

Services to People – Housing, Property & Benefit Advice

Housing Adaptations Service 2009 User Feedback Survey: Outcomes Report

Private Sector Surveys sent out: 13
Public Sector Surveys sent out: 69

Number Returned: 6 (46.15%)
Number Returned: 36 (52.17%)

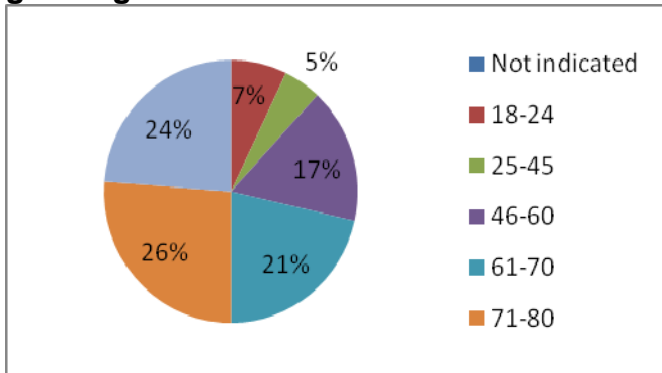
Total Surveys sent out: 82

Total Surveys Returned: 42 (51.22%)

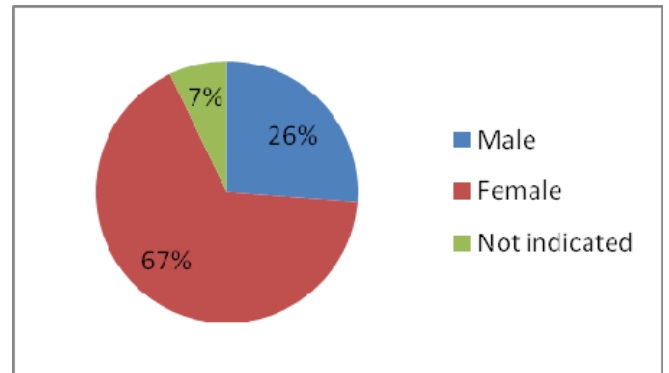
82 adaptations completed in both Private and Public Sector:

Number of Surveys returned from both Public and Private Sector: 38

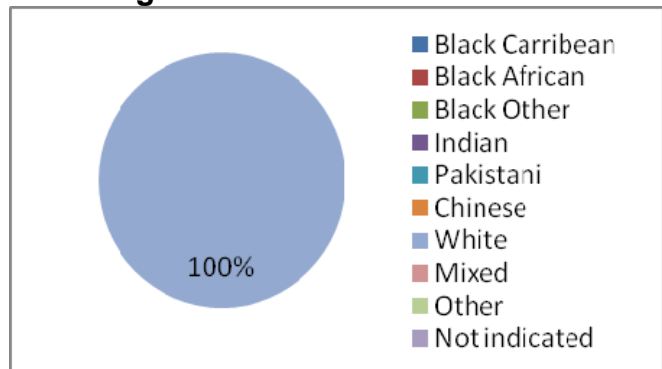
Age Range



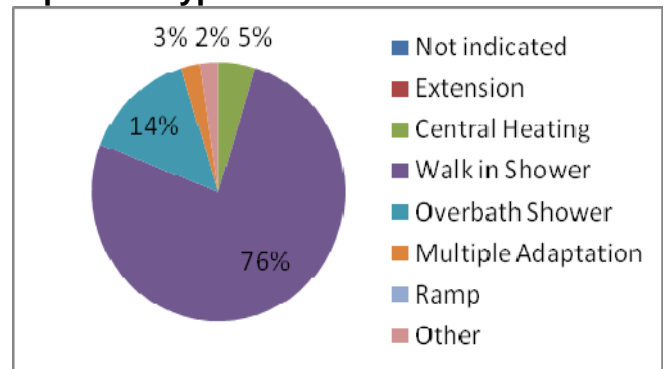
Gender



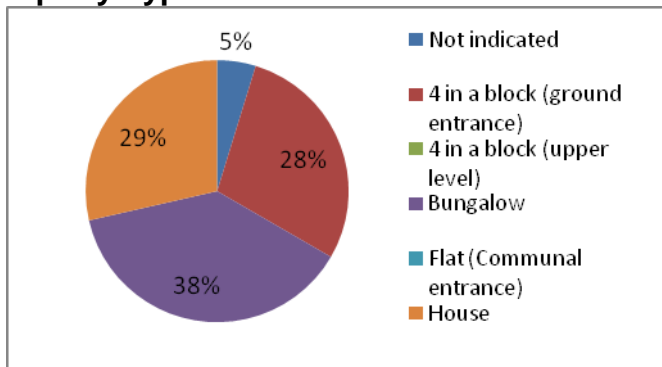
Ethnic Origin



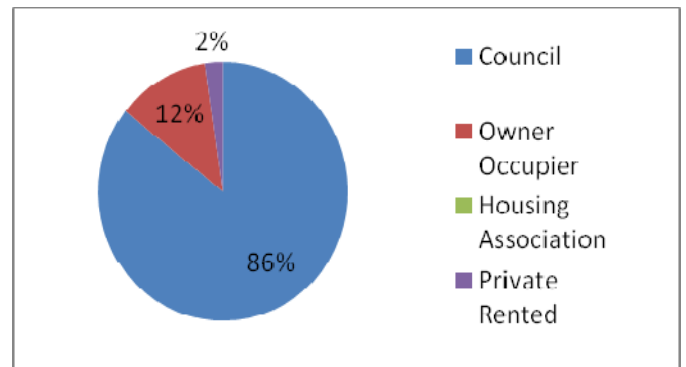
Adaptation Type



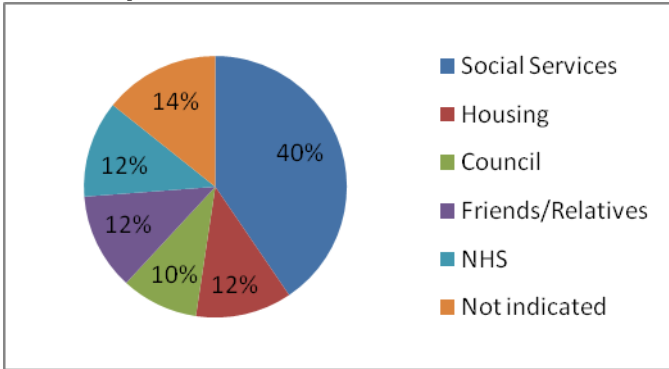
Property Type



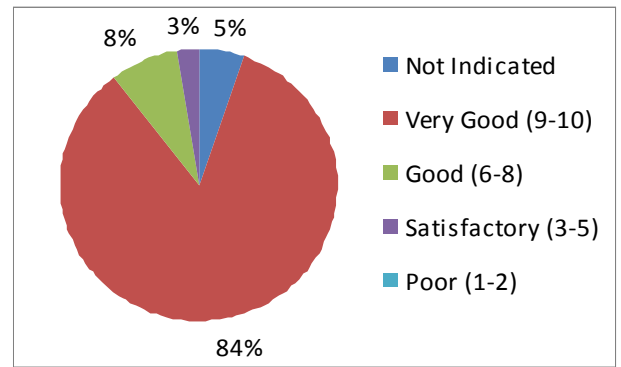
Tenure



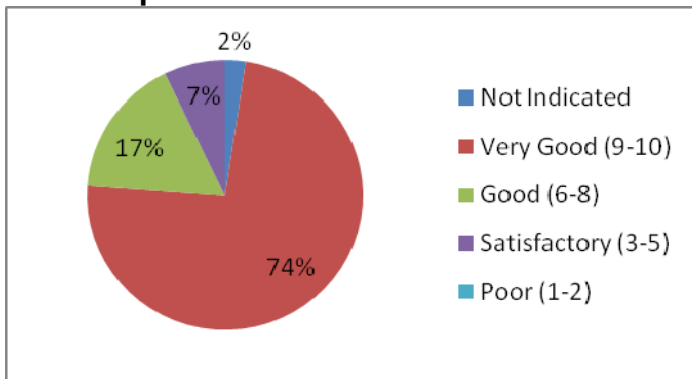
Q.1 How did you find out about the Adaptations Service?



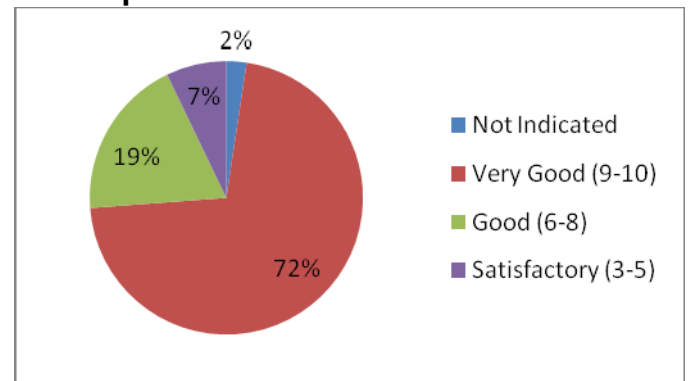
Q.2 Do you feel the adaptation has made a positive difference to your lifestyle?



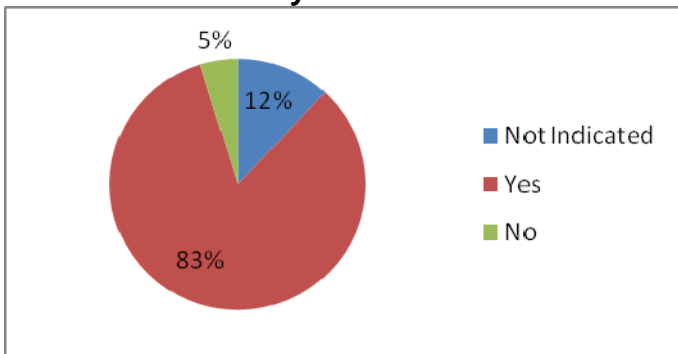
Q.3 How satisfied are you with the quality of work and materials used in the adaptation?



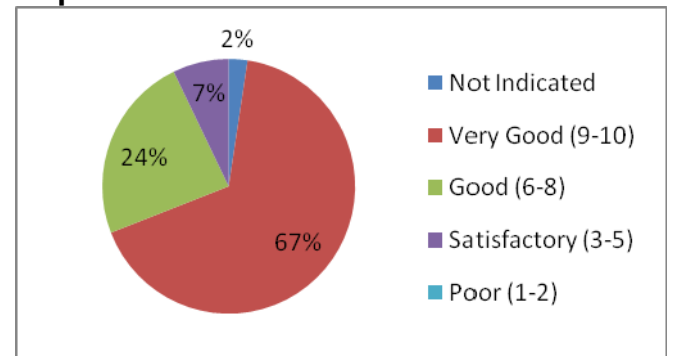
Q.4 How satisfied are you with the timescale taken to complete the adaptation?



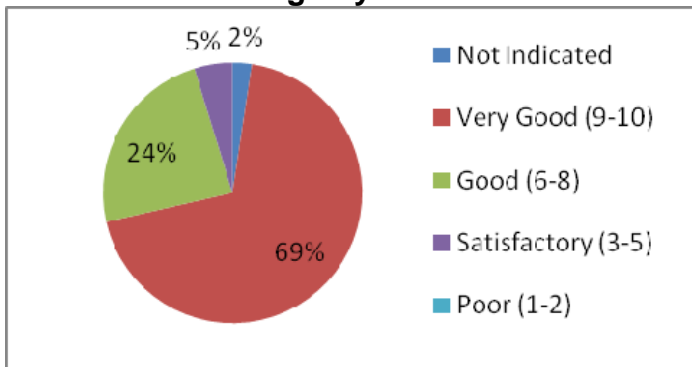
Q.5 In your opinion is the adaptation value for money?



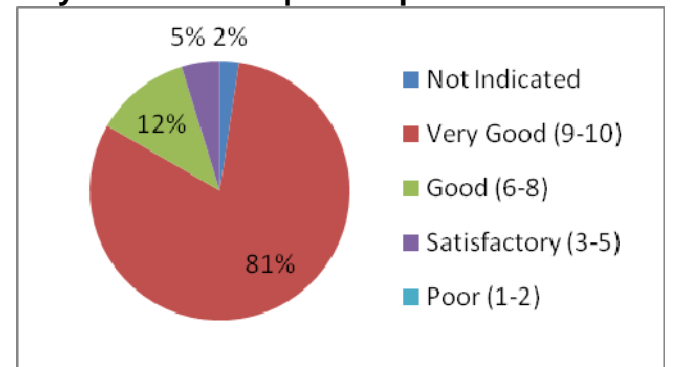
Q.6 How easy was the installation process?



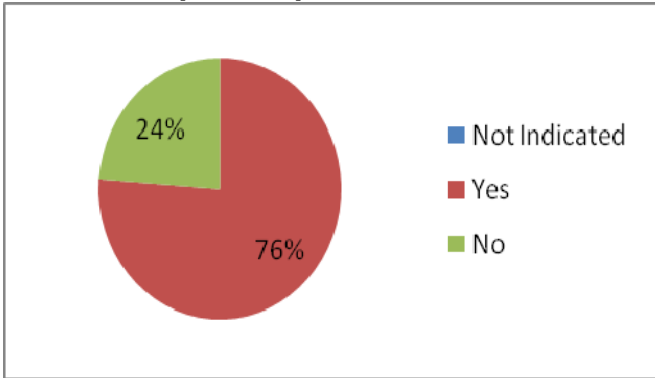
Q.7 Did the Contractor have an understanding of your difficulties?



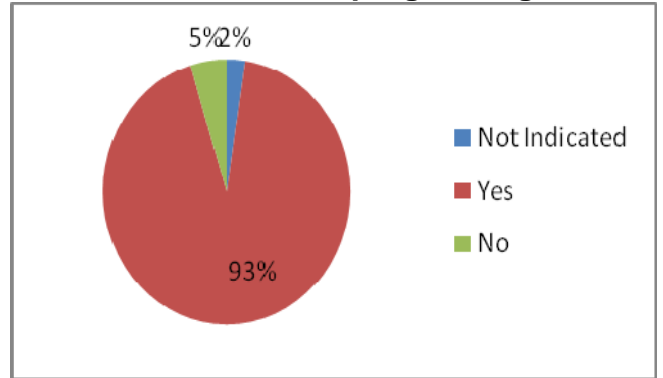
Q.8 How good was the information given to you on the adaptation process?



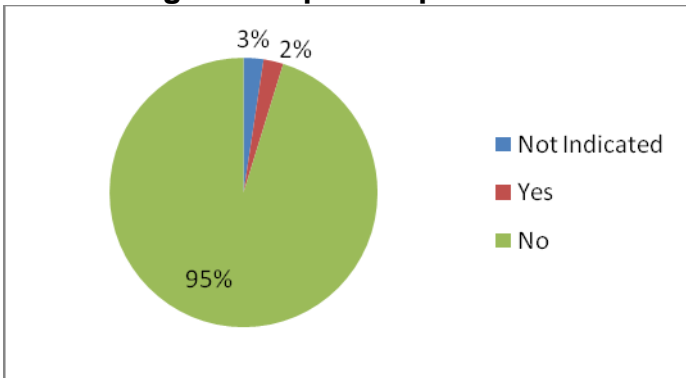
Q.9a Were you given a leaflet explaining the adaptation process?



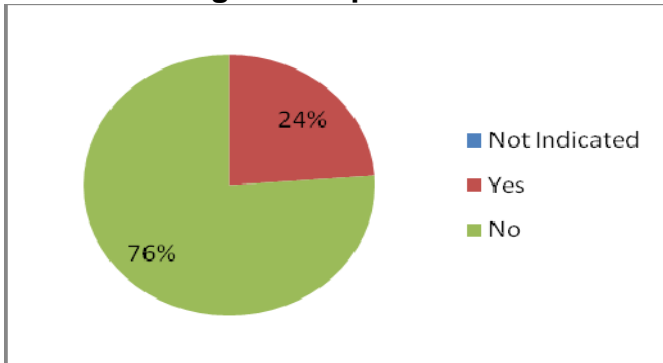
Q.9b Were you kept informed about how the work was progressing?



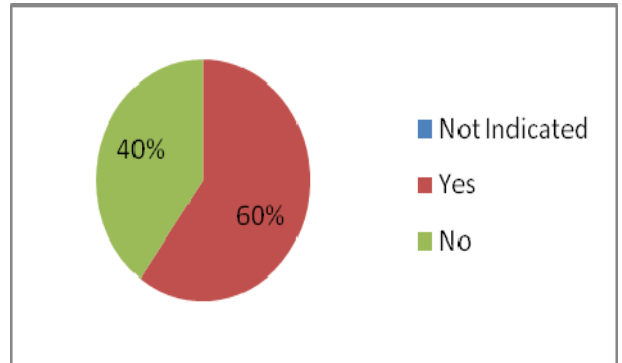
Q.10 Did you experience any problems during the adaptation process?



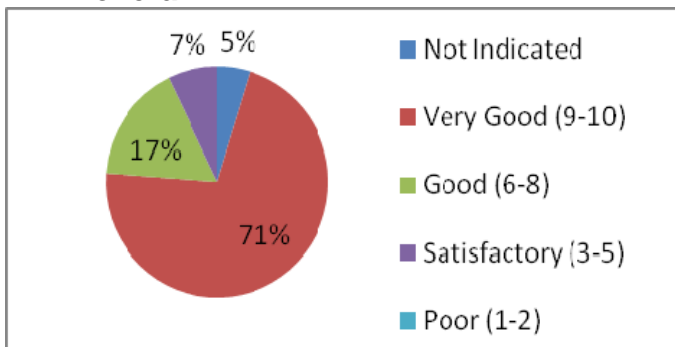
Q.11a Have you experienced any problems following the adaptation?



Q.11b Have the problems been resolved?



Q.12 How would you rate the service overall?



PUBLIC SECTOR USER COMMENTS:

Positive Feedback:

- Everything was done with comfort in mind and having the shower has made such a difference to me. I can shower myself now and don't have to rely on anyone's help. Thank you.
- Everything is a first class service, nice people. Keeps you up to date and the workers worked well.
- All tradesmen were very polite and courteous and it really showed they were excellent in their own field. My SS Worker was outstanding.
- Bathroom has helped although I would have liked all walls to be the same, as only the shower wall was done. I have to do other wall myself and its not going to be the same. Workmen were very good.
- Keep up the good work. Thank you.
- I am very pleased with the Adaptation Service, it has made quite a difference to my life.
- There were 2 holes left and the painter filled them in a plastered a bit of the wall.
- All Tradesmen were excellent and made little mess and always cleaned up as they went. Always came when they said they would and were polite and friendly.
- The work done was very good but would have preferred to have more of the splash back. Think the budget should stretch to this.
- Very satisfied with work carried out.
- The installation of the heating was very quick and the workmen cleaned up, so all we had was a little dust.
- Very pleased.

Negative Feedback:

- Still miss my bath.
- Condensation quite bad around sink and cistern and I have to mop twice a day. Plumber explained problem to me. ***Housing Repairs have dealt with this.***
- Due to winter temperatures pathway needing repairs. ***This has been reported to Housing Repairs by client.***
- Happy with shower, but unhappy with work done on crack in floor. ***PCU have been out to resolve the floor problem.***
- Due to my age and failing health it would possibly have been more cost effective to have installed a walk in shower. ***Client's needs assessed by Key worker and recommendation was for an OBS.***

- Shower leaked and was replaced and now the new one leaks. Client reported to KW that she was 110% happy with shower. ***No further contact received by Key Worker or PCU from client to report a 'leak'.***

PRIVATE SECTOR USER COMMENTS:

Positive Feedback:

- The service was excellent from start to finish and conducted in an understanding fashion.
- Excellent service all round from all concerned. Thanks.

Negative Feedback:

- I overpaid E&L Maintenance £233 by mistake and they have ignored phone calls re this. Two electric fans don't work properly. Second pump installed, still dreadful noise while in use. I get the impression 'seconds' were used. ***Copied comments to both Key Worker and Private Sector Housing Team.***
- I think recipient of loan should have some say in the decision making of the contractor being chosen to carry out the work. ***Copied comments to both Key Worker and Private Sector Housing Team.***

CONCLUSION:

- 42 questionnaire responses were received covering both public and private sector adaptations provision.
- Approximately 73% users scored 9-10 in most categories, plus a further 19% of users scoring 6-8. Conclusion being users are generally satisfied with the service provided by the Housing Adaptations Service and their partners.
- 82 adaptations were completed in 2009 - these figures do not include 3 major adaptation projects currently in various processes of design and tendering. Due to the complexity of such adaptations and the Council's procurement processes, it is envisaged these projects will be completed during 2010.
- Number of level access showers increased in 2009 to 75% of the total adaptations compared with 52% of the total in 2008.
- Communication with clients (Questions 9a & b) has improved since 2008. Average of 84.50% being very satisfied in 2009 compared to 81.25% in 2008.
- Following the introduction of the pilot scheme on 'adapting above ground floor' in April 2009 no upper level bathrooms were adapted during between April - December 2009.