



Housing Adaptations Service

2010 User Feedback Survey: Outcomes Report

Private Sector Surveys sent out: 11
Public Sector Surveys sent out: 57

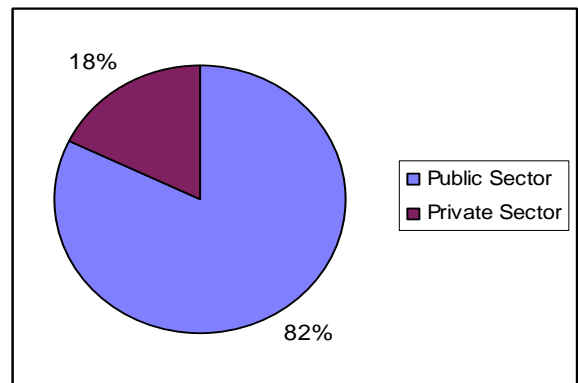
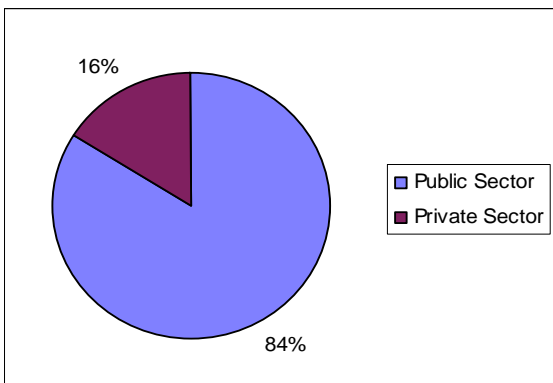
Number Returned: 9 (82%)
Number Returned: 42 (74%)

Total Surveys sent out: 68

Total Surveys Returned: 51 (75%)

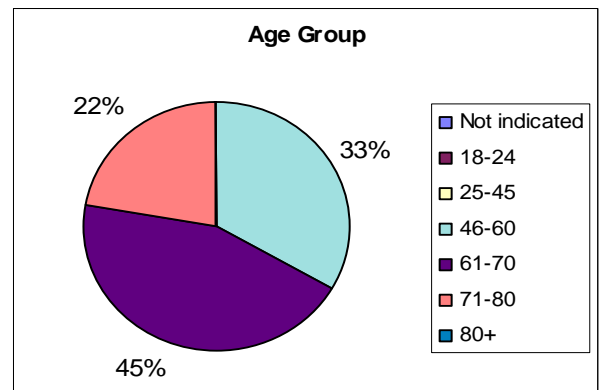
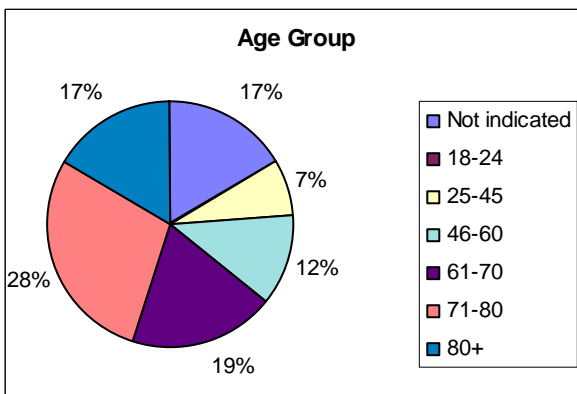
68 adaptations completed in both Private and Public Sector:

51 Surveys returned from both Public and Private Sector:



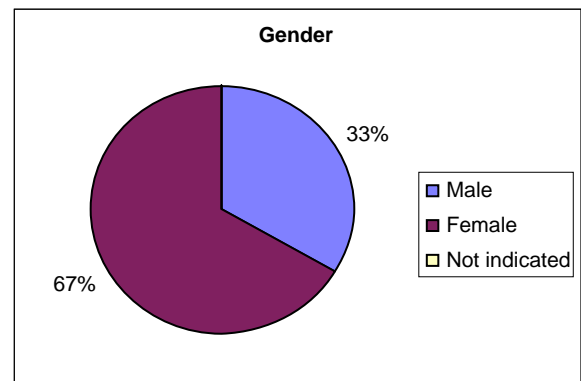
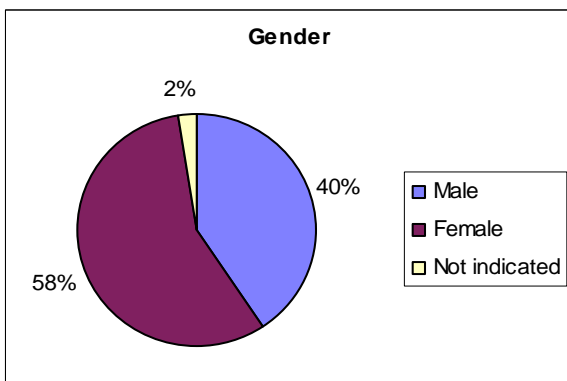
Public Sector

Private Sector

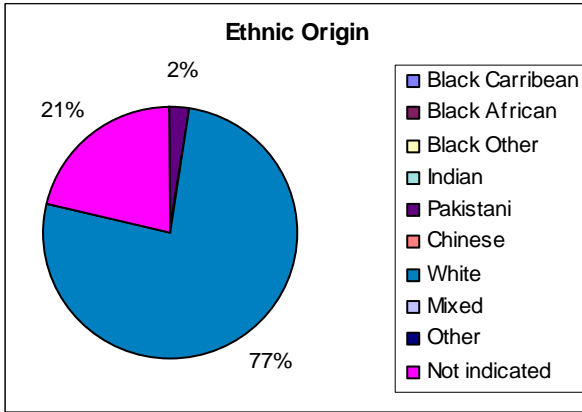


Public Sector

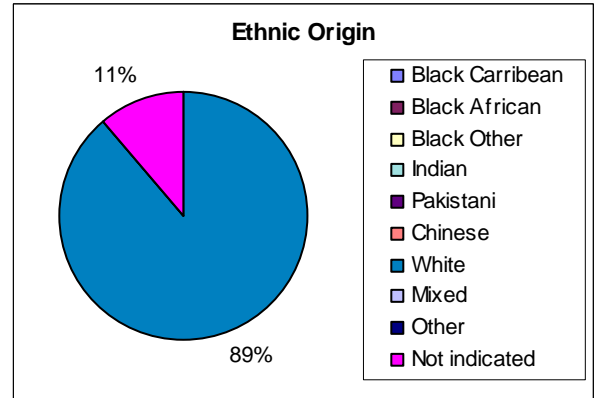
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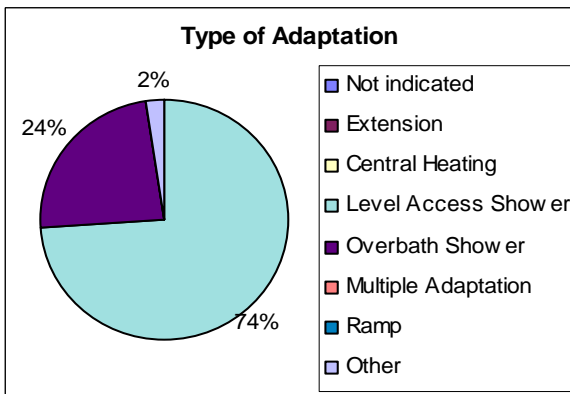
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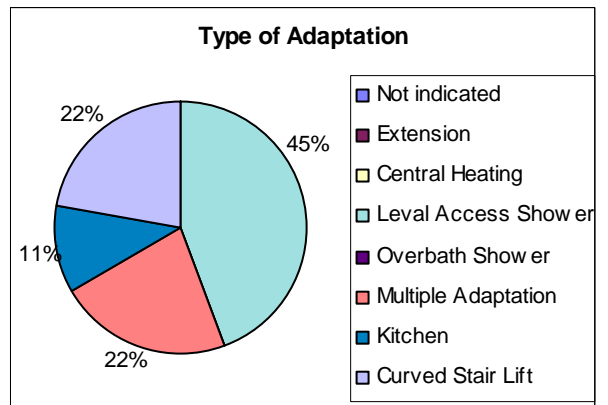
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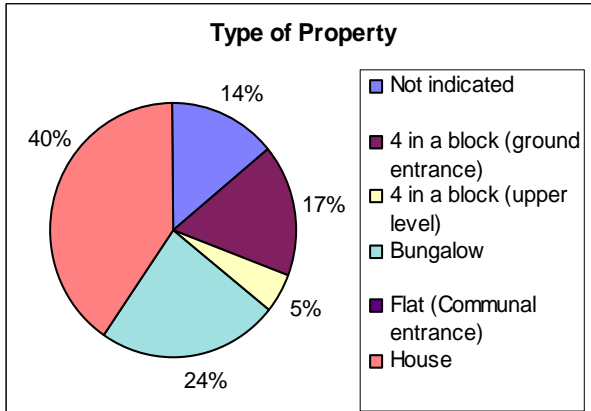
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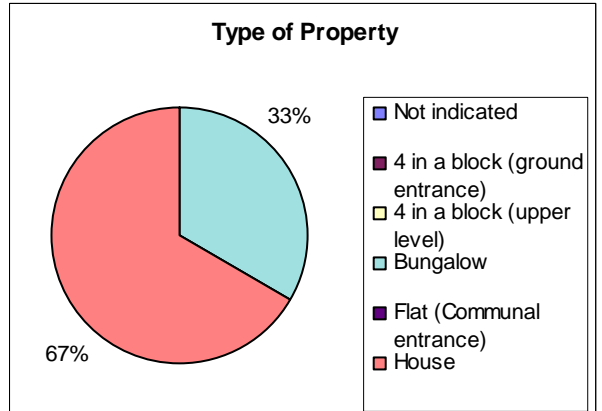
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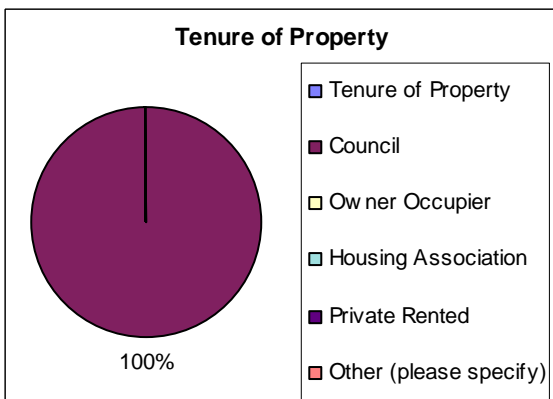
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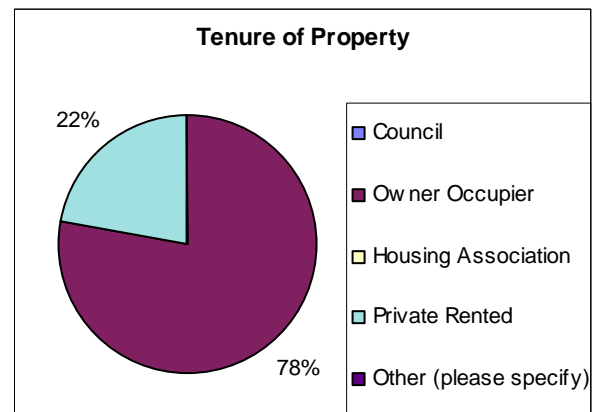
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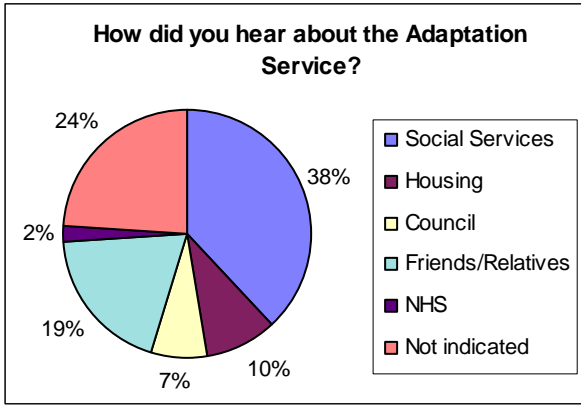
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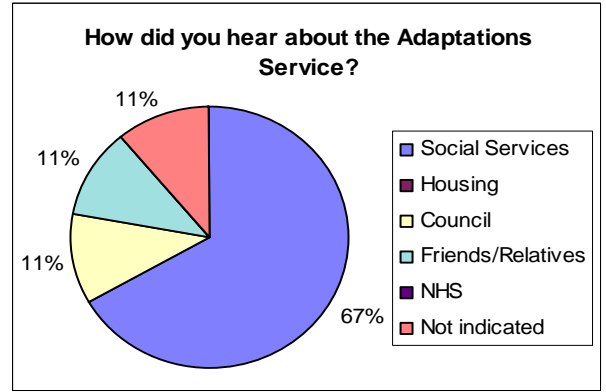
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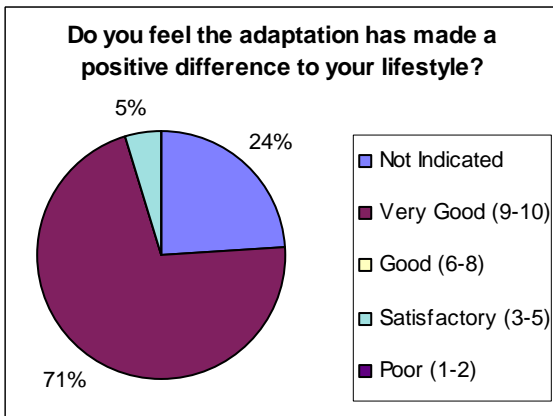
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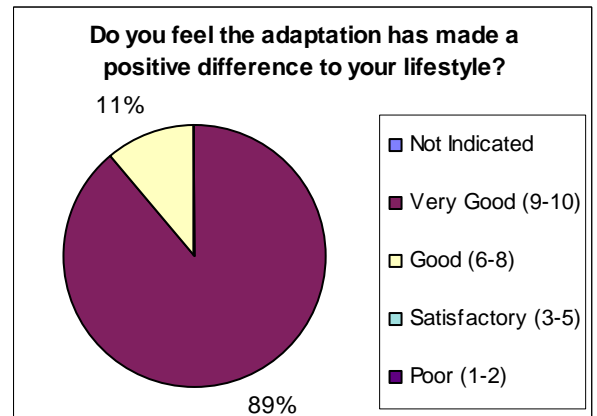
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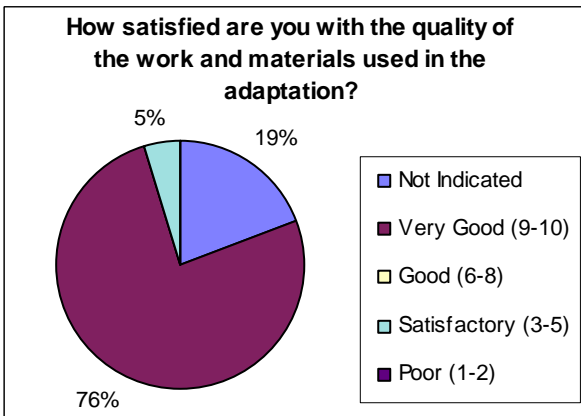
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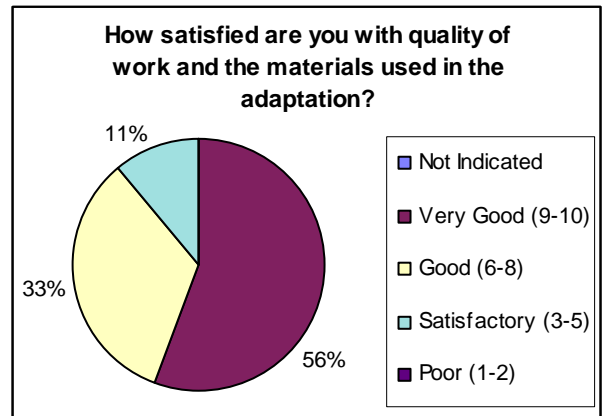
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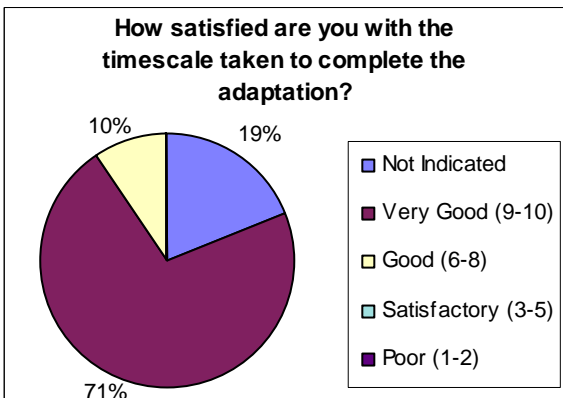
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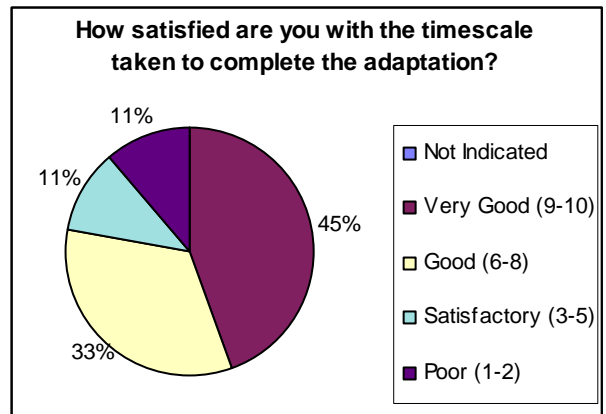
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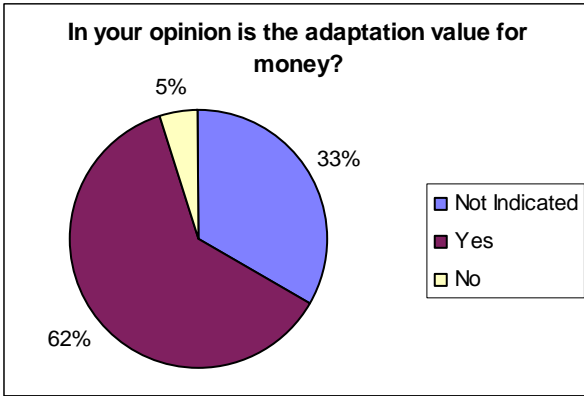
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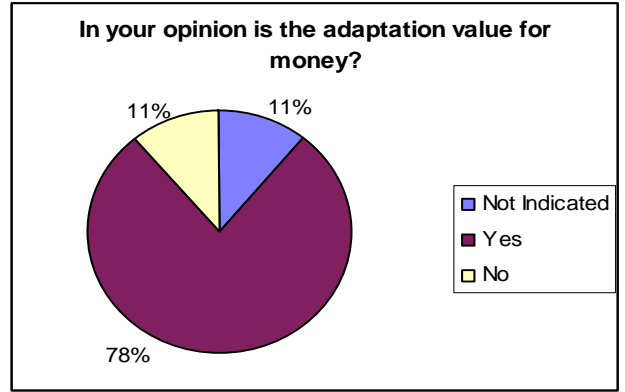
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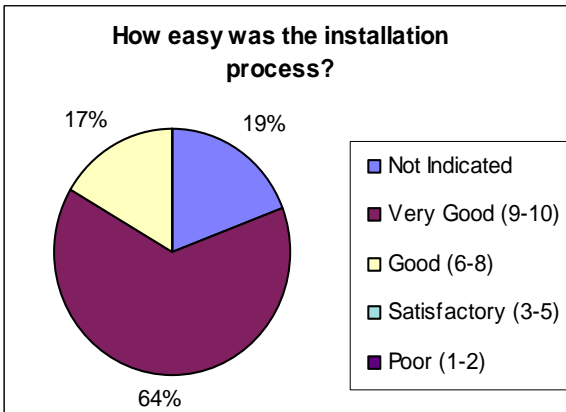
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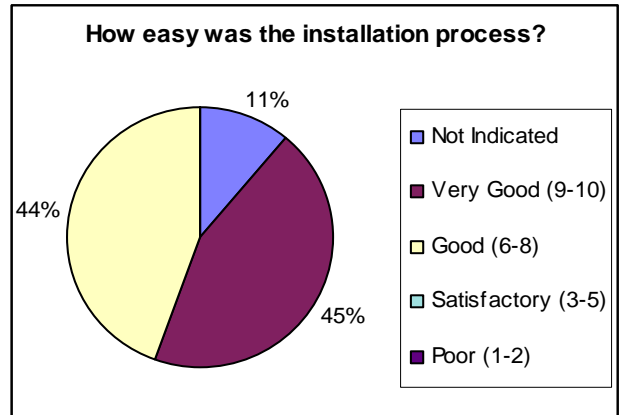
Question 5 - Private Sector



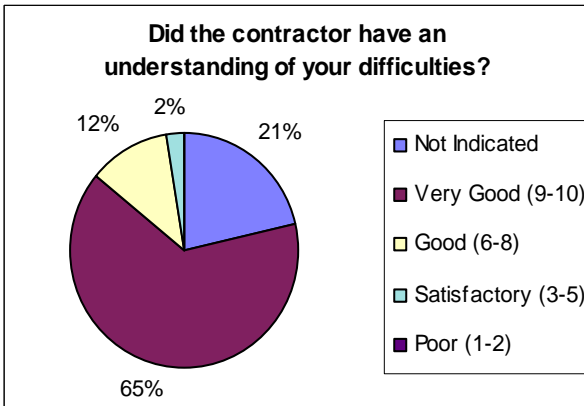
Question 6 - Public Sector



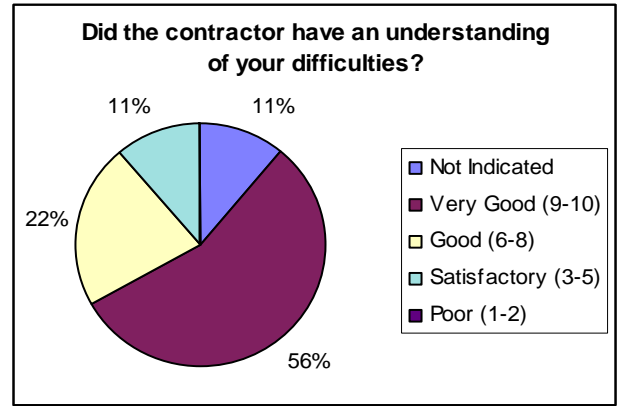
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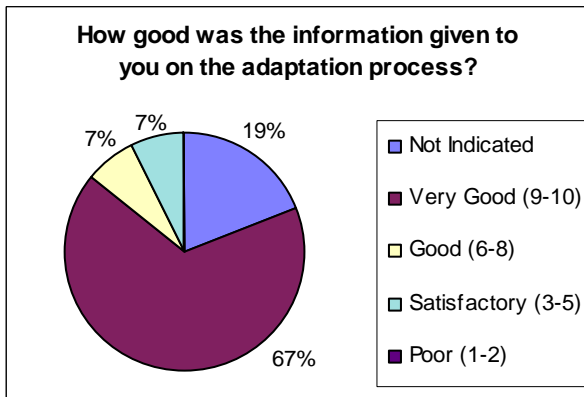
Question 7 - Public Sector



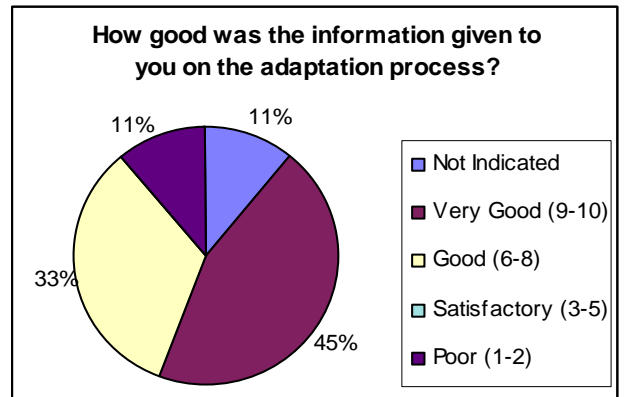
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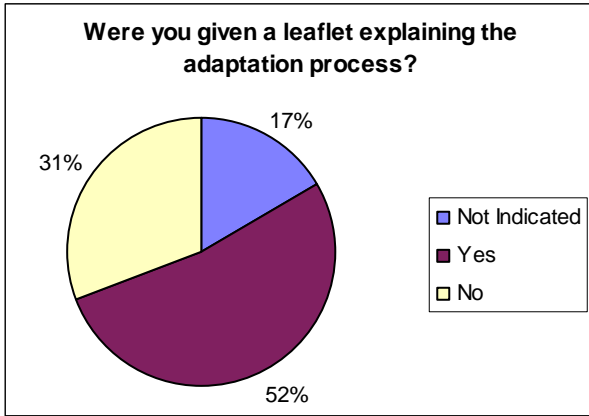
Question 8 - Public Sector



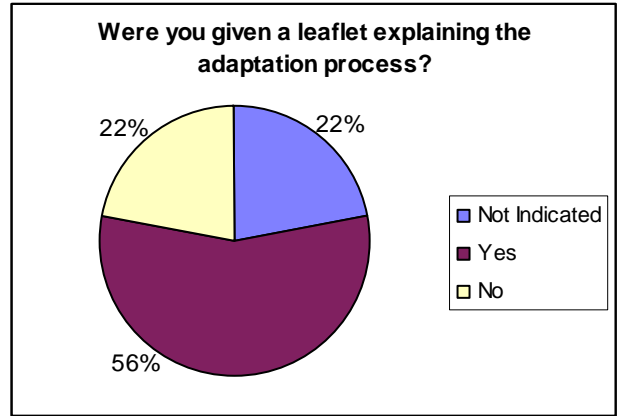
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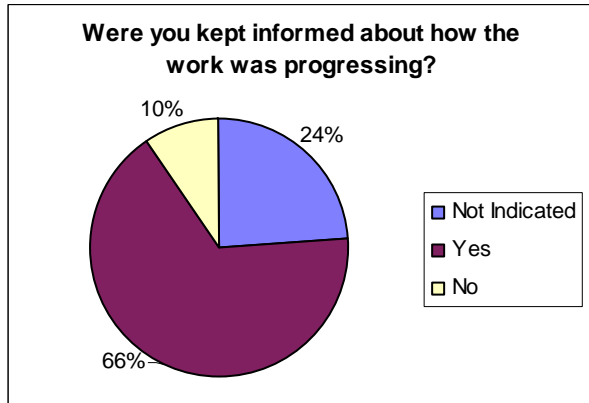
Question 9a - Public Sector



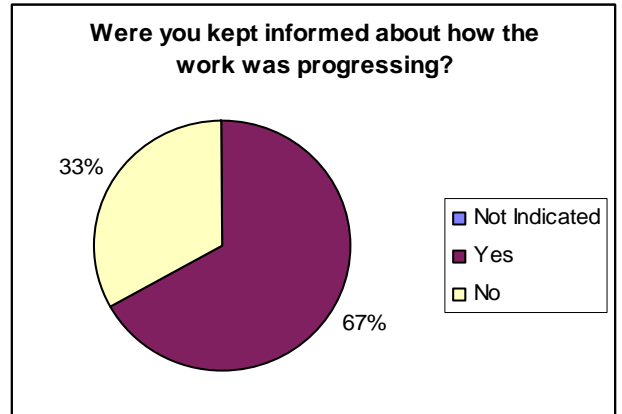
Question 9a - Private Sector



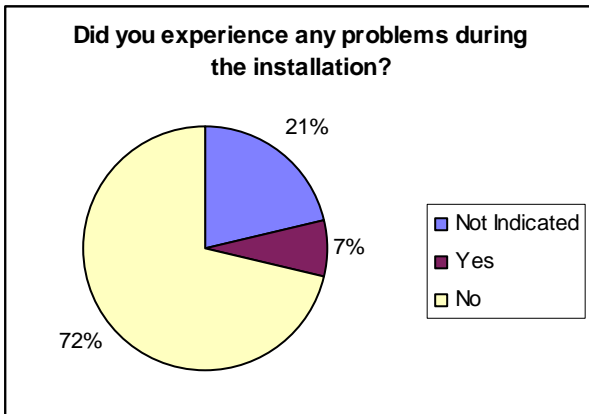
Question 9b - Public Sector



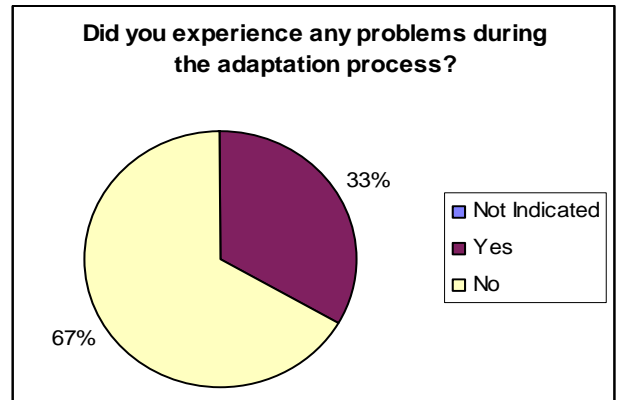
Question 9b - Private Sector



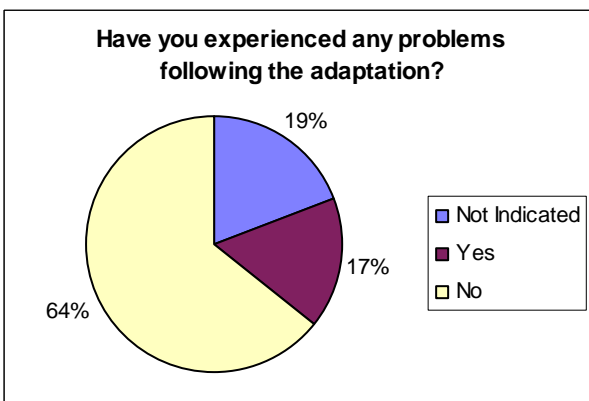
Question 10 - Public Sector



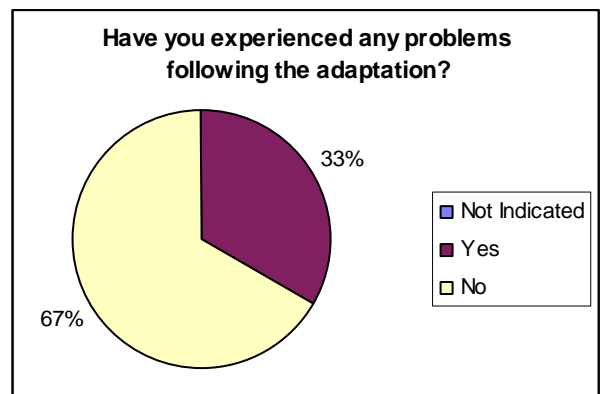
Question 10 - Private Sector



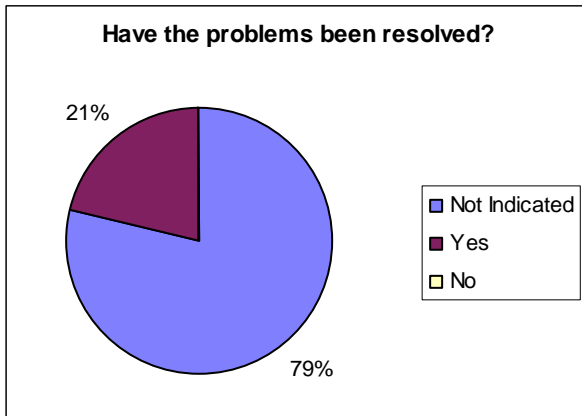
Question 11a - Public Sector



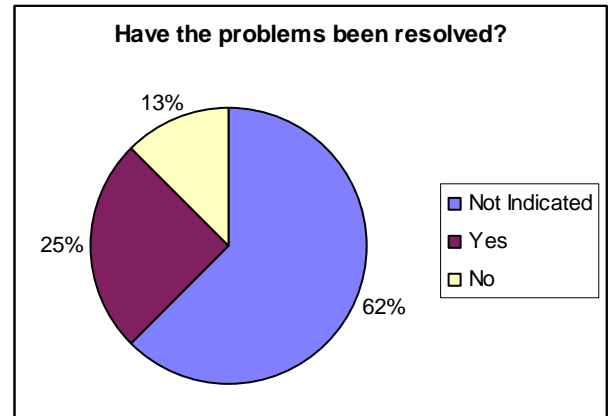
Question 11a - Private Sector



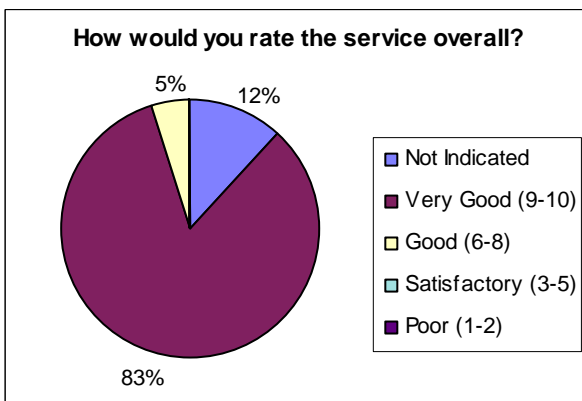
Question 11b - Public Sector



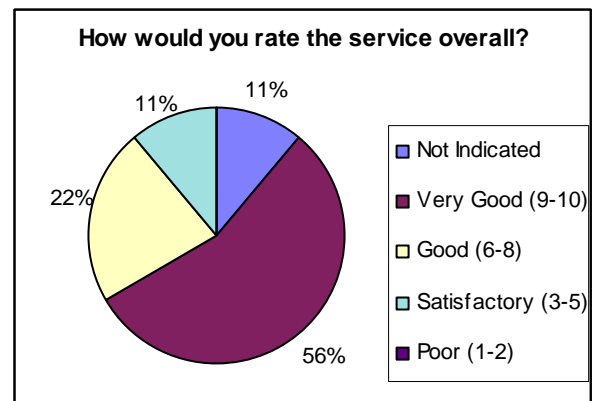
Question 11b - Private Sector



Question 12 - Public Sector



Question 12 - Private Sector



PUBLIC SECTOR USER COMMENTS:

Positive Feedback:

- Very satisfied with work.
- Very satisfactory all round
- Good quality workmen and tidy. Thanks for your help.
- Well pleased with the job. I think the service is very good.
- Question 8 got a '9' because I did not know I had to clear drain when full of hair etc., otherwise it would have had a 10 as well. Very pleased with shower and with the workers who installed it. Thank you very much for a great job done.
- The only thing I have to say is I would have liked a higher toilet. Other than that I have my independence back. Thank you.
- Very good service - thank you.
- Overall I think that the help of the Social Services for the Over bath Shower was very good and helpful.

- Cannot comment on value for money, but to me it is worth its weight in gold. The work was carried out to a very high standard and was completed on exactly the day I had been told. This has improved my life immeasurably.
- I was very worried about the work that had to be done, but now I am very pleased with the outcome. It's lovely - thank you.
- I am very grateful for the adaptation to the house. It has made a huge difference to the quality of my life.

Negative Feedback:

- "When are you fitting new toilets - bathroom sink."
Adaptation projects do not include new sinks or toilets unless the Capital Bathroom Refurbishment Programme have included these properties in their scheduled work programme.
- "I think something could be done to improve hot water system as it takes ages for hot water to come through and even longer when central heating is off. It is a combi-boiler."
Appears to be a central heating system problem - consequently passed to PCU to investigate. Level Access Shower adaptation included an electric shower unit that is operated independently from the central heating system.
- "Small leak under side screen. Have to keep a towel there it mop up and save my new unit from damage."
PCU investigated and discovered that shower doors were not being shut correctly. Social Services Key Worker also informed.
- "The water outlet from shower is above ground piping and not into a drain. Location is in the rhubarb patch at back door. Is this correct or is it a new innovation?"
PCU commented that the drain (as intended) goes into a hopper that is situated in the middle of a rhubarb patch.
- "Pre test shower units prior to fitting."
New LUDA shower units (AKW Medicare Ltd.) are being trialled. There have been some problems with the MIRA Advanced which are all factory tested prior to delivery.
- "I felt that the 5 days for installation was too long. I did think that as bathrooms are eventually to be modernised the 50 year old toilet could have been updated. As I am 78 years old, decoration would have been nice if it had been done."
This was an above ground floor adaptation and installation can take longer as Building Standards approval for stair lifts are sometimes required. Adaptation projects do not include new sinks or toilets unless the Capital Bathroom Refurbishment Programme have included this property in their scheduled work programme.
- "Still waiting on smaller seat for bath - they were supposed to come back and fit it."
Contacted Social Services Key Worker and request to arrange bath seat provision.

- "Would have been best if a shower cubicle was put in instead of 2 pensioners with disabilities having to climb in a bath in the first place to have a shower, although the work that was carried out was done well."

Social Services Key Worker's assessment of need outcome indicated request for an Over Bath Shower as this provision met client's personal care needs.

PRIVATE SECTOR USER COMMENTS:

Positive Feedback:

- Very happy with the service.
- I am grateful for the speed with which the adaptations were approved and completed. This has enabled me to lead a semi-normal life since discharge from hospital.
- I am very grateful for everything you have done for me. As I am alone most of the time the stair lift, the walk in shower and the stool to sit whilst cooking have helped me keep a more independent life. For that I thank you.

Negative Feedback:

- "Workers had to come back and finish work properly."
Social Services Key Worker responded to this comment and stated the adaptation work for this client was carried out last February/March when the weather was bad with snow. The contractors were travelling from Glasgow in the bad weather and some mornings they were not arriving till 11am and leaving at 3pm to get through the traffic to go back to Glasgow, hence the work took longer to complete and some of the work was not completed to a satisfactory level. There were quite a few problems with this adaptation - the bathroom door did not fit properly and one of the workman asked the client to go to B&Q to get copper wiring which he did, then the workman stated that he got the wrong size - workman went into his van and found the correct wiring in his van. The client was not happy at this. The clients were happy with the job when it was eventually complete.
- "Problems with outside plumbing and water supply during adaptation process. Since ceiling was lowered in bathroom, old ceiling in cupboard has fallen in. Landlord says not his responsibility to repair. Was told tiling was not an option for walls but would have preferred tiles to paper for ease of cleaning and maintenance. Was told that any damage to tiles was not in Clackmannanshire Housing Dept's interest in case of claims etc. against them."
Social Services Key Worker responded to this comment and stated the problems with the outside plumbing and water supply were reported to the Design Consultant and Key Worker at the time of the adaptation work. These problems were fixed through the snagging process. Everything was fine when Key Worker signed off the work, and the client and Design Consultant were happy with the completed adaptation work. The ceiling in the cupboard falling in must have happened after the adaptation was complete and signed off.

- "Often unnecessary delays which I had to chase up myself. If one person in chain went off nobody seemed to pick up or even enquire why process stalled or where my case was in the line. Admin far too slow. I bought my house in November and finally moved in October. Fortunately I could stay on in my old house. Normally 3 months would be allowed for removal and then I would have been on the street. Must have better communications between departments. It all took far too long. I also had an abrupt letter from Social Work saying I should have consulted them before buying. I feel what I bought was not their business and even if I agreed, they were so slow I would never have managed to buy in the rapidly moving Dollar market."

Social Services Key Worker responded to this comment and stated that the delays at the start were in regards to the design plans as the panel would not approve the initial few plans due to specifications required for a wheelchair accessible bathroom. There was then a delay because the client wanted the shower fitted on the short wall and this needed to be discussed with the councillor. Once the application form was complete, I believe there was a hold up with finance and issuing corporate approval because the title deeds for the property were not in client's name. Key Worker stated she was not aware of any letter from Social Services being sent regarding property purchase.

- "For the price I paid I would have expected a Rolls Royce job not the jerky bulky job that I have with supports fastened into my carpet instead of my sturdy banister. It's jerky going over the joins, but I am getting used to that as well as I wouldn't know who to contact. I had to pay so much towards this job, so surely I should have been consulted as to what firm was used instead of the Council picking up the cheapest quote."

Social Services Key Worker responded to this comment and stated that Stair lifts are always fitted to the carpet and never to banisters. Because the stair lift has an internal curve there are joints in the bend which client may find jerky. Stair lift was a Minivator 2000 and used by various companies and manufacturers. At the check visit with Key Worker and Grants Officer, client did not make a complaint and only admitted she was anxious about the stair lift, however would become more used to it in time. Key Worker and Grants Officer were happy with the quality of the stair lift. The quotations for the stair lift were also sent to the client and she did not at any point state that she wanted to use another company other than the most competitive quote.

CONCLUSION:

As noted in previous years, there has been no feedback response from clients (in both Public and Private Sector Housing) who have been provided with either an extension or conversion for personal care needs.

- 51 questionnaire responses were received covering both public and private sector adaptations provision.
- Approximately 71% Public Sector and 56% Private Sector users scored 9-10 in most categories. Further 7% Public Sector and 28% Private Sector users scoring 6-8.
- Conclusion being users are generally satisfied with the service provided by the Housing Adaptations Service, Private Sector Grants Section and their partners.

- 69 Adaptations were completed in 2010 (57 Public Sector and 12 Private Sector).
- 82 Adaptations were completed in 2009 with 114 Adaptations completed in 2008. In the past few years more complex adaptations have been undertaken in order to provide barrier free adaptations for users with specific and complex needs. Within such projects there may be several adaptations undertaken.
- Number of Level Access Shower (LAS) provision in 2010 was 42 which represents 61% of the total adaptations completed.
- In 2009 the percentage of LAS was 75% while in 2008 Level Access Showers represented 52%.
- Communication with service users (Questions 9a and 9b) has not improved since 2009. In 2010, 19% did not answer the questions and 21% were not satisfied.
 - 2010 - 60% were very satisfied
 - 2009 - 84% were very satisfied
 - 2008 - 81% were very satisfied
- Completion of the pilot project 'adapting above ground floor (April 2009-July 2010) highlighted the additional costs to both Housing and Social Services when an above ground floor LAS was installed. In view of adaptation funding restrictions introduced in the Summer of 2010 it was decided to end the pilot and revert back to previous position, i.e. Over Bath Shower (OBS) with equipment for bathrooms located above ground floor.
- User Feedback Survey indicates the Housing Adaptations Service (includes all partners) continues to provide a quality and timely service to tenants with particular needs living in Council properties.
- Satisfaction levels in owner occupiers/private rent appears to be less when Adaptations are carried out in these properties. It should be noted the process associated with Private Sector Housing Grant (PSHG) is more complex with the client/user having responsibility for progressing specific aspects of the process.
- Housing Adaptations Service also undertakes User Feedback Surveys with users who receive an adaptation from PSHG funding. Information obtained from users is passed to PSHG Section and Social Services Key Workers for their information.

NB:

Housing Adaptations Service is responsible for approving, progressing and monitoring adaptations for Council Housing. PSHG section is responsible for allocation of funding for adaptations to owner occupiers and those living in private rented accommodation.