

Services to People – Housing, Property & Benefit Advice

Housing Adaptations Service 2008 User Feedback Survey: Outcomes Report

Private Sector Surveys sent out: 13
Public Sector Surveys sent out: 101

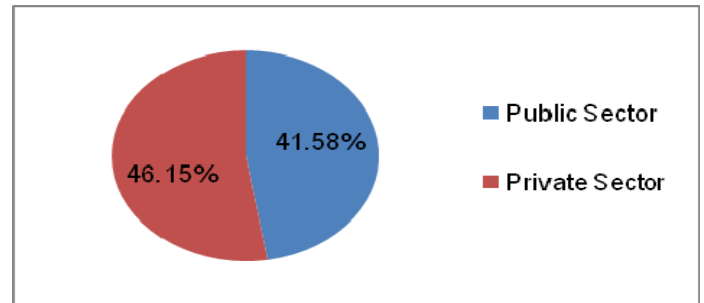
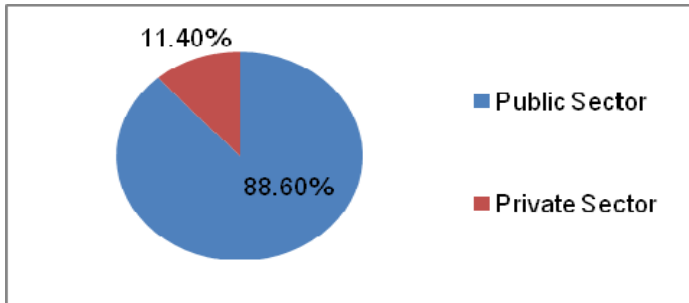
Number Returned: 6 (46%)
Number Returned: 42 (41%)

Total Surveys sent out: 114

Total Surveys Returned: 48 (42%)

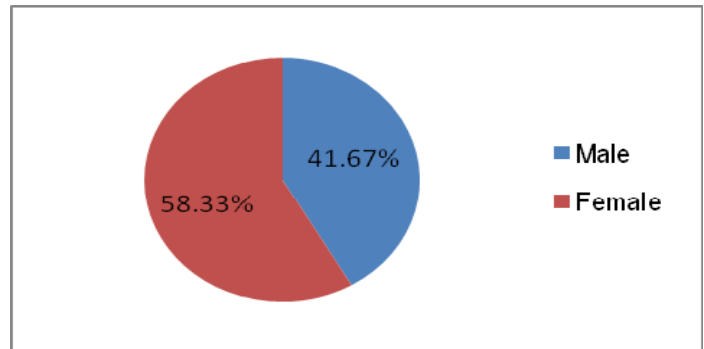
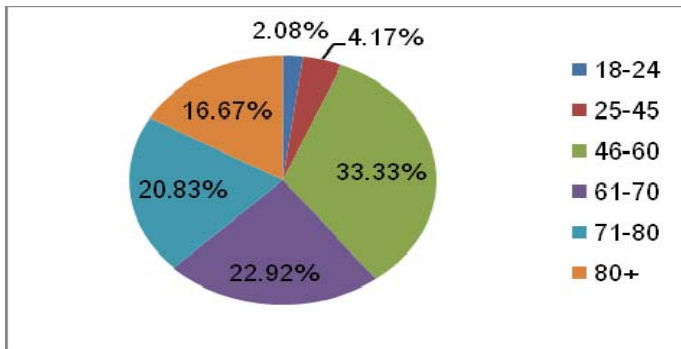
114 adaptations completed in both Private and Public Sector:

Number of Surveys returned from both Public and Private Sector:



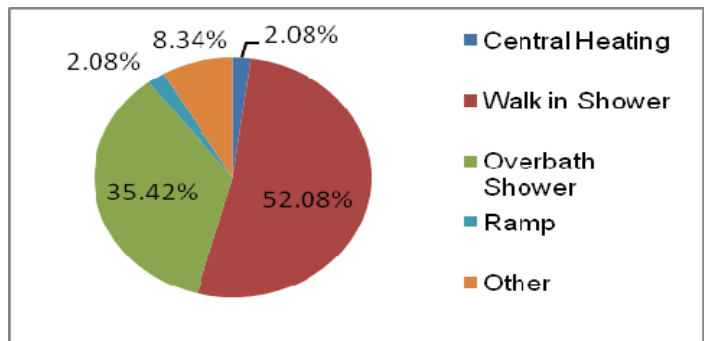
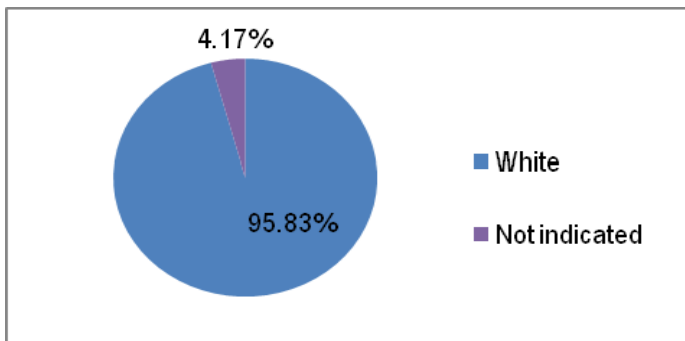
Age Range

Gender

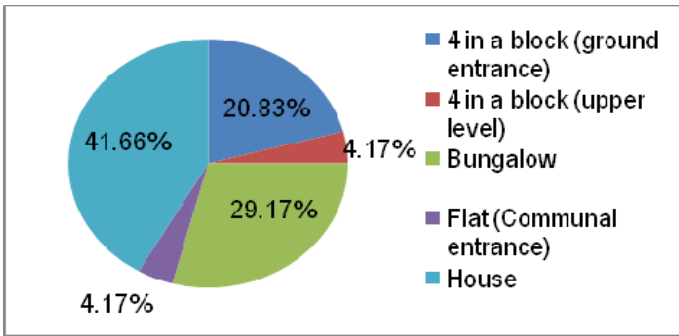


Ethnic Origin

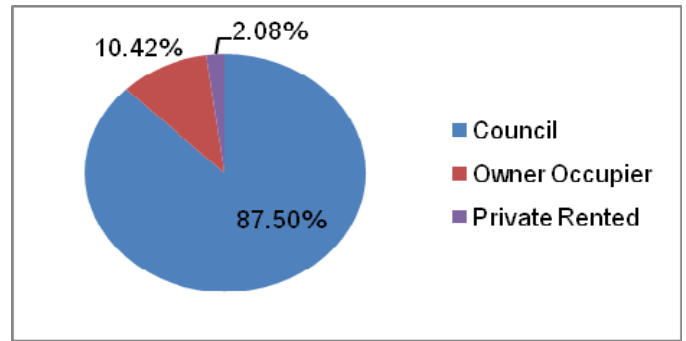
Adaptation Type



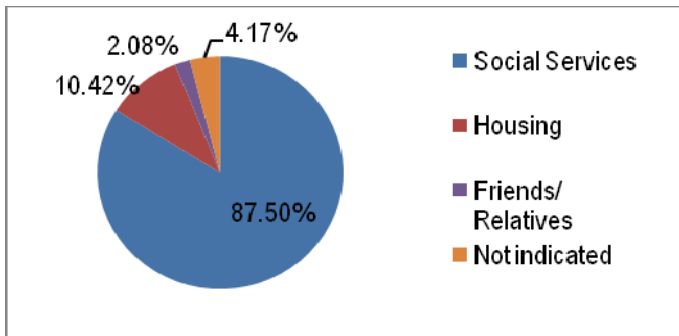
Property Type



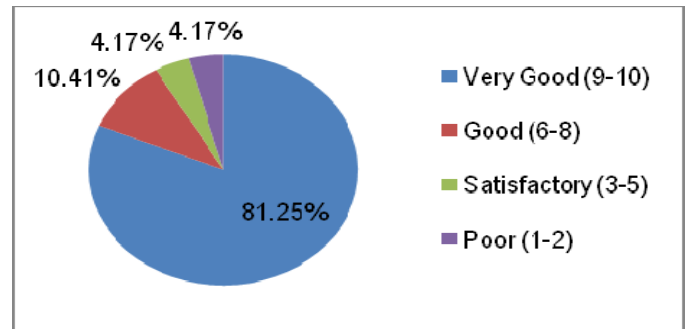
Tenure



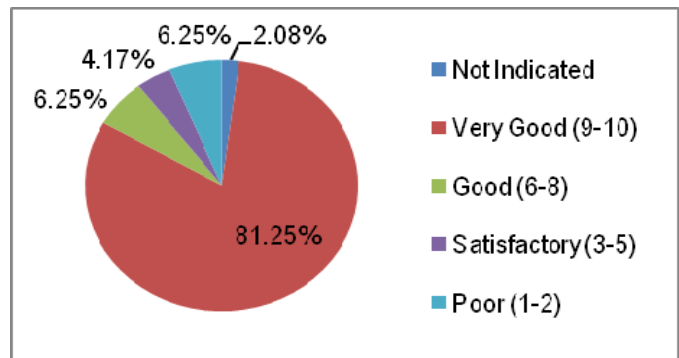
Q.1 How did you find out about the Adaptations Service?



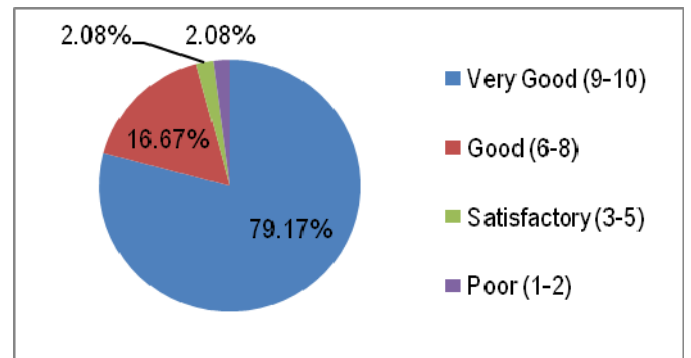
Q.2 Do you feel the adaptation has made a positive difference to your lifestyle?



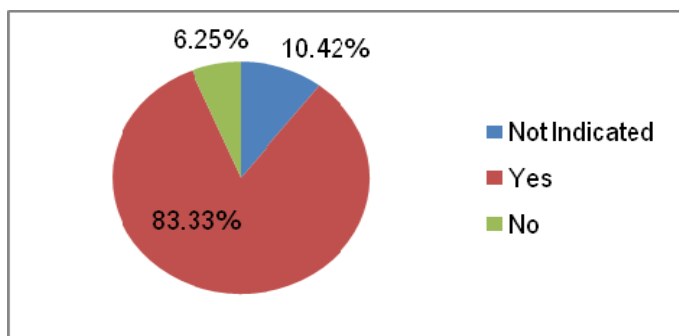
Q.3 How satisfied are you with the quality of work and materials used in the adaptation?



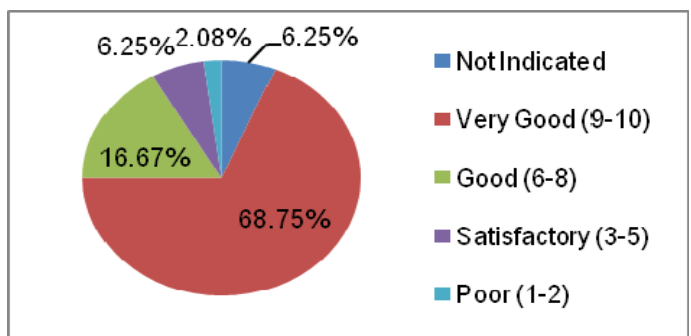
Q.4 How satisfied are you with the timescale taken to complete the adaptation?



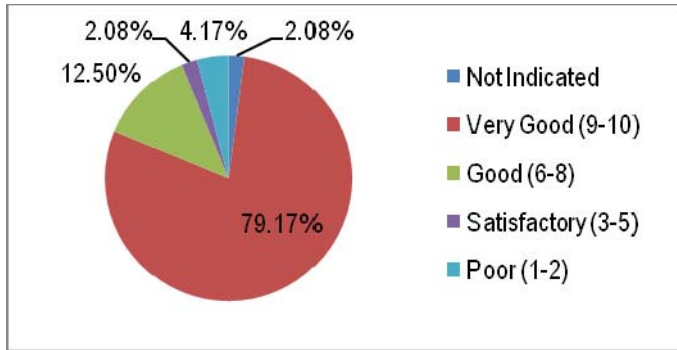
Q.5 In your opinion is the adaptation value for money?



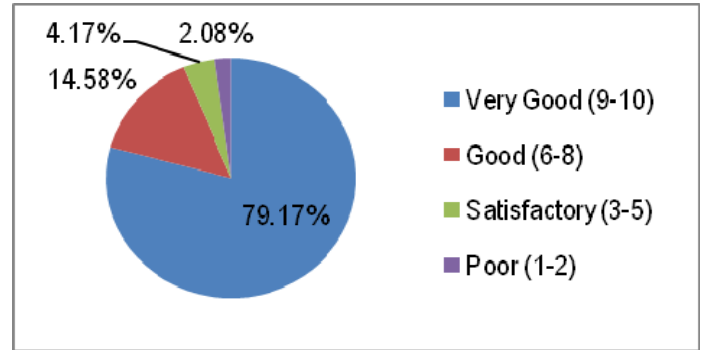
Q.6 How easy was the installation process?



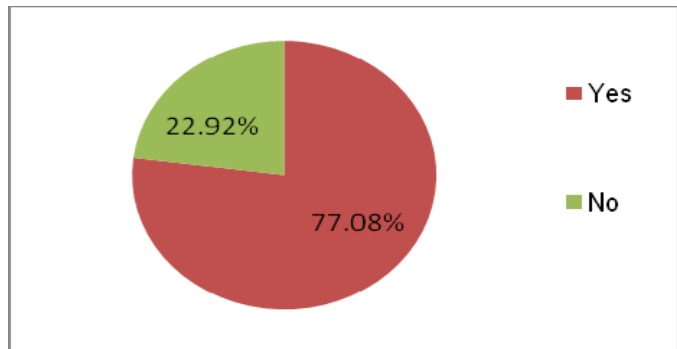
Q. 7 Did the Contractor have an understanding of your difficulties?



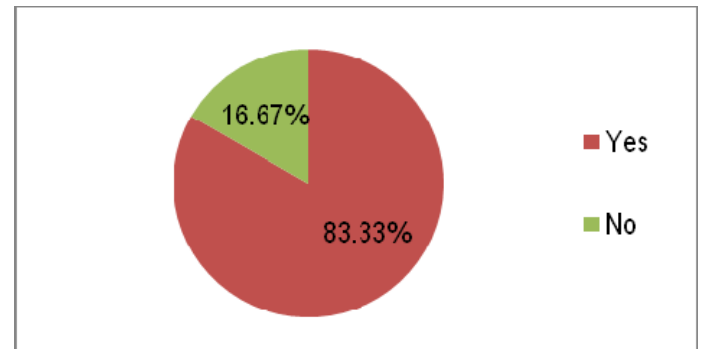
Q.8 How good was the information given to you on the adaptation process?



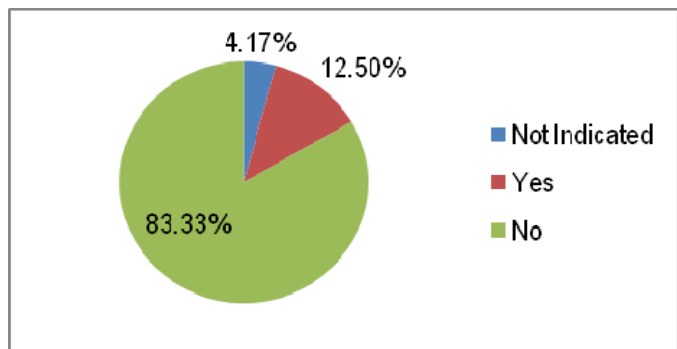
Q.9a Were you given a leaflet explaining the adaptation process?



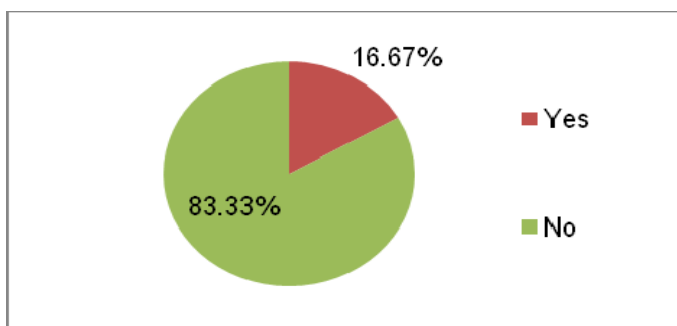
Q.9b Were you kept informed about how the work was progressing?



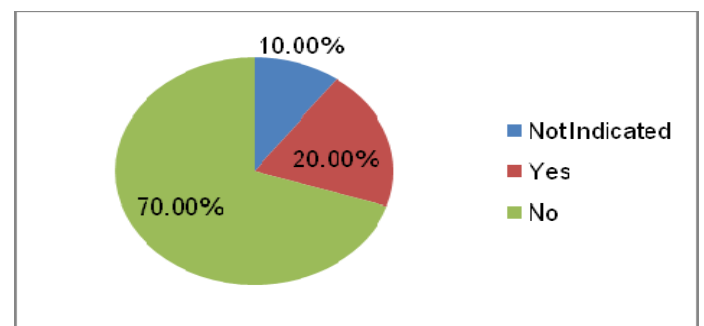
Q.10 Did you experience any problems during the adaptation process?



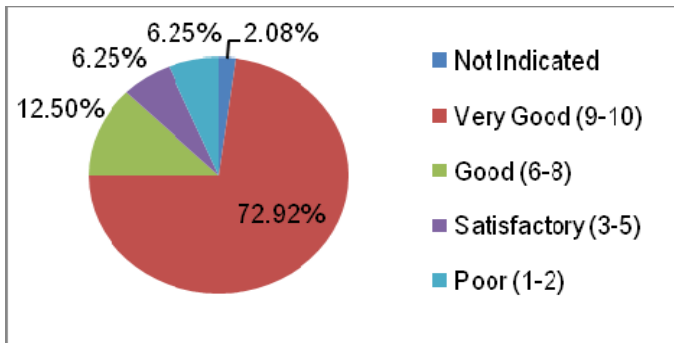
Q.11a Have you experienced any problems following the adaptation?



Q.11b Have the problems been resolved?



Q.12 How would you rate the service overall?



PUBLIC SECTOR USER COMMENTS:

Positive Feedback:

- "Workers and service were great."
- "The Council are very quick and prompt at any work that has to be done, and the workmen are very pleasant and helpful."
- "Workmen very pleasant - if asked anything they told you. Shower has made a great difference to me and I am very grateful for that. I would recommend you to anyone that has difficulties like myself - make life a lot easier. Once again thank you."
- "The work carried out was excellent. Very good job done."
- "I have always had good service from the Departments of the Social Services."
- "The work was done very well, the workers wasted no time and did a very good job. A very clean job and they were very polite and tidy."
- "Speaking for myself I can only once again thank all the services who took part in the work carried out. They all did an excellent and professional job. I have only praise and thanks for all the services. I have always been supplied with an excellent service from all departments. Once again thank you all."
- "Very pleased with work carried out."
- "I was very appreciative of the shower etc. I would have appreciated it, if more cleaning up had been done - but that was my only complaint."
- "Your staff were very good and made a very nice job and cleaned up any mess and were very tidy and friendly."

Negative Feedback:

- "Floor flooding" **(Not reported to either Housing or Social Services by tenant. Resolution: Actioned as repair instruction to Property Contracts Unit.**
- "Not very happy about damp and nothing being done about it - reported to Council on several occasions. Inspector been out - no follow up work has been done." **Resolution: Housing Repairs have fitted Vent Axia Fan and cleared 'choked' shower drain. (This was an external contractor project.)**
- "Washbasin is very small and may have been positioned within the shower area." **Client signed Design Plans that met current building standards.**
- "I needed something to stop me stepping over the bath and the shower and chair I got doesn't help me that much." **Social Care Worker carried out a bathing assessment to identify client specific needs.**
- "There was no necessity to remove existing shower unit and tiles - all that was required for easy access was to remove bath! I have been very unhappy at the outcome of the whole procedure. Problem with water still on-going issue, water dirty and greasy which makes showering very unpleasant! " **Resolution: Water has been tested - no problem identified. Tenant visited by Housing Representatives & Environmental Health - no problems identified.**
- "The adaptation that was fitted in my toilet for my hygiene needs is very good, however it is an overbath shower. I struggle to lift my legs over the bath getting in and out. I have had a few falls and damaged both shins on my legs which I still have to this day. I requested a walk in shower but was turned down, what for I don't know. My disabilities won't get any better." **Social Services bathing assessment recommended Overbath Shower provision.**
- "This is social housing provided by Clacks Council with work contracted to Clacks Council workers - it is no more than expected. There is a vast difference in quality of work and involvement with private home owners and contractors. There is a long way to go before Clacks Council reaches the standard of private contractors, who work in private homes."
- "I would really benefit from a walk in shower or bath with a door as my condition is very severe. Also my husband has Parkinson's and it would really benefit our conditions. " **Social Services bathing assessment recommended Overbath Shower provision.**

PRIVATE SECTOR USER COMMENTS:

- Client having problem in trying to get back an overpayment to Contractor. **Resolution is between contractor and client's appointed architect and is currently being dealt with. Contractor aware, but his 2008 accounts with his Accountant at present.**

CONCLUSION:

- 48 questionnaire responses were received covering both public and private sector adaptations provision.
- Majority of users scored 9-10 in most categories with the conclusion that users are generally satisfied with the service provided by the Housing Adaptations Service and their partners.
- 114 adaptations were completed in 2008 compared to 42 adaptations in 2007. (270% increase)
- Timescale for completion of adaptations has improved considerably. 79.17% of clients being very satisfied in 2008 compared to 14% in 2007.
- Communication with clients has improved (Questions 9a & b) since 2007. Average of 81.25% being very satisfied in 2008 compared to 19% in 2007.