



Housing Adaptations Service

2011 User Feedback Survey: Outcomes Report

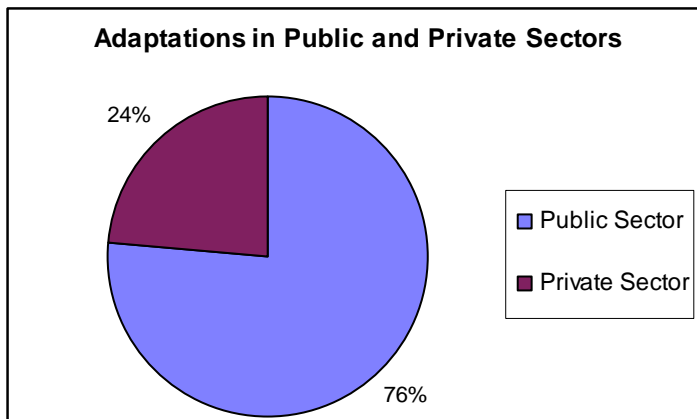
Private Sector Surveys sent out: 18
Public Sector Surveys sent out: 58

Number Returned: 13 (72%)
Number Returned: 23 (40%)

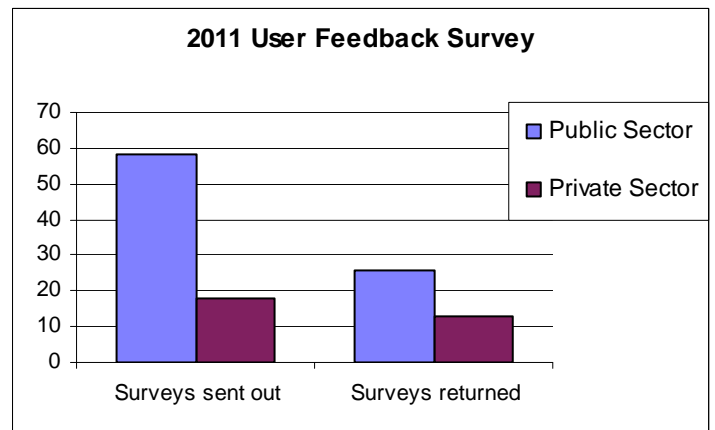
Total Surveys sent out: 76

Total Surveys Returned: 36 (47%)

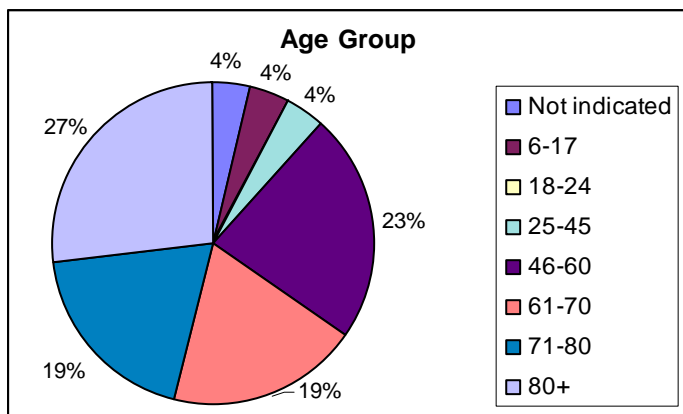
76 Adaptations completed in both Private and Public Sector:



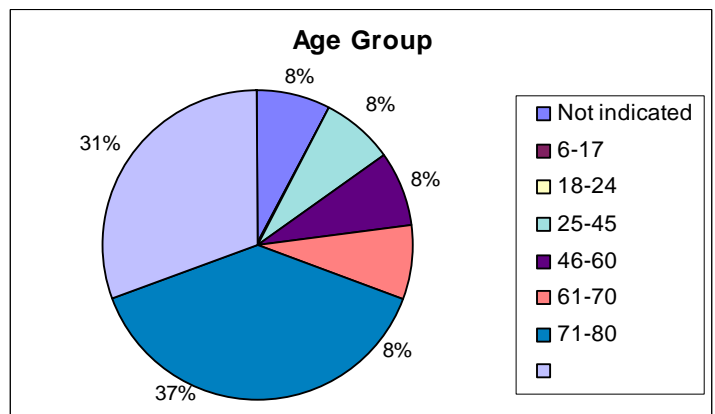
36 Surveys returned from both Public and Private Sector:



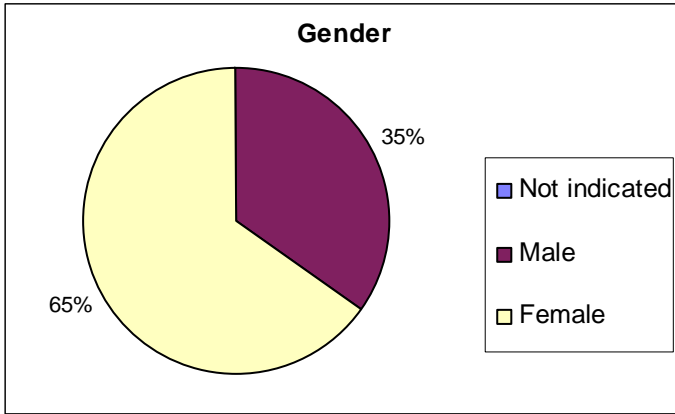
Public Sector



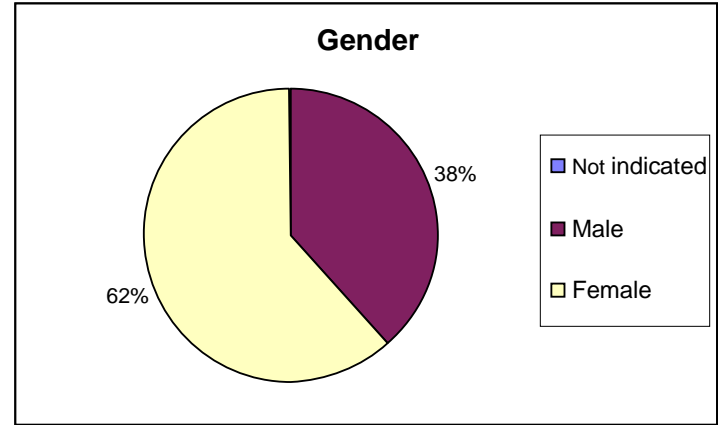
Private Sector



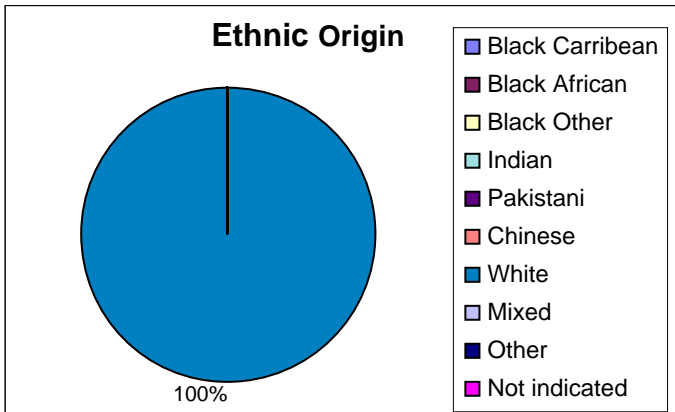
Public Sector



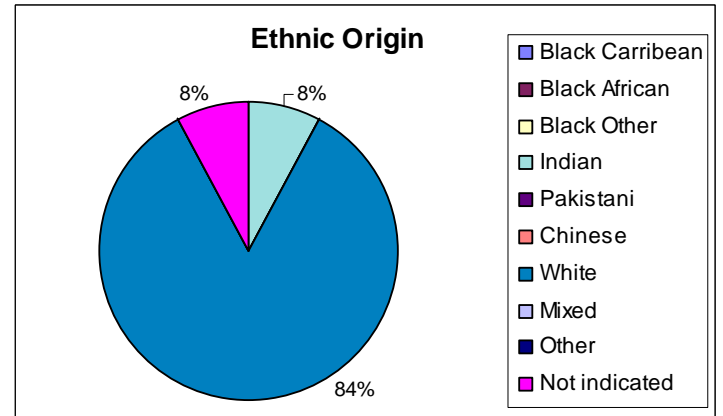
Private Sector



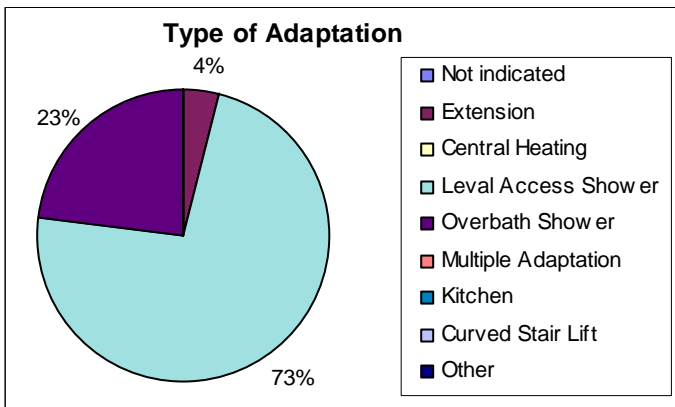
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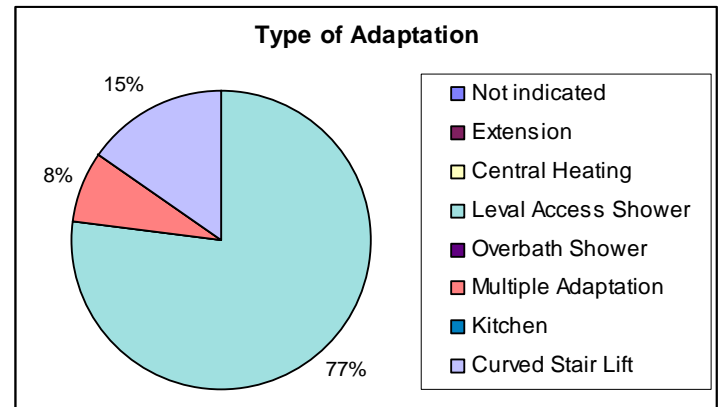
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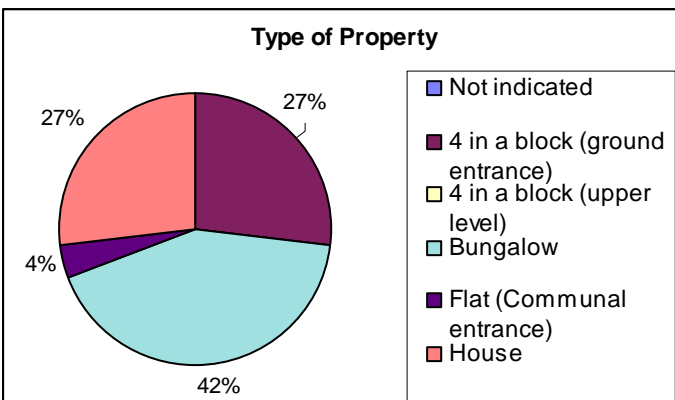
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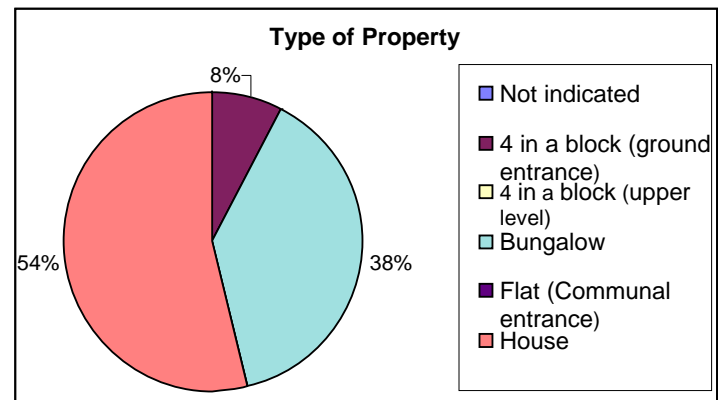
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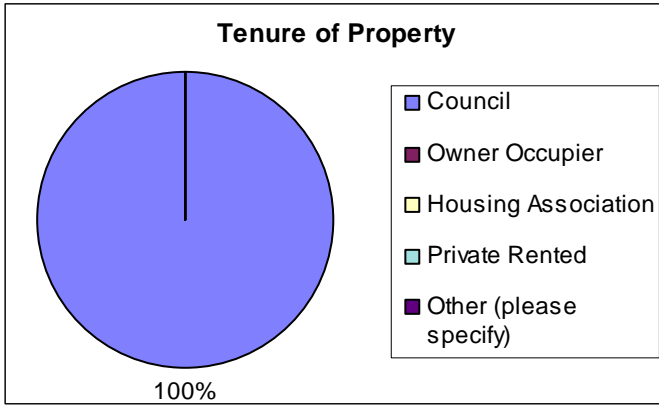
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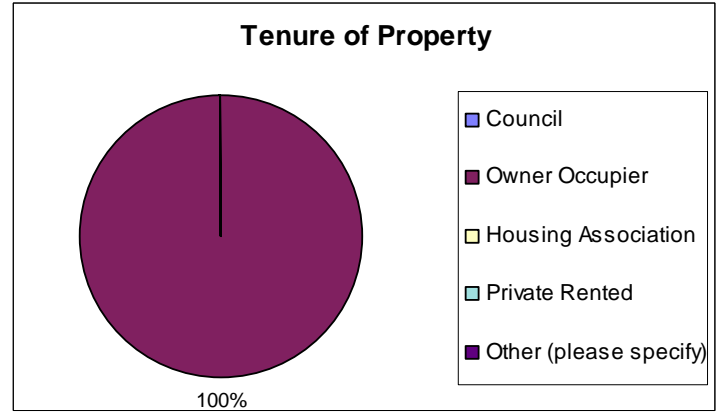
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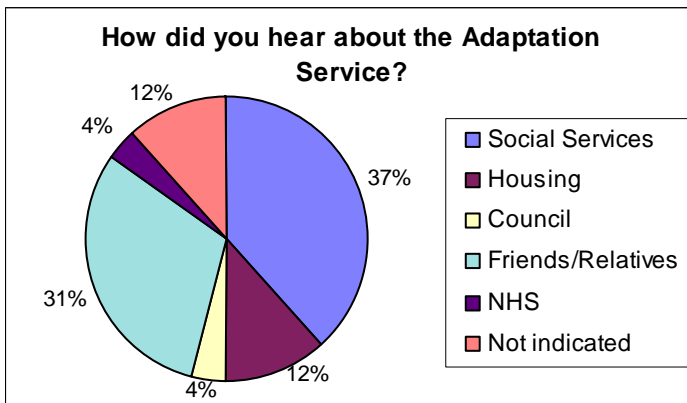
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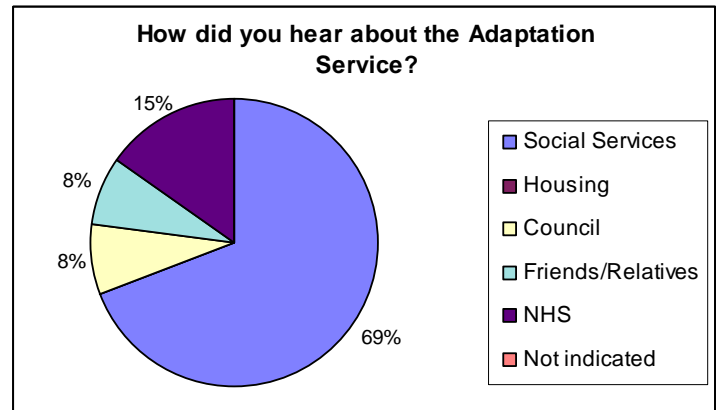
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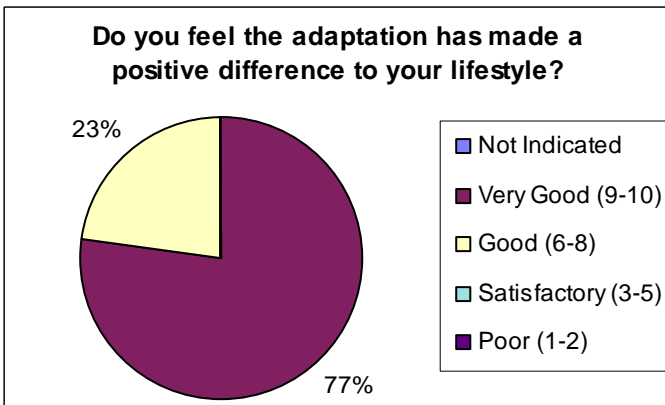
Question 1 - Public Sector



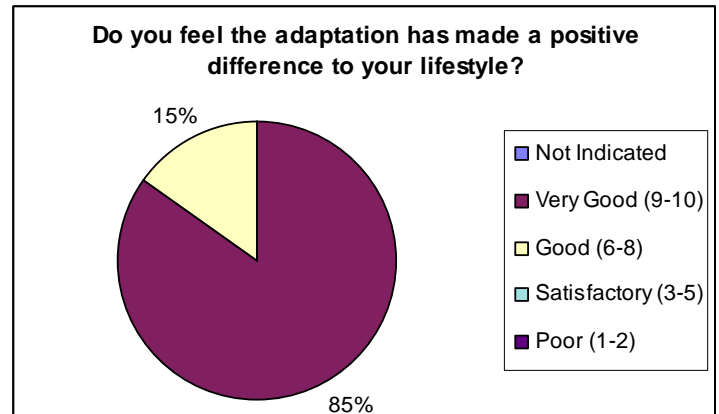
Question 1 - Private Sector



Question 2 - Public Sector



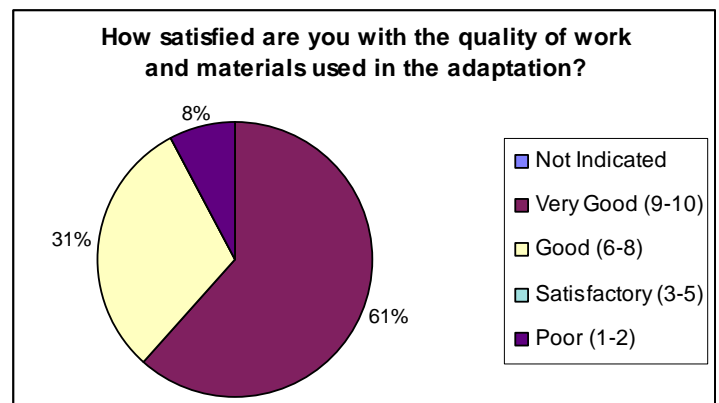
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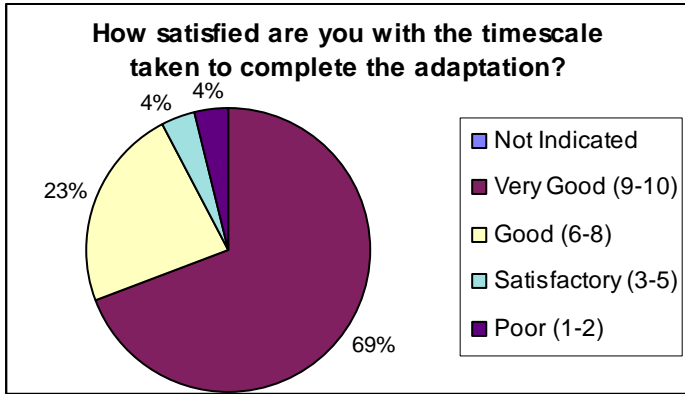
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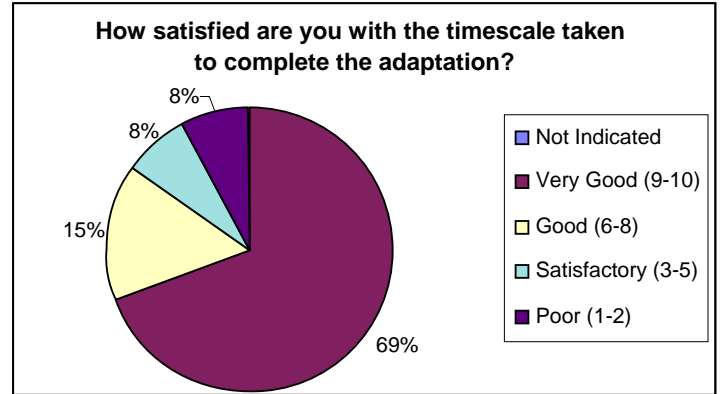
Question 3 - Private Sector



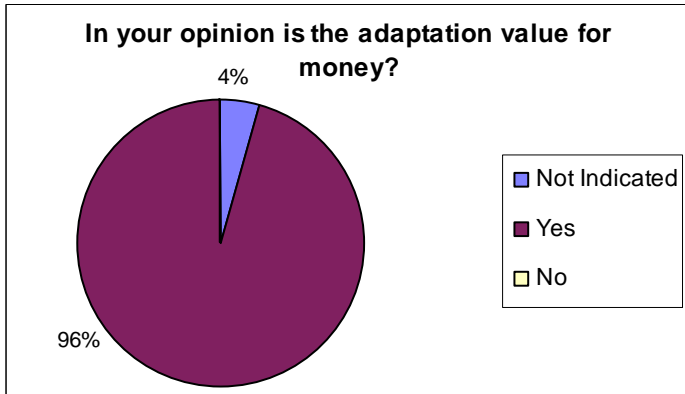
Question 4 - Public Sector



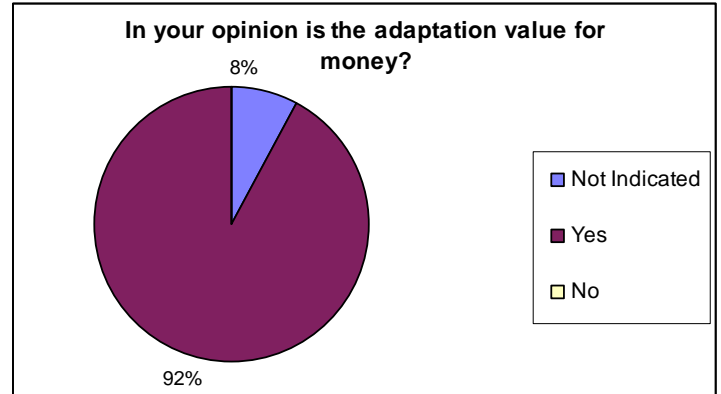
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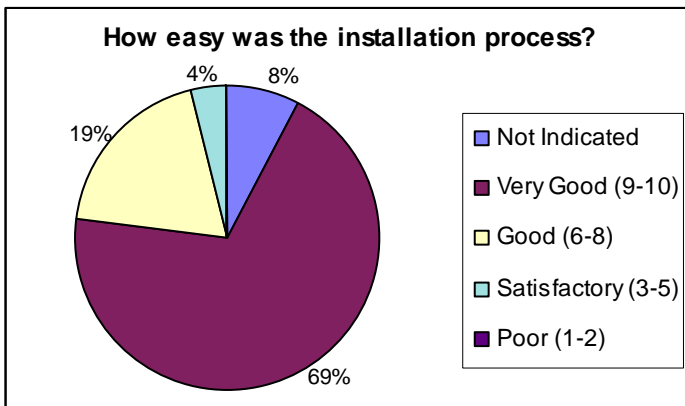
Question 5 - Public Sector



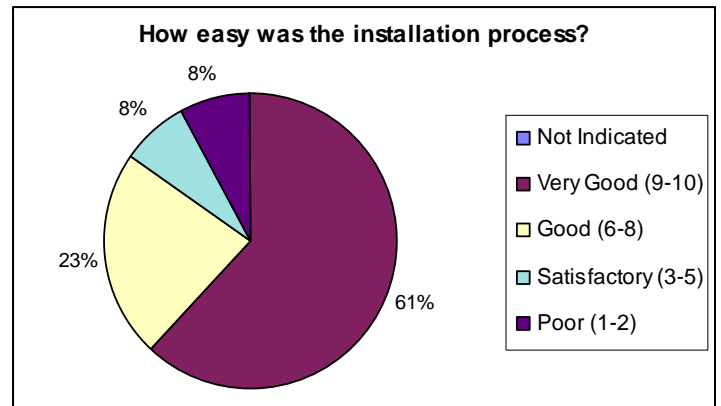
Question 5 - Private Sector



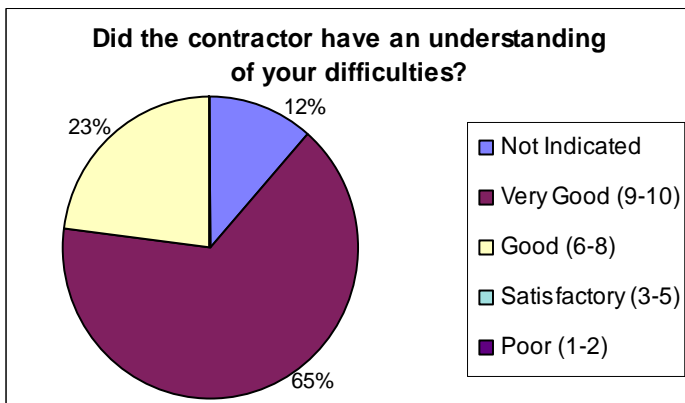
Question 6 - Public Sector



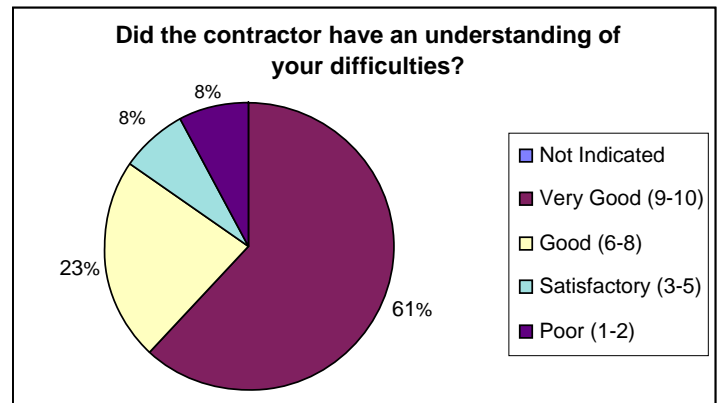
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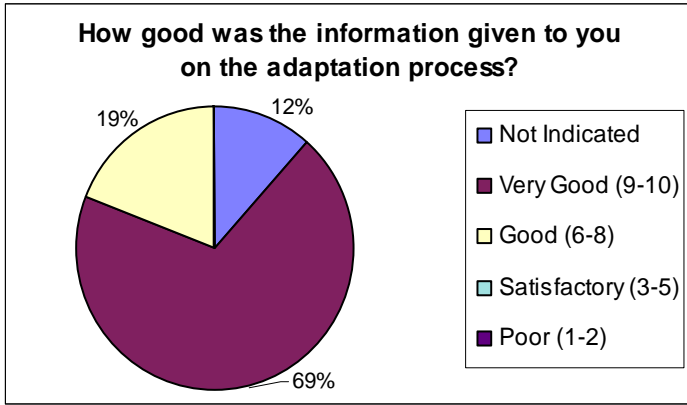
Question 7 - Public Sector



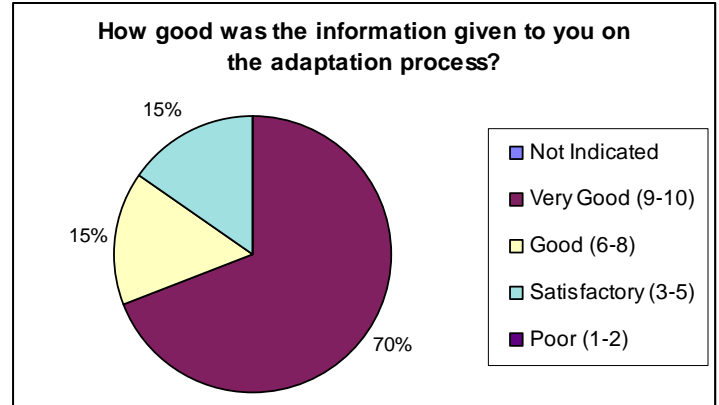
Question 7 - Private Sector



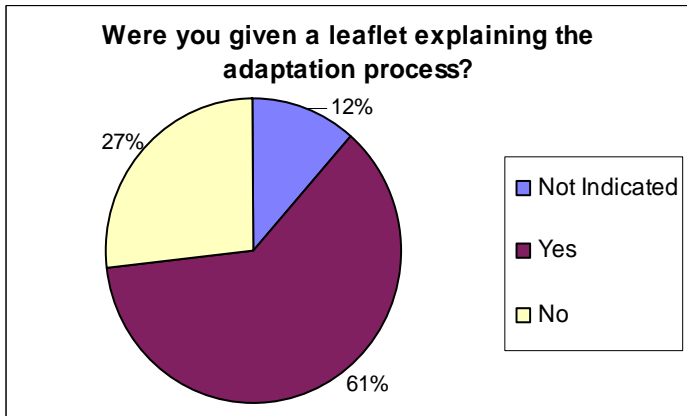
Question 8 - Public Sector



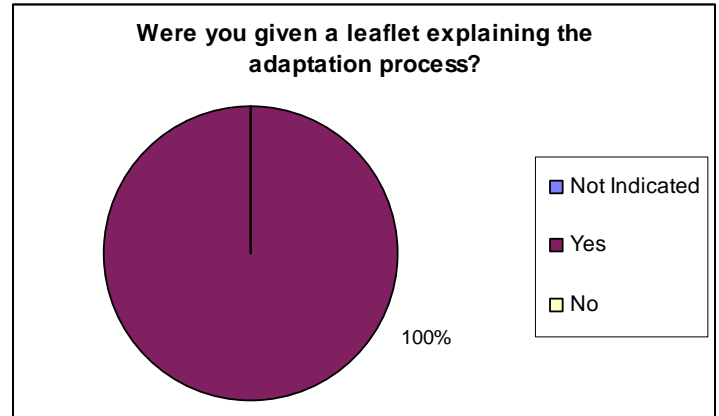
Question 8 - Private Sector



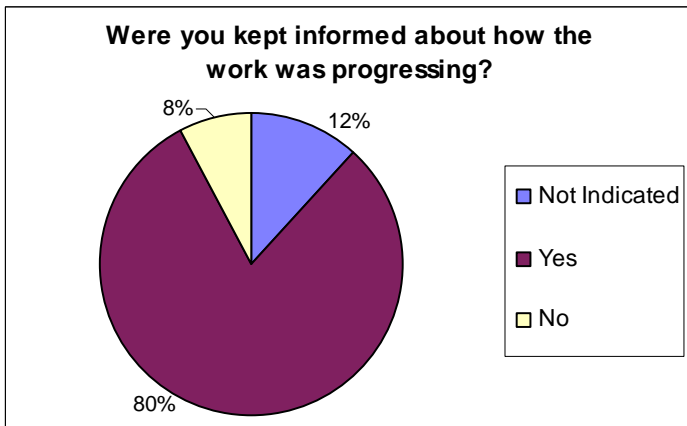
Question 9a - Public Sector



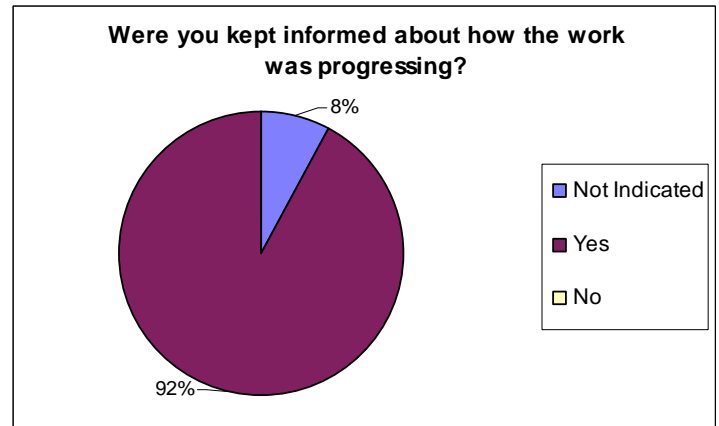
Question 9a - Private Sector



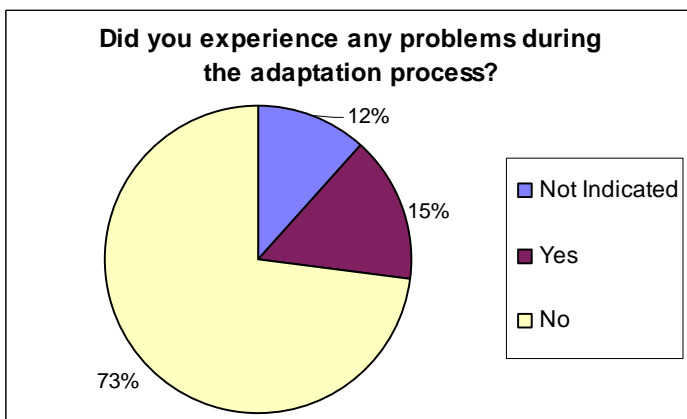
Question 9b - Public Sector



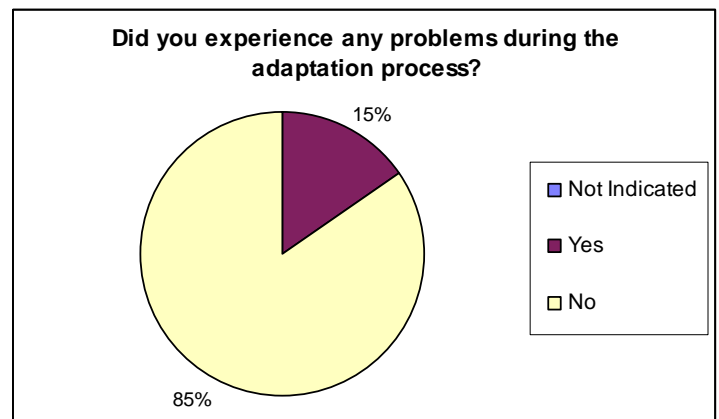
Question 9b - Private Sector



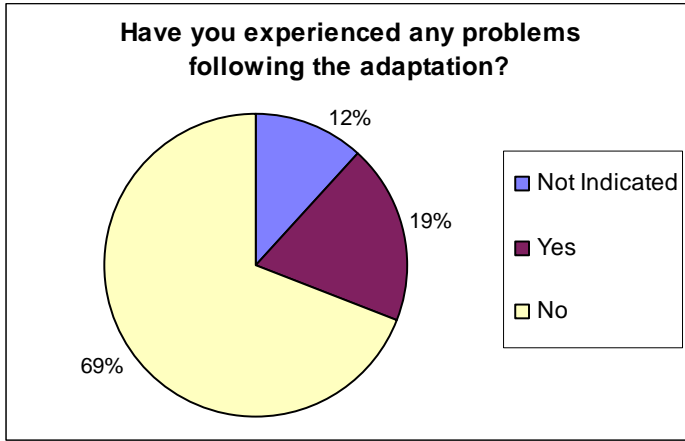
Question 10 - Public Sector



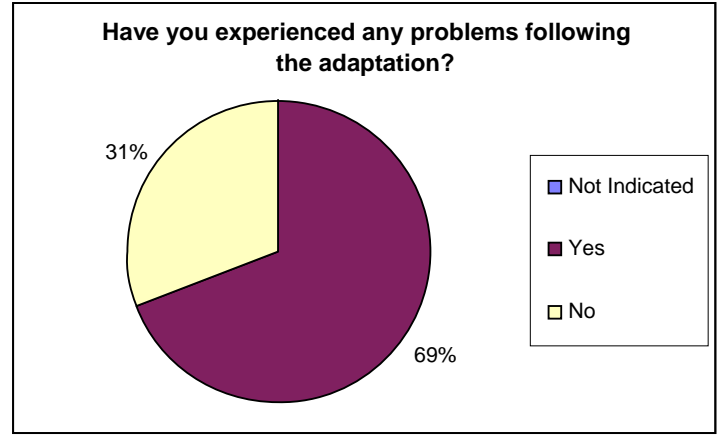
Question 10 - Private Sector



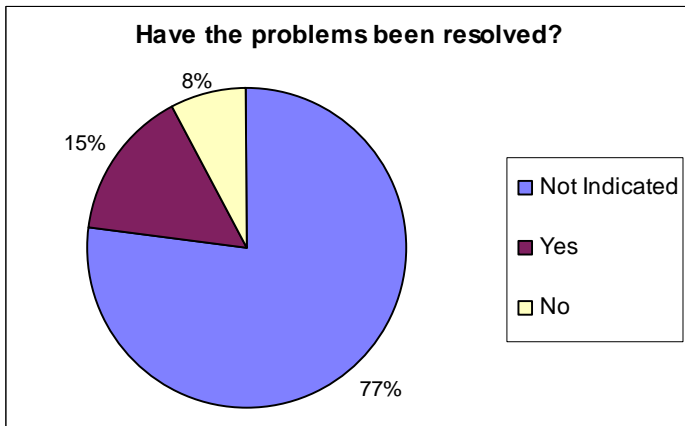
Question 11a - Public Sector



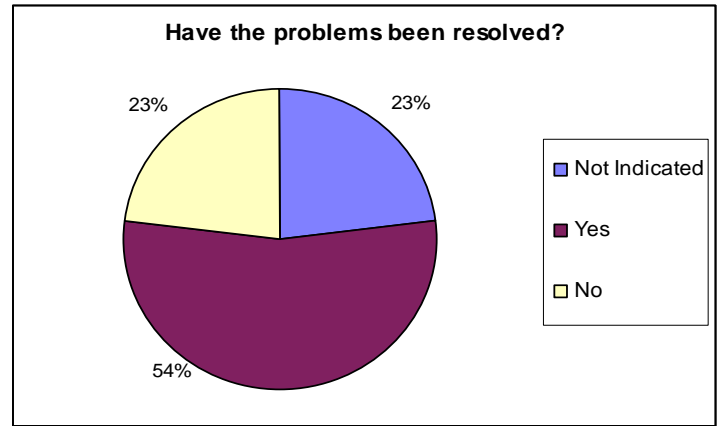
Question 11a - Private Sector



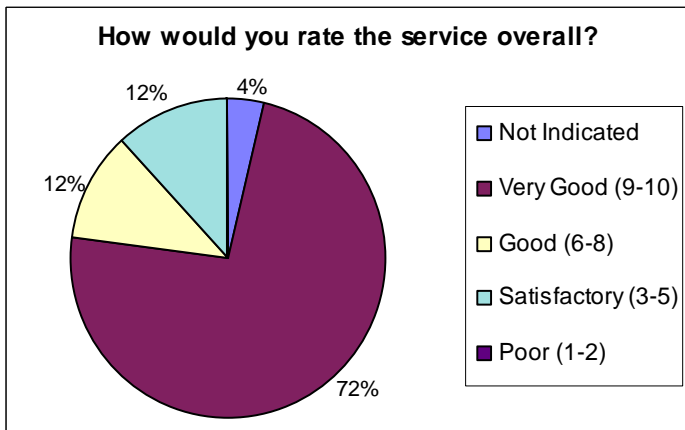
Question 11b - Public Sector



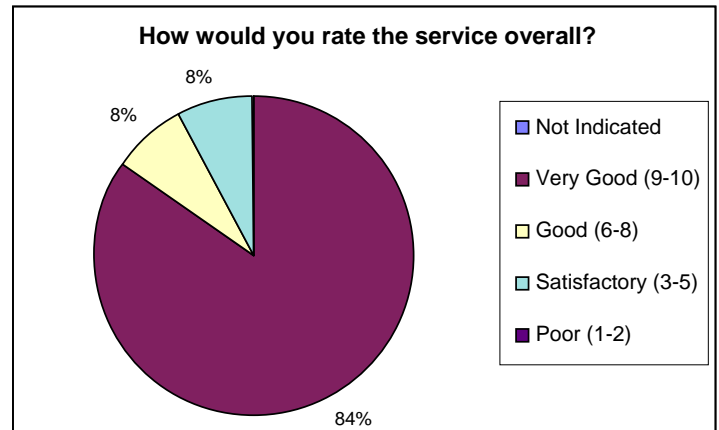
Question 11b - Private Sector



Question 12 - Public Sector



Question 12 - Private Sector



PUBLIC SECTOR USER COMMENTS:

Positive Feedback:

- Very impressed with the work carried out. The workmen who carried out the work were very courteous and mannerly - a nice bunch of guys. I would give them 11 out of 10
- The shower was dripping but they sorted it out and it is OK now.

- Very satisfied
- Very good. Full marks.

Negative Feedback:

- Very messy & noisy during the work, toilet seat was broken for a month before it was replaced. Water comes out from under the grid whilst having a shower. Shower itself has been broken. Very unsatisfied with bathroom. Had workers out several times since work had taken place and still water coming out all over the floor. Workman said 'there is not much I can do about that'. The shower flow is terrible and at one point it was stopping and starting. Now been fixed but flow is very slow.

PCU did go out to check this on 12/05/11 when notified of a possible problem. The seat was tightened and no leak was found. Tenant had been informed that pipes are not boxed in below the wash hand basin. Tenant reported the toilet seat was still not fitting properly and disputes that the seat was fixed on 12th. Key Worker contacted tenant to advise that PCU had been requested to visit again with regard to the toilet seat. Tenant had mentioned problems of a 'mess' when the adaptation was finished. Worker re-iterated that PCU had already been out on the 12th May and had now been asked to attend again. Also advised tenant that a "disturbance" allowance is not normally paid to tenants for installation of a disabled adaptation. Tenant was unhappy and advised she would be contacting her lawyer. Key Worker suggested that if she was still not satisfied, she could make a formal complaint through the complaints procedure and a leaflet informing her how to do this was sent out to her address.

- We were lead to believe it was a special Council Team that installed wet rooms. What we did experience was that the tradesmen were coming to this job in between other Council work. As Mum was in respite for 4 days, we were told 5 days, and as we thought only 1 day disruption for Mum, this took 8 days. Council staff didn't arrive some mornings till 9.15am and my wife had to phone at 9.45am another morning as no-one had appeared. Some days only a few hours work. Quite distressing for a Dementia sufferer.

Work took longer because Capital Programme decorated bathroom and provided new wash hand basin and toilet.. Decoration is not always done for an adaptation. Feedback completed by family member - not person adaptation was provided for.

- Standard of work excellent. Workmen were patient and understanding. However the timescale of bathroom being started was a very long period, but worth the wait.
Adaptation took 14 weeks from site visit to project completion and included new wash hand basin, toilet. and decoration of the bathroom.
- Would have appreciated decoration of my bathroom and reinstatement of my towel rail - it disappeared.
Client was informed at the time of signing plans and decoration would not be included. New towel rail has been requested from Stores.
- Water is running from under my shower when I have a shower.
Fault reported by tenant to Social Services on 03/02/12. PCU have repaired this.
- I feel that adaptations should cater more for the individual needs of the person. My personal need would have been better served with a walk in shower being provided.
Adaptation provided was a prescribed need after bathing assessment.

- Waiting on a seat.
As there are no suitable chairs in Store one has been ordered.
- I think Council House Adaptations service should put a Level Access Shower in all houses that people have a disability and they wouldn't need anyone to come in to help them get washed, so it would save money.
All Adaptations are an assessed need, and prescribed on an individual need basis.

PRIVATE SECTOR USER COMMENTS:

Positive Feedback:

- Unhappy with bill for toilet, but happy with adaptation
- There was good co-operation between the client, key worker, architect and contractor, which was essential to this task.
- A switch under the seat was loose, I phoned the company and they were there the following day.
- We found them very helpful.
- Would recommend service given to myself.

Negative Feedback:

- The hose covering in shower was starting to uncoil - got in touch with the company who made the shower and covering was sent out and received 2 days later. I would have preferred a better quality of shower which I would have paid extra to get it.
Comments received on all showers are mainly with regard to temperature, i.e. clients complaining temperature is too low. All showers' maximum temperature is factory set to anti-scald setting.
- Extractor fan in the bathroom stopped working.
This has been repaired.
- Shower placed on wrong wall but surveyor had it changed. Fan in bathroom stopped working and someone fixed it, however it has stopped working again.
Contacted Key Worker to advise client to contact contractor or Care and Repair as the fan had stopped working again.
- It was to take 4-5 days. 3 weeks later the plastering was not done. It took numerous phone calls to get the job completed.
Contacted Key Worker and issues raised have now been resolved with contractor and client.

CONCLUSION:

Feedback has been received from 1 client who was provided with a personal care extension, however, as in previous years, there has been no feedback from other clients (in both Public and Private Sector Housing) who were provided with either an extension or conversion for personal care needs.

- 36 questionnaire responses were received covering both public and private sector adaptations provision. The Public Sector had a much lower return than in previous years, and to receive a more accurate feedback assessment may be to ask clients to complete Feedback Questionnaires approximately a month after the project has been completed, rather than on an annual basis.
- Approximately 70% Public Sector and 70% Private Sector users scored 9-10 in most categories. Further 20% Public Sector and 18% 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.
- 78 Adaptations were completed in 2011 (60 Public Sector and 18 Private Sector). 68 Adaptations were completed in 2010, with 82 Adaptations completed in 2009 and 114 Adaptations completed in 2008.
- In the past few years more complex adaptations have been undertaken in order to provide barrier free accommodation for users with specific and complex needs. Within such projects there may be several adaptations undertaken. However, due to financial restraints within all Councils, provision of large personal care facilities will have to be re-assessed. Indications are that it may be more cost effective to have purpose accommodation, i.e. build barrier free properties.
- Level Access Shower (LAS) provision in 2011, in both Public Sector and Private Sectors represents 75% of the total adaptations completed.
- Communication with service users (Questions 9a and 9b) has improved. In 2011, 76% of clients were very satisfied.
 - 2010 - 60% were very satisfied
 - 2009 - 84% were very satisfied
 - 2008 - 81% were very satisfied
- User Feedback Survey indicates the Housing Adaptations Service (includes all partners) continues to provide a quality service to tenants with particular needs living in Council properties. Timescales have increased this year mainly due to a total House Refurbishment Survey requiring to be carried out prior to the adaptation.
- There appear to be more problems arising in owner occupiers/private rent, after adaptation work has been done, than in council properties. 8% were unhappy with the quality of work and materials used in the adaptations. This adaptation work is carried out by private contractors appointed by the client.

- 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.