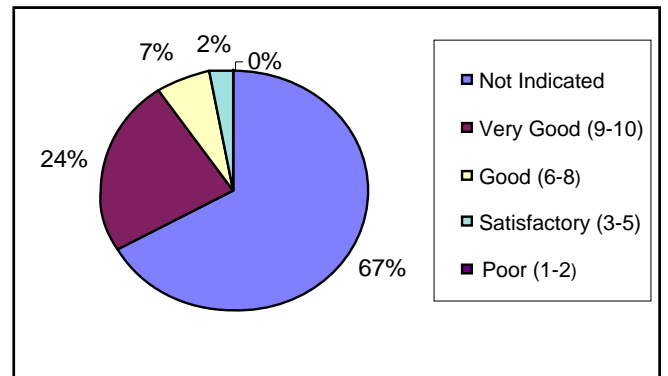
**Q.6 How easy was the installation process?**



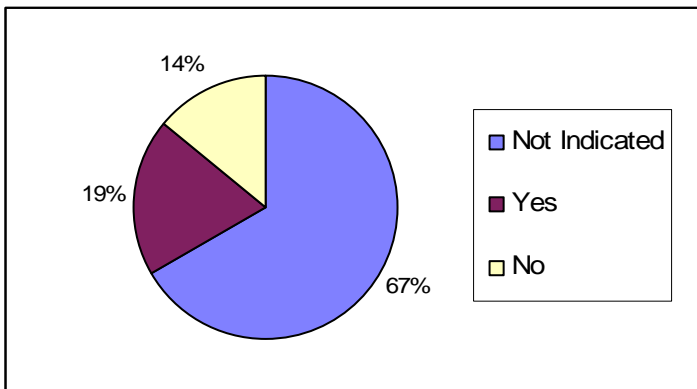
**Q. 7 Did the Contractor have an understanding of your difficulties?**



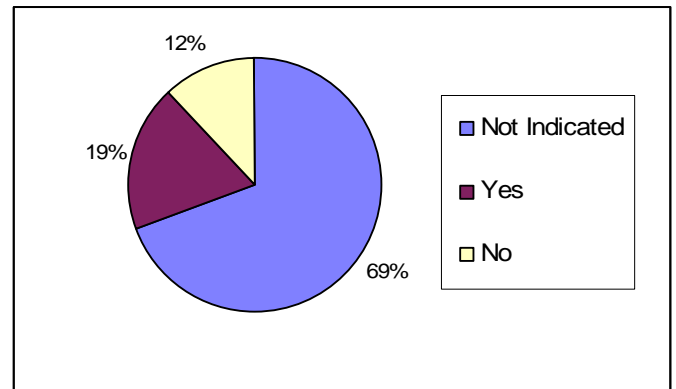
**Q.8 How good was the information given to you on the adaptation process?**



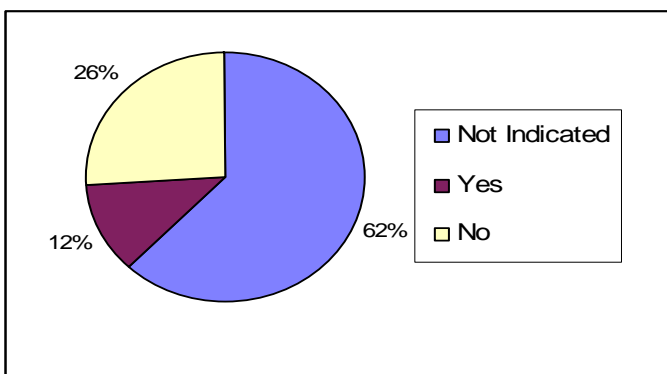
**Q.9a Were you given a leaflet explaining the adaptation process?**



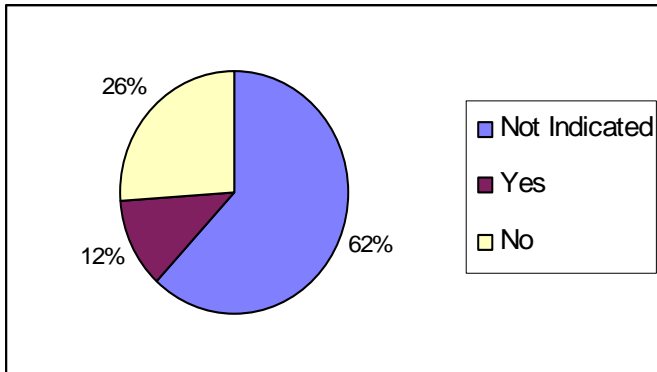
**Q.9b Were you kept informed about how the work was progressing?**



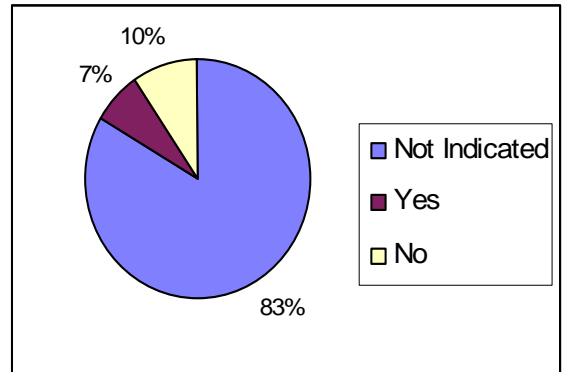
**Q.10 Did you experience any problems during the adaptation process?**



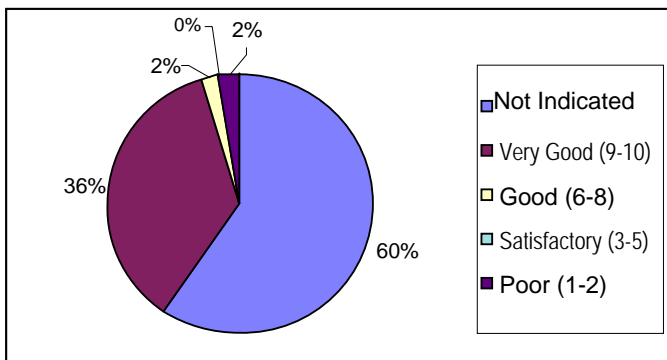
**Q.11a Have you experienced any problems following the adaptation?**



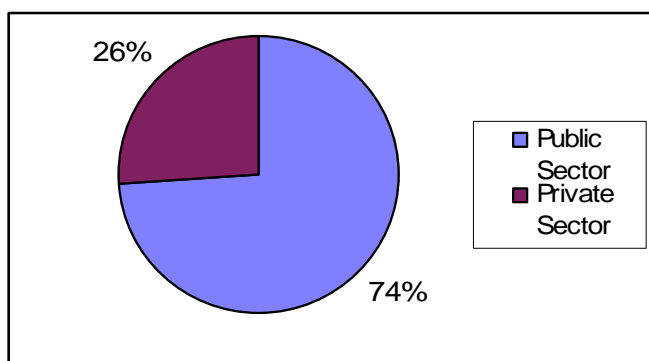
**Q.11b Have the problems been resolved?**



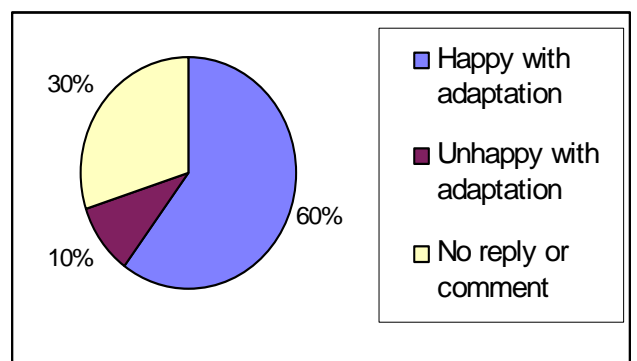
**Q.12 How would you rate the service overall?**



**42 adaptations completed in both Private and Public Sector:**



**User satisfaction outcome of 42 adaptations:**



## USER COMMENTS:

- Client completed survey for kitchen replacement programme - when contacted *"Very happy with shower"*.
- *"Can't fault work done in house."*
- *"Shower helped me have privacy when bathing - but wished the shower was more powerful, it is rather slow."*
- Very satisfied with work carried out - although his wife has since died.
- *"Clackmannanshire Council are very helpful and client only feels positive towards them."*
- *"Although it took 2 weeks longer to complete than expected, it has been worth it."*
- Not happy with finish of plaster etc., paving slab not level - passed onto Key Worker
- Problem with tiles as water was getting behind them. *"Very pleased with shower. Now fixed."*
- *"Shower doors a bit weak."*
- *"Problems with tiles and water, but OK now."*
- *"Council were ripped off"* - unhappy with kitchen, but happy with shower etc.
- Several clients on telephone commented they were very happy with the adaptations.

## CONCLUSION:

25 questionnaire responses received covering both public and private sector adaption provision.

Majority of people scored 9-10 in most categories with the conclusion that users are generally satisfied with the service provided by the Housing Adaptations Service.

A considerable number of clients do not always provide a response to each question.

Communication with clients requires to be improved (Questions 9a & b).

In view of the number of user surveys carried out by the Council, further consideration and discussion will be required prior to undertaking the 2008 User Survey in order to avoid user fatigue and confusion.