



Investigation into Home Aids and Adaptations for Tenants



Report November 2020

Rotherham Federation

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1. Background

Rotherham Federation Tenant Scrutiny was formed in April 2016. Tenant Scrutiny provides an opportunity to build an effective partnership between Rotherham Council's tenants and their landlord in the spirit of co-regulation, resulting in a joint-win for all. The process is used to challenge landlords' services and standards with the aim of improving performance, value for money and tenant satisfaction.

This is the fourth report of the Rotherham Federation Tenant Scrutiny panel following an investigation into the Aids and Adaptations service provided by the Council and whether this meets the needs and expectations of Council tenants. Due to the Covid-19 pandemic, it was necessary for the panel to delay the reporting of this investigation and some aspects of the planned work was not completed.

Choice of topic

'Aids and Adaptations' was chosen by the tenant scrutiny panel as their fourth topic following consideration of the Rotherham Council housing performance information for 2018/19 quarter four. The data showed that despite better performance than the previous year for adaptation works completed on time (96.16%), the annual target of 98% was not being met.

This was supported by panel members reporting in their own experiences and evidence from conversations with other Council tenants:

Two neighbours needing stairlifts; one told there was a three month wait for assessment and the other one was visited within six weeks.

A tenant with a medical priority was waiting for seven months for a level access shower to be installed due to many instances of mis-communication.

A walk-in shower took fifteen weeks to install and five contractors were in the house during fitting.

Needed to keep 'phoning the housing team to chase the adaptation for their mother's home.

Two friends needing level - access showers; one was visited within a matter of weeks, the other one was still waiting two months later.



Benefits of Aids and Adaptations

The Royal College of Occupational Therapists in their publication ‘Adaptations without delay’ stated that ‘A more accessible home can improve independence, reduce risk and reduce reliance on assistance’¹.

The Foundations social value review for the disabled facilities grant ². found that there are three main areas of savings arising from the use of adaptations:

| Agency | Description | Impact | Approximate saving |
|---------------------|---|---|--|
| Social care savings | Removing or reducing the need for residential or community care | 10% will be prevented from entering residential care | £30k per person per year |
| | | 25% will require less homecare and 18% will need no homecare | £7k per person per year £13k per person per year |
| NHS savings | Reduction in falls and need for healthcare | Estimated that 39% of falls can be reduced after home adaptations Hip fractures are the most serious injury resulting from a fall | Each hip fracture costs the NHS about £26k |
| | | Ambulance call outs to people aged 65+ account for 40% (approximately 3m) of all call-outs across the UK each year. | Cost per call-out averages £233 per patient if they are brought to an emergency department |
| | | Having the necessary adaptations at home is likely to reduce a hospital stay by one week | £2800 cost for one week in hospital |
| Individual savings | Improved quality of life | The individual being able to stay at home and remain independent (measured through decreased fear of falling, and less reliance on other others) | Estimated at £1522 per person per year |
| | Carers | Improved health due to fewer injuries caused by physical tasks they need to perform (In 1998, it was estimated that 51% of carers had suffered a physical injury due to their caring role). | Unknown |

1. ‘Adaptations without delay; a guide to planning and delivering home adaptations differently, Royal College of Occupational Therapists, 2019
2. ‘DFG social value: General Evidence Base for the Disabled Facilities Grant’, Foundations, 2019

The document went on to say that waiting for a social care assessment is a key factor in delays of delivering adaptations and that Councils should not misinterpret the legislation by thinking that all major adaptations require an Occupational Therapists’ assessment. It was suggested that delays could be overcome through the introduction of integrated skills and teams, a triage system that decides whether an assessment is necessary, and the employment of trusted assessors/ OT assistants to speed up the straightforward assessments.

The Rotherham Approach

Council tenants requiring adaptations are not means tested and do not have to contribute to any works that are carried out. There are three categories of adaptation:

- Minor aids and fixings e.g. key safes, grab rails. If there is more than one fixing requested this is then classed as a minor adaptation.
- Minor adaptations e.g. internal handrails, lever taps, door widening costing less than £1000.
- Major adaptations e.g. stairlifts, ramps, showers and extensions costing more than £1000. Costs can be as much as £40k. Any adaptations estimated to cost more than £8k are considered by a panel.

2. The panel

The panel was made up of representatives of various Tenant and Resident Associations and Councillors from across Rotherham:

| | | | |
|-----------------------|----------------------|---------------|-------------------------|
| David Ramsden (Chair) | Cllr Kathleen Reeder | Winston Cook | Ella Webster |
| Mary Jacques | Wendy Birch | Bill Koncowoj | Pete Deveaux |
| Shirley Dingwall | Jo Workman | Jon Pearman | Mohammed Ramzan |
| Winnie Billups | Ann Hitchens | Stuart Mayo | Cllr Jeanette Mallinder |

Officer support was provided by:

Nicole Mighali, RMBC Performance and Data Analyst

Asim Munir, RMBC Tenant Involvement Coordinator

Phil Hayes, Rotherham Federation Chief Executive Officer

Laura Swift, Rotherham Federation Administrative Officer

Rebecca Morrison Project Solutions

3. Terms of Reference

Aim: To investigate the customer journey for tenants using the 'Adaptations and Aids' service in terms of accessibility, clarity and fairness

Objectives:

To:

- Consider Adaptations customer journeys including accessing the service, time taken and the number of different services involved
- Ascertain whether the publicity around adaptations and aids services is available to all tenants, including hard to reach groups
- Use mystery shopping and other methods to explore access routes for the Adaptations service
- Consider the current policy in terms of accessibility for tenants
- Benchmark against other housing providers to check for any learning from their systems and policies
- Examine the charging policy and how clear it is
- Explore links between Adaptations and different services e.g. NHS, Occupational Therapists and Assistive Technology
- Ascertain how cases are prioritised

Scope

It was agreed that the panel would *not* fully investigate:

- ✗ The quality of aids and adaptations made
- ✗ The financial elements of the service as regards removal of adaptations from voids etc.

Measures of Success

The panel agreed to measure success of the investigation by ensuring that:

- ✓ The policy is updated to include any of the recommendations made
- ✓ Accessibility and clarity of the service is improved for *all* tenants

- ✓ The customer journey is improved and there is increased satisfaction with the Aids and Adaptations services

Benefits

For tenants:

- Potentially reduced waiting times
- Transparency and clarity around the policy and ways of accessing services
- Improved consistency of service for all tenants

For the Council:

- Increased value for money through efficiencies and reaching those people who need the service most
- More effective and consistent working across teams
- Improved reputation

Risks

The panel acknowledged the following risks when embarking on this investigation:

- That the costs associated with the services may distract the panel from the customer journey
- That the service cannot be improved due to capacity and other pressures

4. Methodology

The panel's investigation took place between May 2019 and February 2020 before a break in this work due to the Covid-19 pandemic. The panel then re-convened in September 2020 to review the evidence, consider the service implications from the pandemic and to finalise the recommendations and report.

The investigation consisted of:

4.1 Meetings

a) The panel interviewed representatives of the services including senior managers from Housing options (Rotherham Council) and Community Occupational Therapy (NHS Foundation Trust) and officers based in the Housing adaptations team. The meetings focussed on:

- ☒ The Aids and Adaptations policy
- ☒ Working arrangements
- ☒ Complaints
- ☒ Customer satisfaction surveys
- ☒ Performance indicators
- ☒ Prioritisation of work
- ☒ Benchmarking information

b) Other panel meetings focussed on case studies, mystery shopping arrangements and findings, and considering information from Rotherham Council and other housing providers.

4.2 Mystery shopping

a) Telephone conversations were held with 22 tenants who had experienced the major adaptations process recently or were currently in the system. The majority of people contacted had ordered level access showers/ showers over the bath. Three had hoists fitted and two had their homes extended. Questions were asked to ascertain their feelings on:

- ? Accessing the service
- ? Time taken
- ? Satisfaction with the service

The results were analysed by request date, type of adaptation, and area where they lived.

Mystery shopping questions can be found in Appendix A.

The panel would have liked to also contact people who had recently had an extension to their home but time would not allow for this following the pandemic.

b) Some of the panel members contacted the Council to ask about adaptations on behalf of a friend or family member, to test out the ease with which help can be received when self-referring. Contact was made via email, face to face (at Riverside House) and by telephone.

4.3 Benchmarking

a) The panel were informed that there is a benchmarking group 'Northern Adaptations' which meets regularly to share good practice and listen to guest speakers. A request was made to this group for adaptation service information that could be used to make comparisons to Rotherham services; however, no responses were received.

b) The panel contacted other similar-sized/ neighbouring housing providers to benchmark against. Requests for information were sent to Berneslai, St Leger, Sheffield, Leeds, Bradford, Hull, Wigan, Kirklees and Nottingham. Most responses were subject to Freedom of Information procedures and were delayed, but information was eventually received from Hull, Doncaster, Kirklees and Wigan. The websites of all the benchmarked providers were also examined. See Appendix B for a summary of the benchmarking exercise.

5. Thank yous

Panel members are grateful for the contributions made to their investigation by representatives of the Council In particular:

Jill Wilkinson
Sandra Tolley
Jordan Hatswell
Daniel Peck

George Temple
Roy Ditcher
Andy Lumb

Further thanks go to:

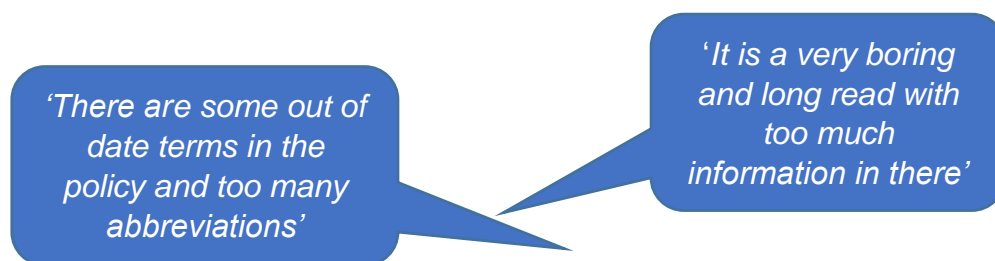
- ✓ The Customer Inspection Service volunteers for carrying out the mystery shopping testing.
- ✓ All the people who were willing to respond to the telephone survey. Their time and views contributed greatly to the success of this investigation.

6. Summary of Evidence

6.1 POLICY

The current policy and procedures used by Rotherham Council for Aids and Adaptations were written in December 2015. There is no review date mentioned in the documents but all officers agreed that they were overdue for review and refresh. There was a plan for officers to complete this during the tenant scrutiny investigation period; but this ambition was delayed due to service pressures.

It was noted that the current policy was only accessible to Council officers and not an 'easy read' for any other individuals or groups. The Council's '*Learning from Customers forum*' checked the policy to assess whether it was an easy read for customers. They concluded that:








Specific issues

The tenant scrutiny panel found the following anomalies:

- ? *The policy refers to financial assessments taking place for all applicants whether they are Council tenants or not (section 7).*
However, conversations with officers found that Council tenants are not subject to any means testing.
- ? *Sections 13.3 and 14.3 refer to rehousing, particularly where a property is under-occupied.*
There were mixed responses from the officers interviewed as to whether re-housing is currently offered or insisted upon for tenants when suitable previously adapted accommodation is available. This part of the policy needs clearer guidance on the present position.
- ? *With reference to the refusals section of the policy (section 13.17).*
There is no requirement for a Council tenant to stay in their adapted property for five years, unlike private customers receiving the Disabled Facilities Grant. If the tenant does move on; the property is advertised as an adapted home. If the home is still on the housing stock list after a few months; the adaptations will be removed.

PANEL VIEWS:

-  It was disappointing that officers did not have time to review the policy with the tenant scrutiny panel's input during the investigation.
 -  The panel appreciated that the policy was not intended to be read by customers; however, they felt that a written interpretation of the policy would be useful for customers to understand what the service offers, how it will be delivered and what they can expect.
 -  The panel would like to see the policy for staff updated with particular reference to clarity around the anomalies raised of financial assessments, rehousing and commitment to stay in an adapted home for five years.
 -  Panel members could see both the benefits and disadvantages of moving people from their own home into a previously adapted property. It would usually be best for the tenant to stay in their own neighbourhood and for the Council to save on removal costs, however this was offset by the feasibility of adapting their own home, the cost of adaptations and the cost of potential removal in the future.
 -  There was a strong feeling that the cost of both the installation and removal of adaptations should make it imperative that tenants commit to stay five years in an adapted home, except in extenuating circumstances
-

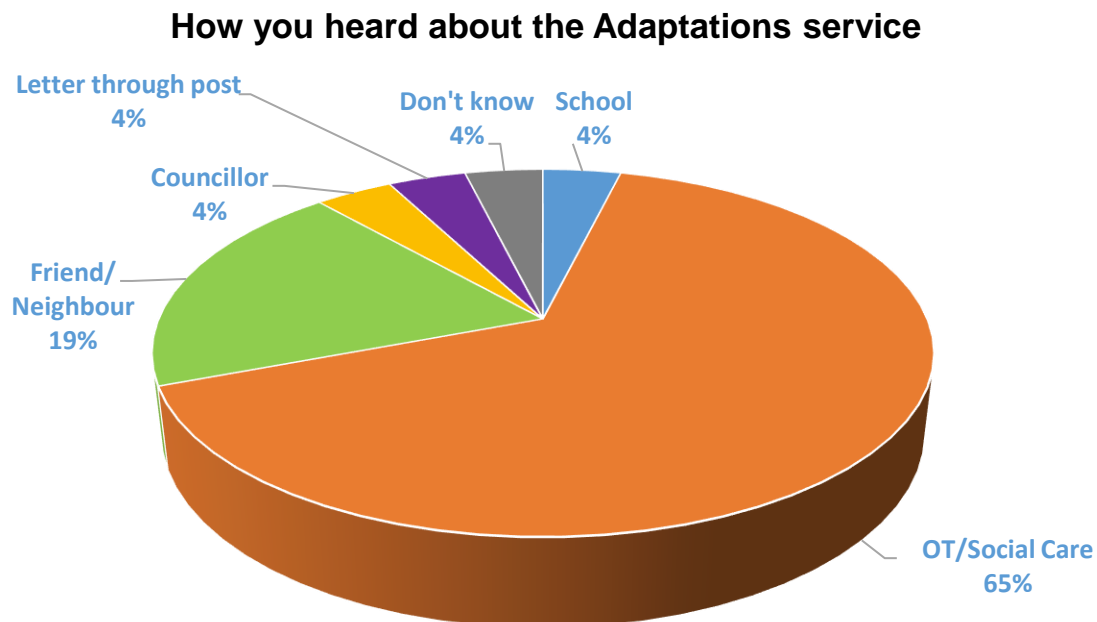
Recommendations

Review the Aids and Adaptations policy

- Redraft the policy document as soon as possible. This should include drafting a summary version for the general public, working with tenant representatives. The policy should include clear guidance on the re-housing of tenants to previously adapted homes.
- Consider reviewing the policy to state that tenants must stay in their home for five years following adaptations unless there are unforeseen circumstances, in line with the policy for private households.

6.2 PUBLICITY/ACCESSING THE SERVICE

Part of the mystery shopping exercise carried out with people who had received some home adaptations asked how they had initially heard about the service. The responses were:



Panel members undertook a further test through mystery shopping by contacting the Council to request information for a 'friend/ family member' about any help that they could receive to enable them stay independent at home. The following responses were received:

Face to face at the Customer Service Centre (two occasions)

Even though there was no-one else waiting, the customer service operatives just gave the enquirers a telephone number to ring (single point of access for adult services). They did not offer to pass details on, find if there was anyone available to talk to them or allow them to use the reception 'phone. They also did not ask if the friend/ family member was a child or an adult.

Telephoning the Single Point of Access for Adults (two occasions)

Apart from the queue waiting to be answered, the operatives were very knowledgeable and described the process in detail. They said that they would need the enquirer to be with the family member or friend before they could take any further detail.

Email

The first email was responded to by asking for more detail. The second email advised of the process and times that it was likely to take (four weeks for OT assessment, one week to process and then four weeks for a minor adaptation to be carried out).

Existing Publicity

Any publicity for the service is through word of mouth or from the Rotherham Council website. There are no leaflets advertising the service or letting service users know the timescales and expectations of the service.

All referrals for the adaptations team are via health professionals i.e. GPs, hospital discharge teams and Occupational Therapists. Voluntary Action Rotherham work with some GPs as link workers and may signpost the adaptations service if appropriate.

One panel member also talked of their own experience:



'When I came out of hospital, I didn't receive any information on the adaptations that may be available to me to be able to use my home safely or to be able to go out'.

There was some concern expressed by officers that additional publicity may lead to an unmanageable workload which in turn would mean increased delays in the service. It could also lead to difficulties in meeting the financial pressure that is experienced by the service. On the other hand, officers commented that publicity could be used to manage the expectations of people who may be considering the service i.e. that an assessment may not always lead to adaptations being approved; the anticipated timescales for completion of assessment processes.

Example of Good Practice

Hull City Council produce a leaflet for service users that details how to access the service, the Council's policy and the timescales for the service³ (See Appendix C).

PANEL VIEWS:

-  The panel were concerned about how people, particularly hard to reach groups, hear about the service, unless they have access to the internet or have a family or GP to help with the referral.
-  They were happy to see that a lot of people had heard about the service from other Council officers or Occupational Therapists. However, this relied on the person first approaching other services and wouldn't cater for someone who was struggling to access any help.

3. Hull City Council 'Adapting your home for independent living' 2018

- It was worrying that the customer service centre just handed out a telephone number; the enquirer had clearly wanted to talk to someone face to face. If more detail had been requested, they may have uncovered a safeguarding issue or found out that the adaptation was for a child.
- The leaflet produced by Hull City Council was found to be really helpful, in particular if used with health professionals and voluntary groups to promote the service to those most in need.
- Panel members agreed with senior officers that any leaflet should focus on people having access to an assessment process rather than making promises about the provision of aids and adaptations. This approach may well make sure that those most appropriate for the service receive it and that inappropriate demand is reduced.
- There was a strong feeling that other ways of letting hard to reach tenants know about the service needed to be explored. It was suggested that voluntary groups, including Rotherham Federation could help to spread the word to people who are most in need.

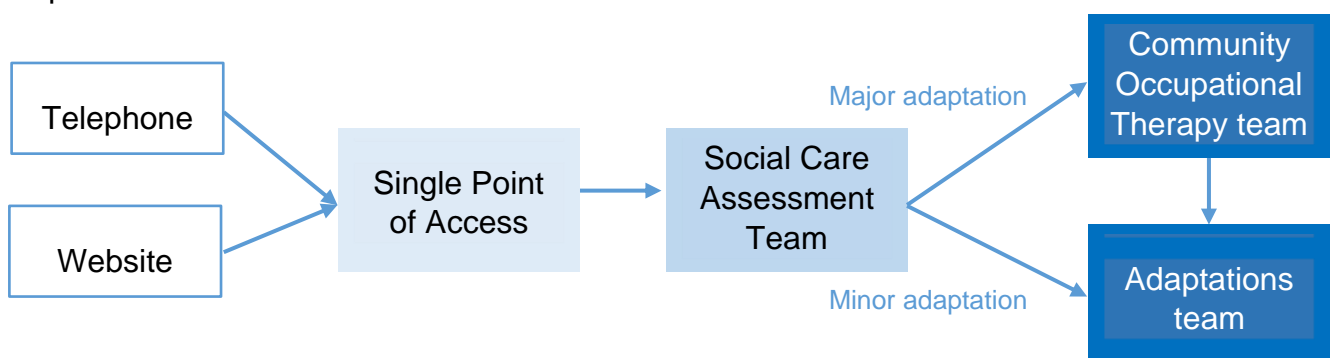
Recommendations

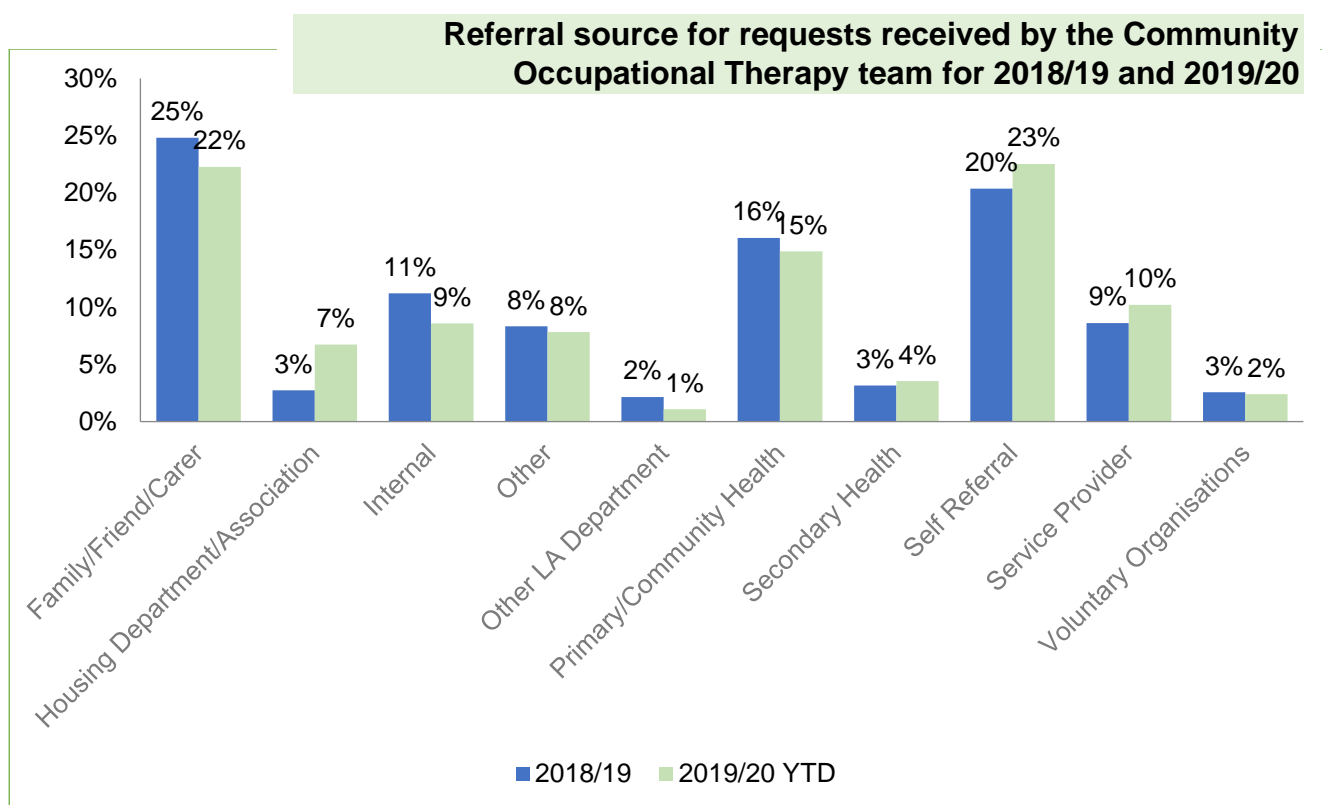
Provide targeted publicity

Develop a strategy for targeted publicity of the service which is accessible for hard to reach and vulnerable people, including those people without access to the internet.

6.3 REFERRALS

The first point of contact for referral is the Single Point of Access for the Council, either by telephone or through the website. Requests for adaptations are referred through to the social care assessment team, who in turn refer on to the Community Occupational Therapy (COT) team if a major adaptation is being considered. Minor adaptations do not require an Occupational Therapy assessment unless there are more than three elements being requested.





As seen above, the majority of referrals received by Community Occupational Therapy team are from family/ friend / carer and self-referral, accounting for 45% of the total. Very few referrals are received from the housing department (3-7%), secondary health (hospitals) (3-4%) or voluntary organisations (2-3%).

The housing verification visits that currently take place every four years include questions relating to needs for adaptations; *‘How are you managing within your home (identify slips, trips, falls, floods or mental health impact)’* and *‘Would you like any further information or support in relation to your health and wellbeing? (includes falls and frailty)’*

Prioritisation for assessment

Requests for major adaptation services are received by the single point of access for Adult Care and then sent on a daily basis to the four Community Occupational Therapy teams. The Occupational Therapist who is in charge of prioritisation each day decides how quickly an assessment visit needs to take place following these levels:

High Priority

If the customer is:

- ✓ End of life
- ✓ Likely to end up in hospital if they do not receive an assessment
- ✓ Likely to have a breakdown in current care arrangements
- ✓ Unable to access the toilet safely within their home

Routine priority

If the customer is:

- ☑ Struggling to get upstairs
- ☑ Struggling to get into the bath or use a shower
- ☑ Unable to leave their home safely

A guidance document is available to COT teams to prioritise the need for an assessment; however, this document was written in 2007 and requires updating.

Referrals to adaptations team

The adaptations team receives and handles all adaptations work relevant to both private homes and Council tenanted accommodation.

Once the COT has carried out an assessment visit and established the needs of the customer, a further referral is then made to the adaptations team. Adaptations are marked on the referral form as either urgent or routine. Urgent work is processed and ordered within a day and routine jobs are taken in referral date order.

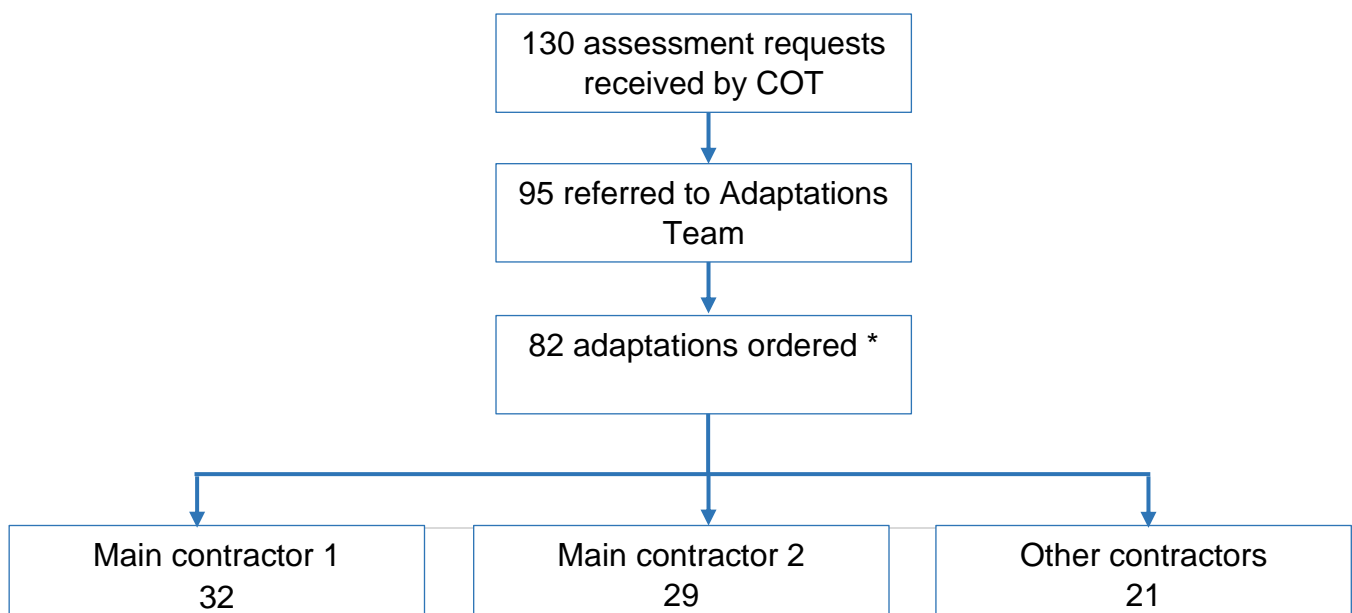
There is no written guidance on the priority given to adaptation works; OTs will use their professional experience to request urgent works if necessary.

If an adaptation is required, it will be classed as *urgent* if:

- ! The person is end of life
- ! Carers are struggling
- ! The safety of the person is at risk.

In 18/19 there were 1034 Council tenant major adaptation referrals to the adaptations team from the COT. This number does not include minor fixings such as grab rails and key safes (almost 35% of all referrals).

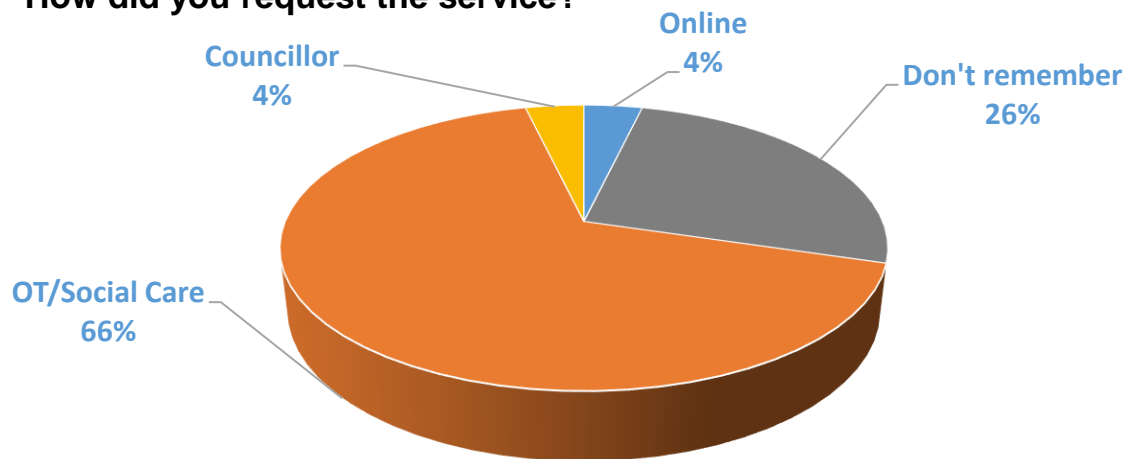
For Council tenant major adaptation referrals in 2019, on average each month there were:



* The majority of adaptations that were not ordered were due to the tenant moving to different accommodation.

From the mystery shopping exercise, it was found that:

How did you request the service?



The majority of referrals again were made via the OT and Social care teams.

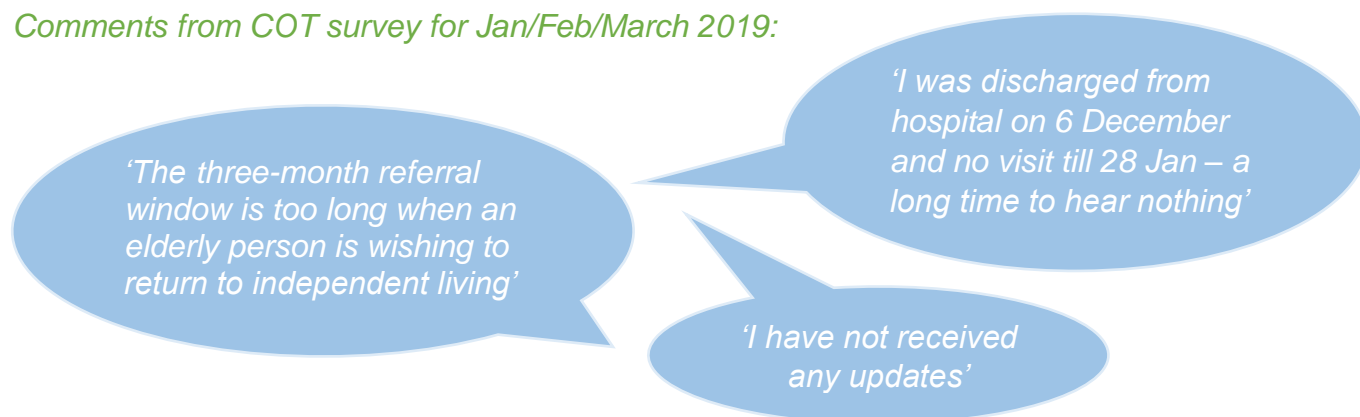
Timescales for assessment

The main focus for the initiation of this investigation was the reports received of vast differences in the times taken to carry out assessments, refer through to other teams and to complete the works required.

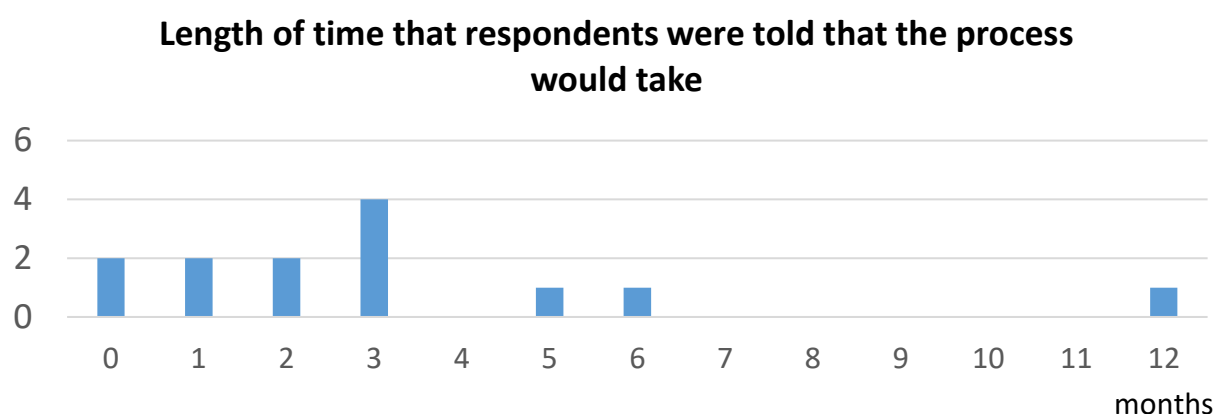
The Rotherham Council target timescales for fixings and adaptations are:

| | | TARGETS | | |
|------------------|--|------------------------------------|---|---|
| Aid/ Adaptation | Including | Referral to completion of works | | |
| Minor fixing | Grab rails, key safes | 7 days | | |
| | | Referral to OT assessment (days) | OT assessment to Adaptations team allocation (days) | Allocation to completion of work (days) |
| Minor adaptation | Lever taps, door widening, handrails | 28 | 28 | |
| Major adaptation | Extensions, showers, ramps, stairlifts | 42-56 (National target 28 days) | 14 (0 if urgent) | 40 days (except extensions) |

Comments from COT survey for Jan/Feb/March 2019:

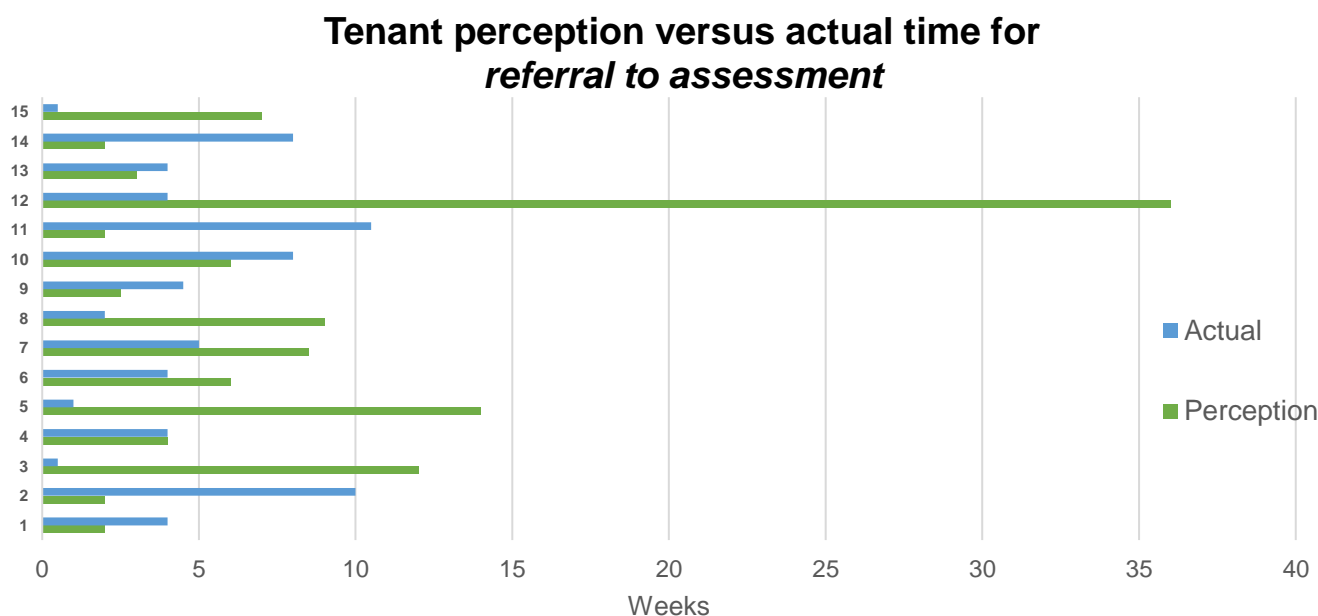


Mystery shopping respondents were asked if they were told how long the adaptations would take to be completed:



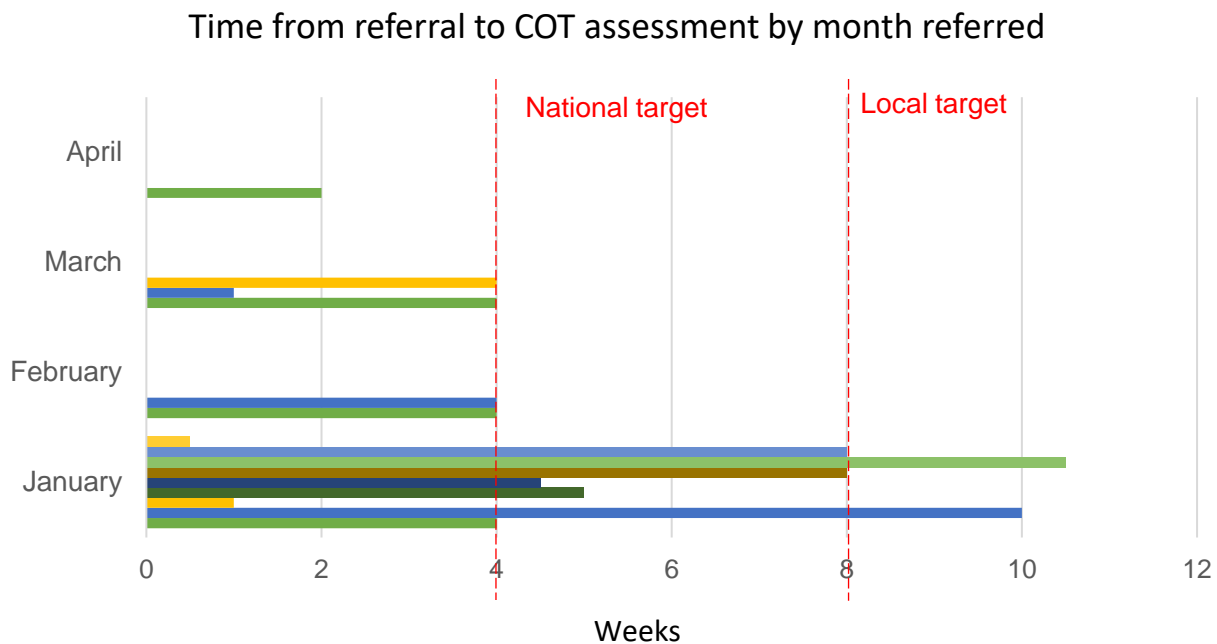
Responses ranged from two weeks to 12 months. Just two people reported that they had not been told. It was noted from responses that confirmation of how long it would be before an assessment visit was verbal.

The mystery shopping exercise found some large inconsistencies with how long the tenant thought it had taken to be assessed and how long it was as reported by contractors:



There were equal numbers of tenants who had either a better or worse perception of how long the assessment had taken. Only one person remembered the precise time.

The actual times taken for assessment from the September mystery shopping cases were considered:



It was found that 40% of assessments exceeded the national time limit of 28 days and 13% exceeded the local target of 56 days. All cases exceeding the targets were referred to the COT in the month of January. It was suggested by officers that delays can also be experienced during the summer months, but the evidence for this was not available at this time.

The panel intended to also look at the mystery shopping cases from November to explore the assessment times but were unable to access this data due to office access being restricted.

PANEL VIEWS:

- 📌 The panel was pleasantly surprised that there were so many referrals made either by the person concerned or their family/friends even when the service is not actively publicised.
- 📌 However, they were disappointed that so few referrals were from hospitals, voluntary organisations and housing teams. There is clearly an opportunity for further targeted publicity within these teams.

- ✎ The panel agreed with the prioritisation categories for assessment and works; although they would have been happier with some up to date guidance being provided.
 - ✎ It was reassuring that people are being told roughly how long the adaptations will take; but there did seem to be large differences in the times promised.
 - ✎ It was quite surprising how people's perceptions differed from the actual time taken from referral to assessment.
 - ✎ There was some disappointment that there is no written confirmation of when the referral was made and how long before an assessment visit would take place. It was thought that it may well overcome issues with people thinking that this process was taking longer than it actually was if an early written communication was made to confirm.
 - ✎ Panel members were concerned that so many assessment visits were missing the national and local targets, in particular those received in January.
-

Recommendations

Confirmation of referral

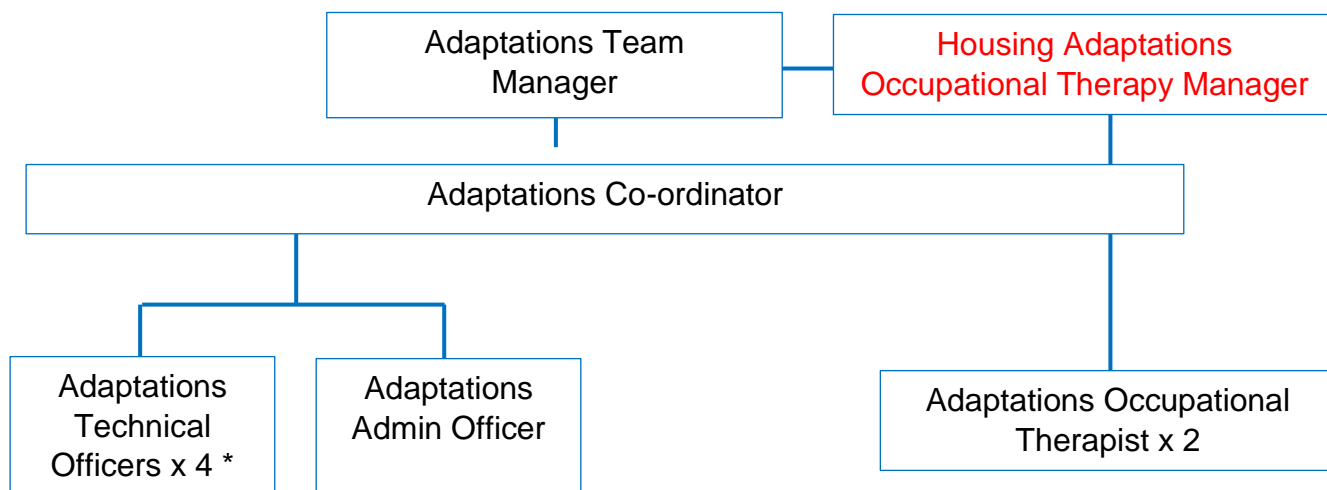
Ensure that written communication on the process is sent out once a referral has been made.

6.4 WORKING ARRANGEMENTS

When received by the Adaptations team, all referrals are entered onto the Flair system and allocated to an officer within:

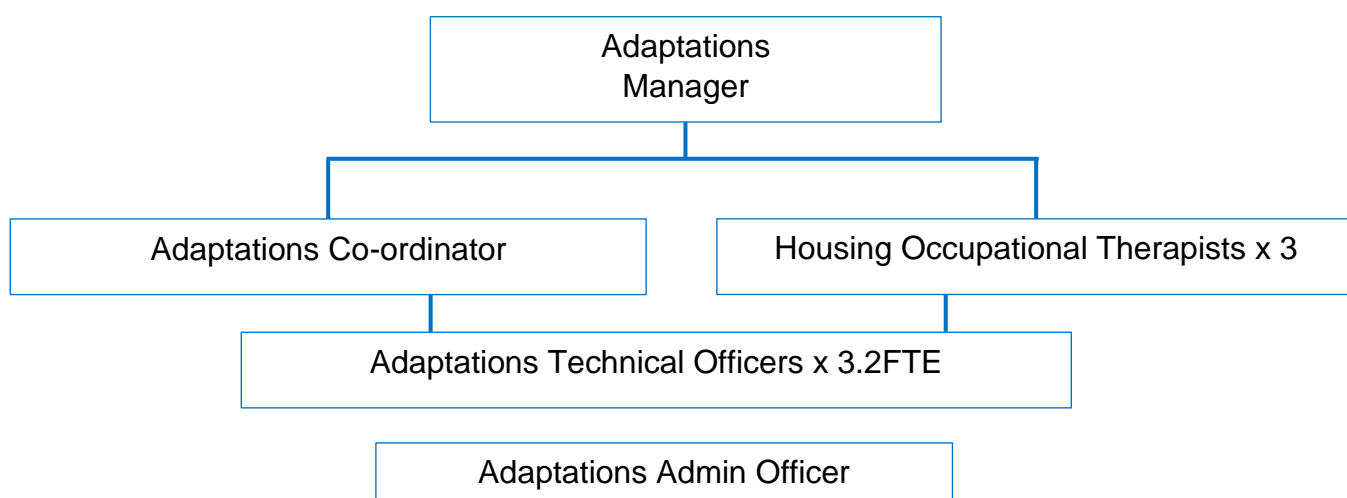
- One working day for urgent cases and
- Two weeks for routine work

The team structure for the Adaptations team at the beginning of the investigation was:



** There had been a team vacancy for a technical officer for over two years. Consideration was being given to replacing this post with a surveyor role due to the number of assessments for extensions (providing larger ground floor areas and bathrooms)*

However, by the close of the investigation in November 2020, the team structure was as below, with an additional Occupational Therapist but still only 3.2 FTE Technical Officers:



Some joint visits take place between Occupational Therapists and Technical Officers if there are any doubts about whether the adaptation is feasible e.g. gradients required for safe ramps, bathrooms with limited space.

The **approval/allocation time** target for the adaptations team (from date of referral to the team) is 14 days, unless classed as urgent in which case it is the same/next day. Minor fixings are ordered directly with the contact centre and not assessed/allocated by the adaptations team.

Moving Home

If the proposed adaptation is not feasible or the work will be too disruptive for the customer, consideration will be given to moving to another home; ideally a home that has already been suitably adapted. Current working practice does not insist on people moving home regardless of the resulting costs; the decision of whether to move sits with the tenant.

Assistive Technology

The Assistive Technology team is based within the Council's Adult Social Care services. Early in this investigation it was reported that there were no close links between this team and the Adaptations/ COT teams. However, in July 2019 a new post was introduced to link the Assistive Technology team with the Occupational Therapists. An example of work ongoing between the two teams was the installation of pressure sensors in homes where people with dementia were living.



Minor fixings

All minor fixings are arranged via the Housing Contact Centre if there are two or less requests. If there are three or more fixings requested then this is processed via an Occupational Therapy referral (OT 35) to the Aids and Adaptations team.

Key worker

There are no key worker arrangements in place for people who are waiting for their assessment or works completing.

PANEL VIEWS:

-  The panel felt that one of the biggest issues for disappointment with the adaptations service was not being kept informed of progress and timescales. This could be overcome by introduction of a key worker arrangement.
-  The panel supported the need for the appointment of a surveyor in the adaptations team to handle the increasing number of extensions being approved.

Recommendations

Team Resources

Ensure that the Adaptations team resources are up to full complement to meet the needs of the work demand received.

Contact with customers

Agree, implement and monitor regular contact intervals to keep customers up to date with progress and works scheduling. A key contact approach would help with this.

Increasing the budget

Test out how much money is saved across adult services by the adaptations service and request an increase in the current budget for this service.

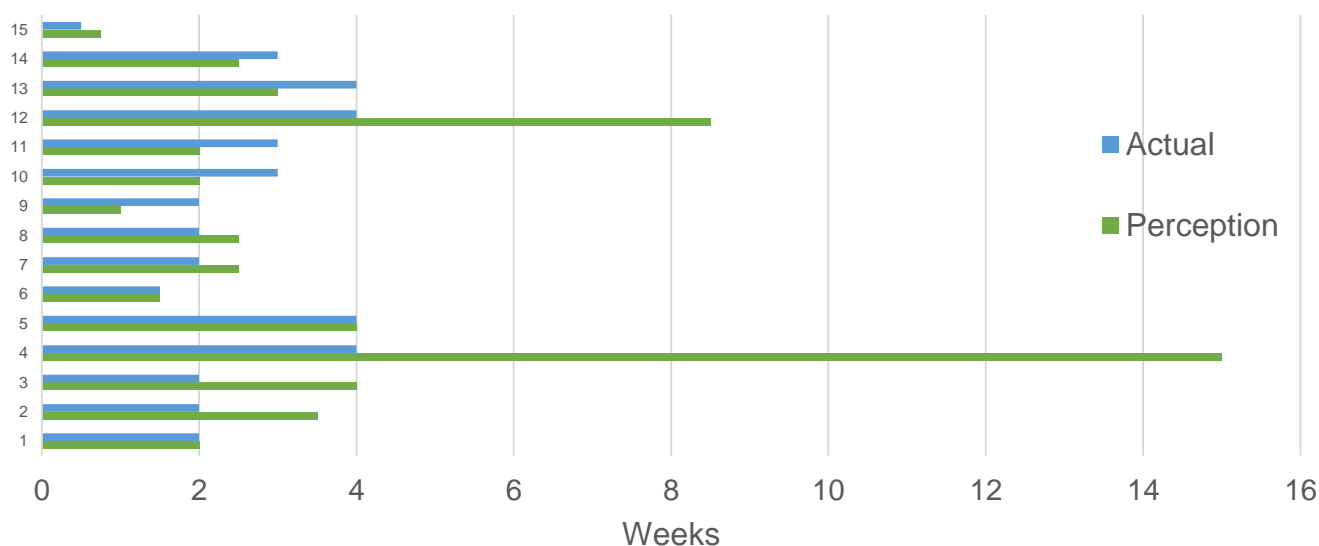
6.5 COMPLETION OF WORKS

The Rotherham Council targets from assessment and ordering by the adaptations team to completion of the works by the contractor are:

- Minor adaptation 28 days (total time from receipt by the team)
- Major adaptation 40 days

For the mystery shopping exercise, we again compared the actual time taken for completion of works against the tenant's perception of how long they had taken:

**Tenant perception versus actual time for
assessment to works completed**

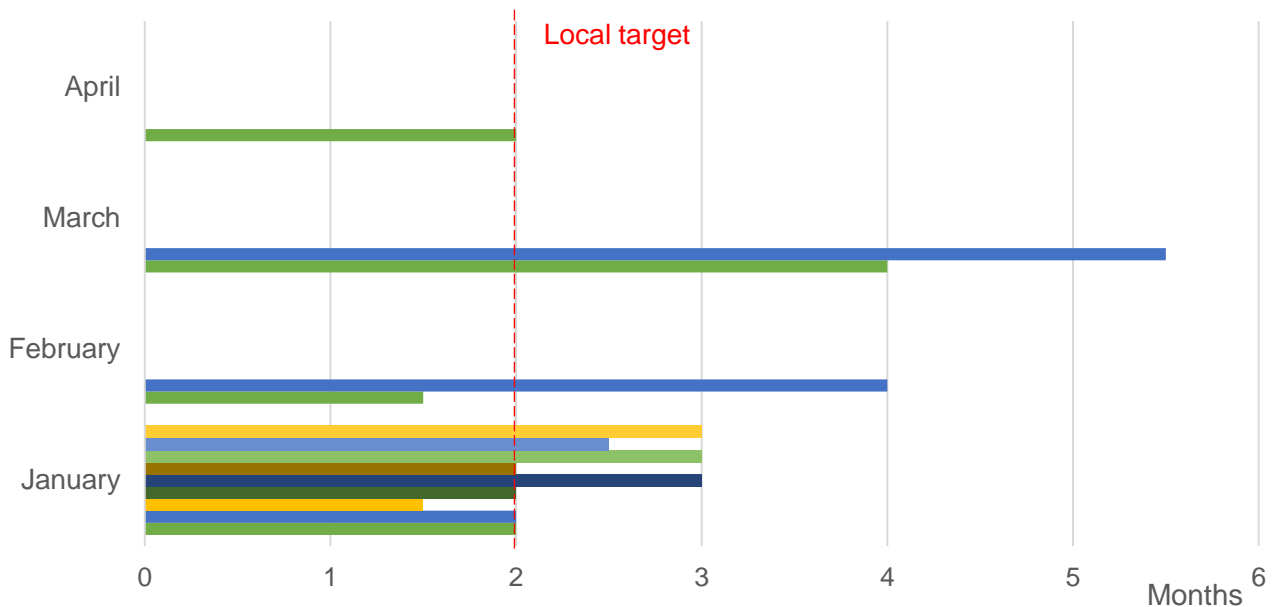


Similarly:

- Four people thought the works had taken *significantly longer* than they had
- Three people thought the works had taken *slightly longer* than they had
- Five people thought the works had been completed *more quickly* than they had
- Three people were *precise* with their perception

There appeared to be no correlation between the type of adaptation and the perception of time for completion.

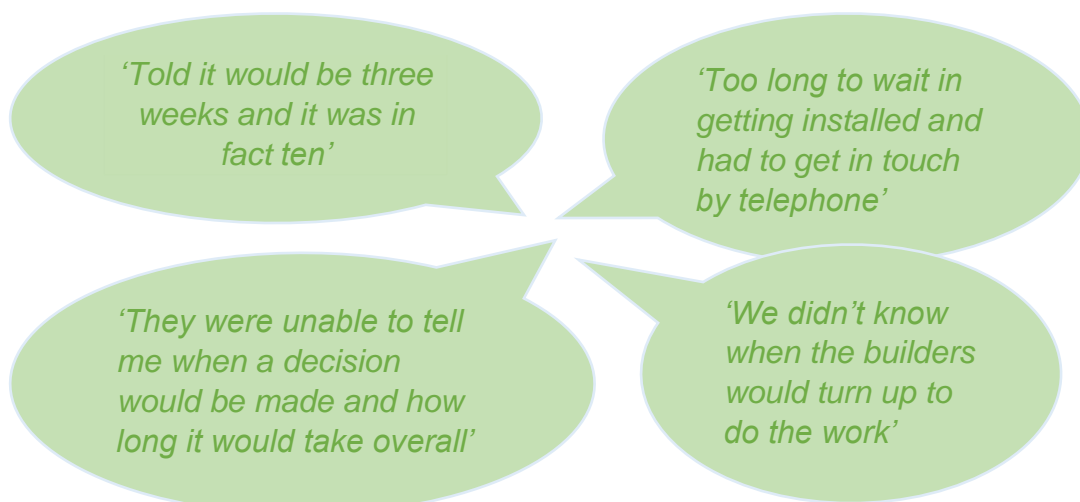
Time from assessment by adaptations team to major works completed by month referred



Half of the works from the mystery shopping exercise exceeded the 40 working days target for major adaptations, some by several months. Those adaptations that were referred in March seemed to have the worst performance, perhaps due to being close to the end of the financial year.

It was not clear whether the delays were from the processing of works in the adaptations team or if they were contractor/ works delays.

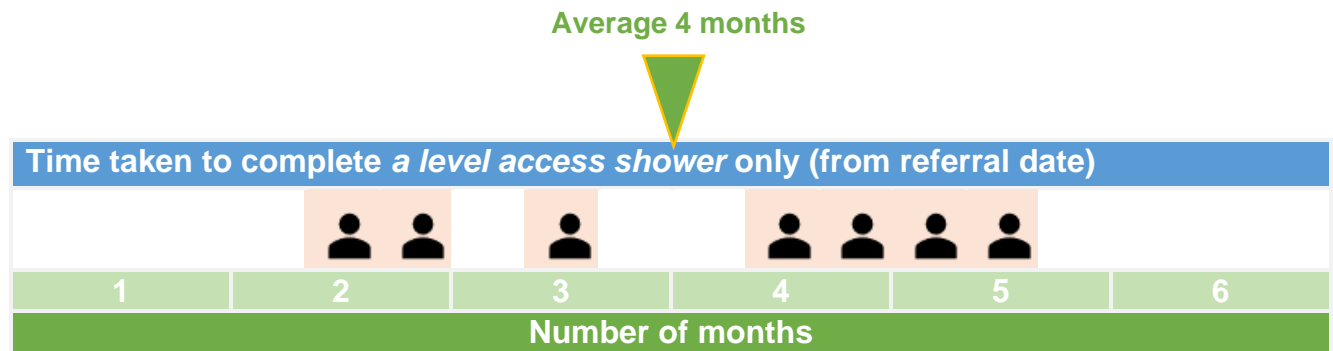
From the Adaptations team survey for the year April 2018 to March 2019, the following comments were made:



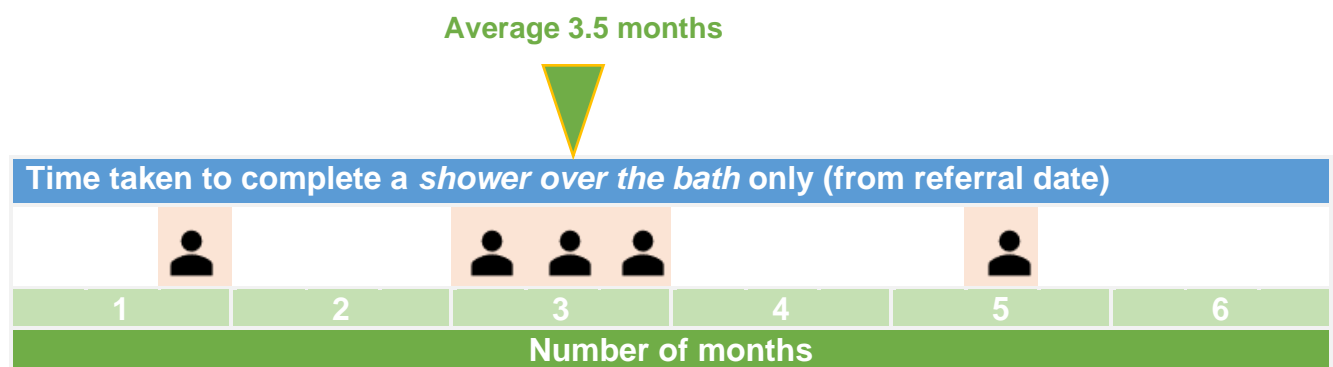
These comments confirmed the feeling that people are frustrated by timescales.

Type of major adaptation

The panel examined the total time taken to complete the same work in different homes (from referral to completion date):



There was a range of **three months** for a level access shower to be fitted from the date of referral, with some people having to wait for over five months.

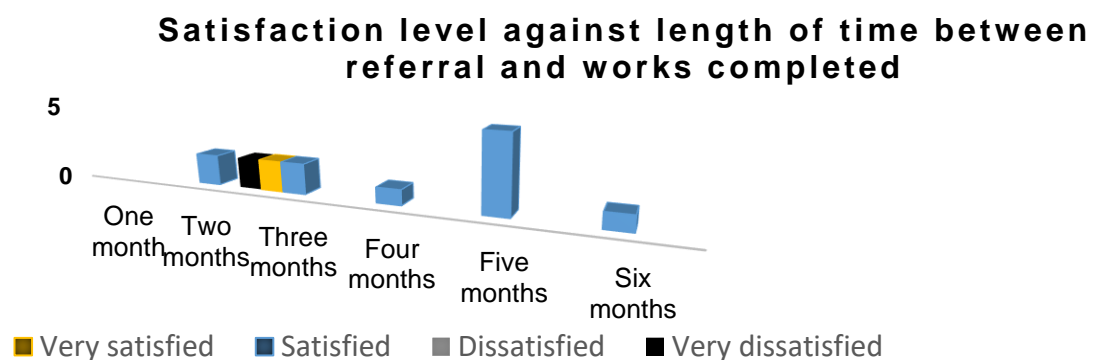


There was a range of **four months** for a shower over the bath to be fitted from the date of referral, again with some people waiting for over five months.

There were no differences noted on timescales relating to the area where people lived.

Satisfaction levels

Despite the large differences in the time taken to fit adaptations it was noted that this did not correlate with the satisfaction level of the tenant; some expressed dissatisfaction at two months whereas people reported satisfaction up to six months.



However, when asked how the service could be improved, eight out of the sixteen (**50%**) responses referred to **shorter waiting times**.

This was supported by some community feedback received by a panel member which found that

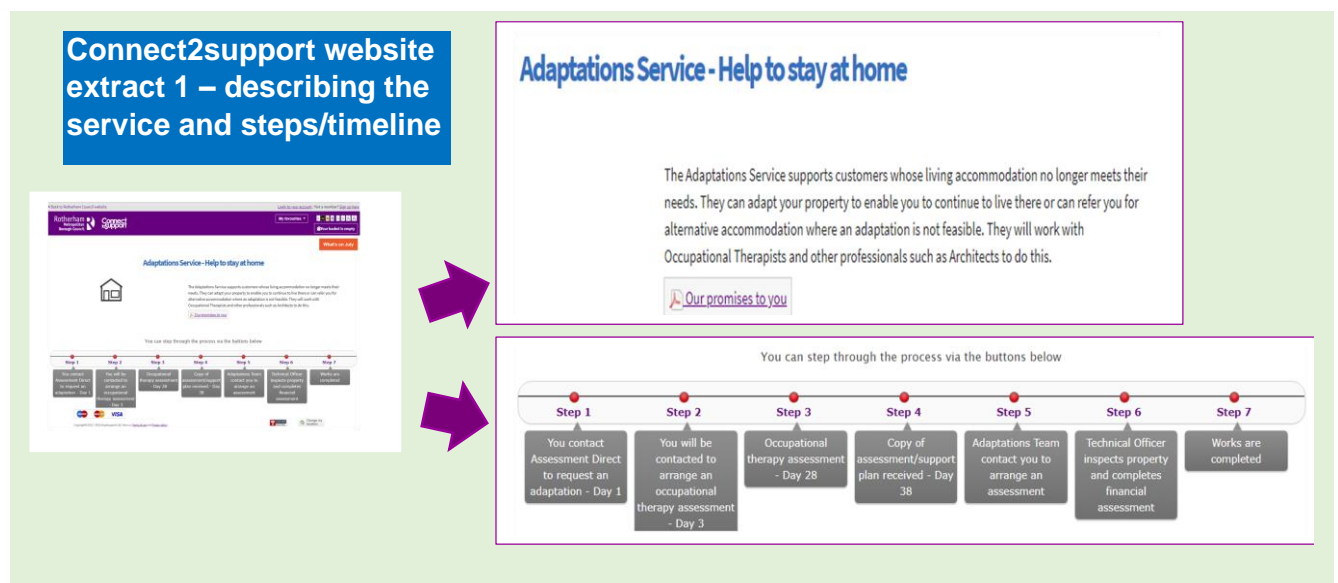
'even though most people found it a hassle during the works, and thought that the timeframes were too long; they were still happy with the job'.

The panel were keen to explore the time taken and satisfaction with major extension works as part of the investigation following a panel member's feedback on their own experience:

'we never knew who would be there each day and at one point had five separate contractors in the house at the same time. This was particularly worrying as my mother suffers with dementia.'

Keeping people informed

A previous pathway and quality standards document was available in 2011 on the Connect2Support website, which was useful to confirm what a customer could expect from the adaptations service:



Connect2support website extract 2 – service promises and timeline

Living in your own home with adaptations

Our service promises to you . . .

What you can expect whilst receiving this service . . .

-  You will receive a copy of your assessment outlining your personal needs
-  You will be offered an Occupational Therapist assessment in your home within 28 days of your first contacting us
-  We will tell you from the beginning about any costs to you and what the reasonable and practicable solutions are
-  We will be honest about our service delivery timescales

www.therham.gov.uk
Published August 2011

Rotherham
Adaptations and Improvement Team
Where Everyone Thrives

Visit to Rotherham Council website

Rotherham
Adaptations and Improvement Team
Where Everyone Thrives

Occupational Therapy in Rotherham

Any identified minor adaptations or fixings are delivered

The occupational therapist or support worker may arrange for a piece of equipment to be issued to you, such as a raised toilet seat, to help you to get on and off the toilet, or request an adaptation such as a second stair rail, to enable you to go up and down the stairs more safely. Equipment is provided by the Rotherham Equipment and Wheelchair Service (REWS) within seven days of the visit. The Adaptations and Improvement Team process any minor adaptations that are identified and these are completed within 28 days of the visit.

You can step through the process via the buttons below

Day 1 Day 3 Day 28 Day 25 Day 38 Day 77

Occupational Therapy in Rotherham

Any identified minor adaptations or fixings are delivered

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Equipment is provided by the Rotherham Equipment and Wheelchair Service (REWS) within seven days of the visit. The Adaptations and Improvement Team process any minor adaptations that are identified and these are completed within 28 days of the visit.

See **Appendix D** for a larger representation of the Connect 2 Support web pages

PANEL VIEWS:

- The panel was again surprised at how people's perceptions differed from the real time taken to complete works following assessment and passing to a contractor.
- There was some concern that 50% of the major works in the mystery shopping had exceeded the target for completion in 40 days. However, it was acknowledged that this may be due to slower internal processes and not necessarily issues with the contractors.
- It was also acknowledged that some delays may be caused by customers not being available when the assessments/works were due to take place. These cases needed to be informed that there would be delays if they did not allow access to their homes.
- Panel members were disappointed with the differences in the time taken to complete similar works and felt that receiving a swifter speed of service relied too much on chance.
- The comments received from the COT and Adaptations team surveys around time taken confirmed the fluctuation in times taken throughout the adaptations process.
- The panel was surprised that satisfaction rates did not correlate with the time taken for the adaptations process. As confirmed by the people asked by one panel member, people generally expressed satisfaction with the result rather than the time and inconvenience during the process.

- Panel members liked the information on the Connect2Support website and felt it was a shame that this was no longer referred to for people using the adaptations service. The web pages along with a similar leaflet to the one used by Hull CC would be really useful to help customers once they had been approved for home adaptations.
-

Recommendations

Managing expectations

Develop a leaflet to hand to tenants when using the adaptations service that provides a summary of what they can expect from the service. This should also include the expectations on the tenant in receipt of the service.

6.6 NUMBERS/WORKLOAD

The Rotherham COT team has capacity to handle 3,500 referrals per year; however, in 2018/19 4,300 referrals were received. Between 2017/18 and 2018/19 there was a 16.5% increase in referrals. This leads to many referrals being delayed and being added to a waiting list.


- During July 2019, the backlog for referral to approval had extended to 9 weeks exceeding the 8-week target for Rotherham Council.
- By January 2020 this had further increased to 13 weeks.

There is a national shortage of Occupational Therapists and this pressure is being felt by Rotherham as much as other local authorities. It was reported that trusted assessors can be used for some work but that it is difficult to recruit people with appropriate skills and this approach only works for less complex cases. Lack of capacity within the teams is leading to further delays, although the team was likely to reach full capacity in early 2020.

Another issue for the COT and adaptations teams is that more complex referrals are now being received, most likely due to an ageing population and the need to prioritise end of life care. Workloads for the housing team have further increased due to a change in procedures meaning that they now carry out asbestos checks as part of disabled facilities grants.

PANEL VIEWS:

- Panel The panel was worried about the increasing numbers in referrals and the lack of capacity to handle these. This supported the need for improved prioritisation to ensure that those most in need were receiving services first.
-

 It was agreed that there was a need for a review of the capacity of the teams processing adaptation works.

6.7 COSTS

The annual budget for adaptations in 2019/20 is set at approximately £1.6m for private properties and £1.8m for Council owned homes. Adaptations to Council properties are funded via the Capital Programme (part of the Housing Revenue Account). Staff costs are paid from the fees charged for private adaptations work.

Minor adaptations e.g. handrails are not subject to assessment as this would prove more costly to visit and assess rather than to meet all minor adaptation requests.

The adaptations budget is not divided between types of work; major and minor adaptations are funded from the same budget. Minor fixings are paid for from a separate social care budget. There is also no contingency budgeting for urgent work, meaning that other routine works are delayed once an urgent case is referred to the adaptations team.

Monthly monitoring of budgets takes place with finance colleagues and with contractors to try and reduce the chance of overspend. In previous years, additional funding e.g. capital underspend has been found close to the end of the financial year to overcome any risk of overspend.


The cost of removal of any adaptations once the tenant moves on also needs consideration; all adapted homes are advertised as such, but in some circumstances cannot be let until the fittings have been removed.

Current position

By November 2019, the full year's allowance for Council owned homes adaptations in 2019/20 had been spent. No alternative funding could be found and this led to a long waiting list of work to be carried forward to the following year (13-14 weeks waiting list had already accumulated by January 2020). It was thought that this was due to the increase in demand (as previously stated an increase of 16.5% on the previous year). Extensions in particular had become more expensive, costing up to £60k (the limit is 30k, but costs have almost doubled in some cases).

A small increase in budget is anticipated for the coming financial year but may still not meet the increase in demand and complexity.

PANEL VIEWS:

 The panel were particularly concerned that the funding for adaptations had been spent five months earlier than planned, leading to a long list of adaptations waiting for the new financial year.

-
- ✎ They were also uneasy that there is historically no split in the budget each year for minor and major adaptations; meaning that excessive numbers of minor adaptations could lead to fewer major works being carried out and vice versa.
 - ✎ There was some disappointment that works already ordered and in the adaptations' system were being delayed each time an urgent referral was received.
-

Recommendations

Planned budget

Assess the spending each year between minor and major adaptations to allow for separate budgetary monitoring for each.

Budget for urgent work

Make sure that some of the budget each year is kept aside for urgent work.

6.8 MEASURING PERFORMANCE

Timescales

Rotherham Council is working well within the national target NAS34, which requires major adaptation work to be commenced within six months of an assessment being completed. Rotherham Council set their own local target for this same time period being within eight weeks.

It was also reported by officers that between April and July 2019, the average time for assessment to works commenced was only five weeks. In previous years this time had been reduced as low as three weeks (2015/16)

Delays reported by officers were thought to be due to feasibility, access and engagement with the customer.

Contractor Timescales

Performance measures for the length of time to complete adaptations are in place for contractors carrying out the works.

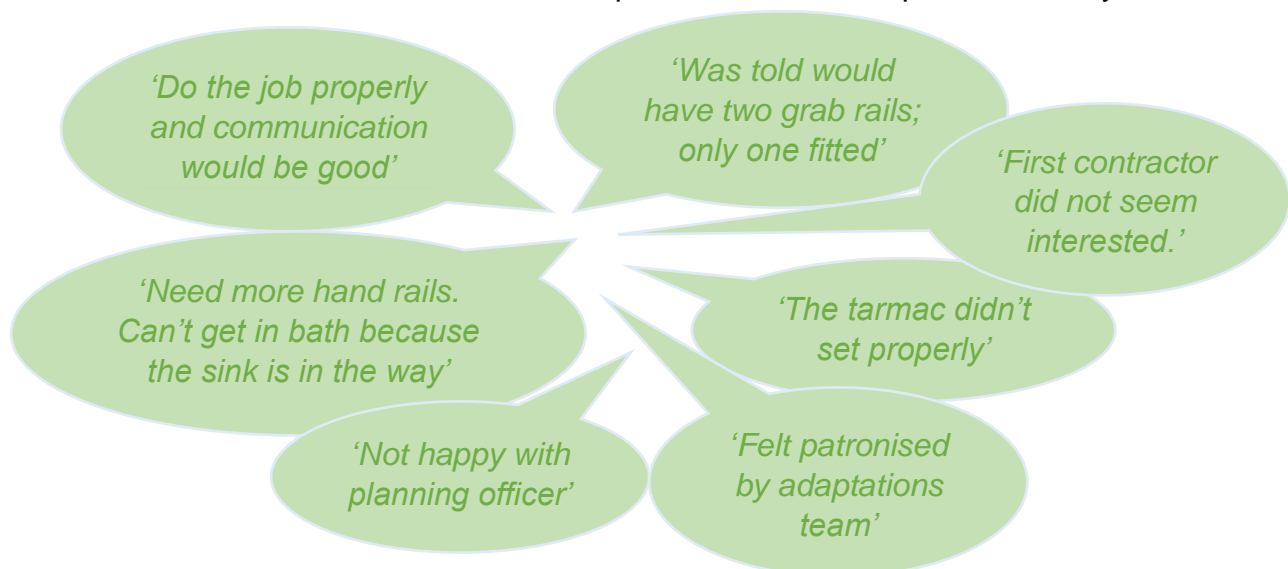
The time taken to complete each adaptation is measured and a percentage of the number of works that have achieved the target is submitted. Contractors are expected to complete works on time in 98% of cases (this is likely to be increased to 98.5% over the coming year).

Customer satisfaction

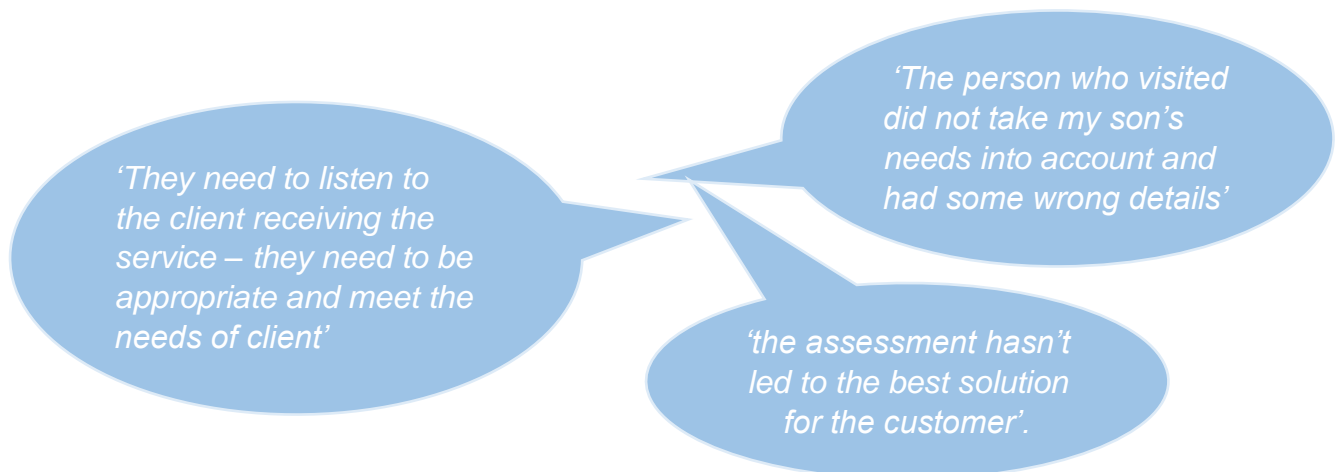
A customer satisfaction survey is sent out to every household that has received the adaptations service by both the:

- COT team – following assessment and referral to the adaptations team. There is a high response rate and generally positive feedback from this survey. Mystery shopping also takes place with customers over the 'phone.
- Adaptations team – a survey is sent out on completion of any major adaptations works. In 2018/19, 666 surveys were sent out and only 39 were returned (a 6% return rate). There are no customer satisfaction checks on minor adaptations.

Comments on how the service could be improved from the adaptations survey:

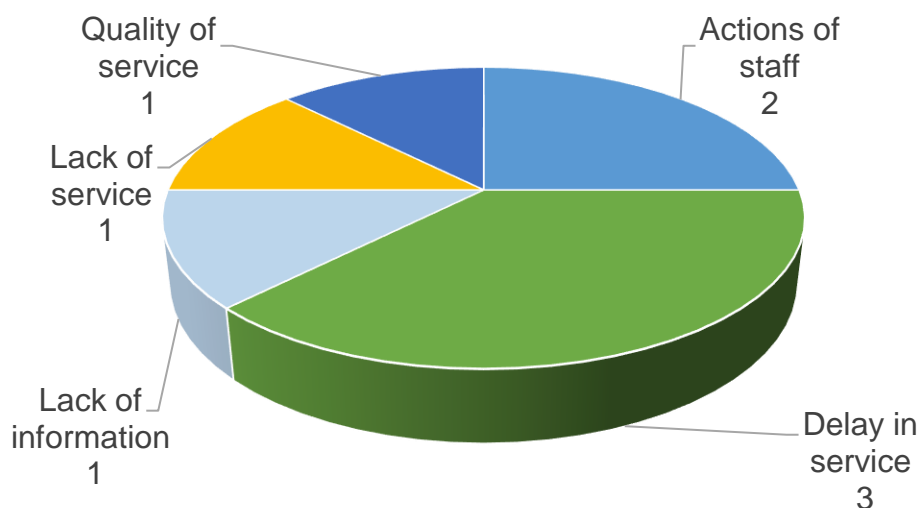


Some of the reasons given for dissatisfaction from the COT quarter four 2019 survey were:



Complaints

A low number of formal complaints are received about the Adaptations Service; five were received in 2018/19 and six in 2019/20. From these, approximately 20-30% were not upheld. Those that were upheld over this period referred to:



Self-assessment

When questioned, officers thought that performance was good; but that it had been better in the past. Officers were keen to improve communications with customers to let them know what could be expected from the process.

PANEL VIEWS:

- ✎ The panel were surprised that customer surveys are not carried out for minor adaptations as well as major works.
 - ✎ There was some concern over the way in which performance was measured for works delivered on time, when all adaptation and aid categories were not considered separately. It was felt that a clearer picture of performance could be achieved with separate measurement of fixings, minor and major works.
 - ✎ Panel members were happy that there was a low number of complaints about the service. In line with the mystery shopping exercise, it was no surprise that delays in service were the most common cause for complaint.
 - ✎ The panel was in agreement with officers that there needs to be some improvement in the information provided for customers.
-

Recommendations

Satisfaction with minor adaptations

Design, use and monitor a simple customer satisfaction survey for minor adaptations.

Suggestions

Measuring satisfaction

Consider splitting the ROKI indicator between minor aids, minor adaptations and major adaptations.

6.9 Quality of work

Although the quality of work is outside the scope of this investigation, the following information was shared by officers during the course of the panel meetings:

Quality checks

12 major adaptations (13%) are quality checked each month by the Adaptations Team and feedback is sent immediately to the relevant contractor if there are any issues. A satisfaction certificate is issued on larger works e.g. extensions, which confirms that the tenant is happy with the work carried out.

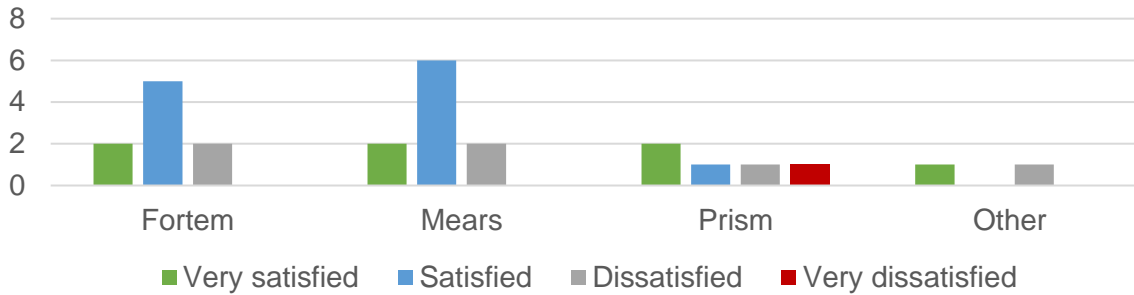
New contractor

Monthly meetings were taking place with the newly awarded contractor who it was planned would be delivering repairs and adaptations from April 2020. The meetings helped to build relationships and provided an opportunity to share expectations of the new arrangements.

Mystery shopping results

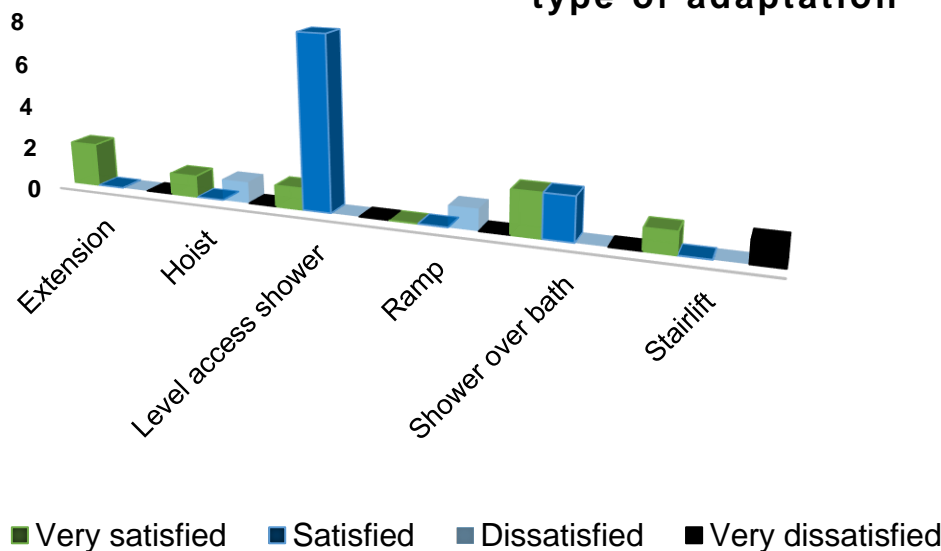
Results for satisfaction levels versus the contractor used and the type of work are shown below:

Satisfaction scores for different contractors



Satisfaction levels across the main contractors were similar. A slightly higher proportion of dissatisfaction was with Prism and other contractors

Satisfaction score against type of adaptation



Most dissatisfaction was expressed about hoists, ramps and stairlifts. Adaptations including showers and extensions generally led to high levels of satisfaction.

PANEL VIEWS:

- 📝 The panel were pleased to hear that meetings were taking place with the new contractors and hoped that this would prevent further delays in April for the backlogged work.
- 📝 It was felt that more checks on quality (other than showers) may benefit the service.

7. Recommendations

Please note that under the current circumstances as regards covid-19, the panel are expecting an action plan with extended timescales for responding to the following recommendations. Timescales should allow for the relevant teams to be operating at full capacity again.

| Recommendations (in order of priority): | | |
|---|---|-------------|
| Priority ranking | Recommendation | Page Number |
| A | Ensure that the Adaptations team resources are up to full complement to meet the needs of the work demand received. | 22 |
| B1 | Redraft the policy document as soon as possible. This should include drafting a summary version for the general public, working with tenant representatives. The policy should include clear guidance on the re-housing of tenants to previously adapted homes. | 11 |
| B2 | Consider reviewing the policy to state that tenants must stay in their home for five years following adaptations unless there are unforeseen circumstances, in line with the policy for private households. | 11 |
| C | Develop a strategy for targeted publicity of the service which is accessible for hard to reach and vulnerable people, including those people without access to the internet. | 14 |
| D | Develop a leaflet to hand to tenants when using the adaptations service that provides a summary of what they can expect from the service. This should also include the expectations on the tenant in receipt of the service. | 28 |
| E | Ensure that written communication on the process is sent out once a referral has been made. | 20 |
| F | Agree, implement and monitor regular contact intervals to keep customers up to date with progress and works scheduling. A key contact approach would help with this. | 22 |

| | | |
|--------------------|---|----|
| G | Make sure that some of the budget each year is kept aside for urgent work. | 30 |
| H | Assess the spending each year between minor and major adaptations to allow for separate budgetary monitoring for each. | 30 |
| I | Design, use and monitor a simple customer satisfaction survey for minor adaptations. | 33 |
| Suggestions | | |
| 1. | Consider splitting the ROKI indicator between minor aids/ minor adaptations and major adaptations? | |
| 2. | Test out how much money is saved across adult services by the adaptations service and request an increase in the current budget for this service. | |

8. Appendices

A - Mystery shopping questions

B – Benchmarking table

C – Hull City Council ‘Adapting your home for independent Living’ leaflet for service users

D – Excerpts from Connect2 Support webpages

MYSTERY SHOPPING QUESTIONS

| | |
|--|--|
| TENANT DETAILS | |
| What area do you live in? | |
| | |
| ACCESSING THE SERVICE | |
| 1. | How did you hear about the adaptations service? |
| | |
| 2. | How did you make the request for an assessment? |
| | |
| 3. | Were you told how long the assessment and approval process would take? (i.e. up to 28 days for assessment and 8 weeks for approval) |
| | |
| TIME TAKEN | |
| 4. | How long did it take from referral to your assessment visit? Were you happy with this time? |
| | |
| 5. | How long did it take from assessment to the works commencing? Were you happy with this time? |
| | |
| 6. | How long did it take from works commencing to completion? Were you happy with this time? |
| | |
| OVERALL SATISFACTION WITH THE SERVICE | |
| 7. | Is there any way the service could have been improved for you? Any other comments? |
| | |

INFORMATION RECEIVED FROM OTHER AREAS

Asked: Berneslai, St Leger, Sheffield, Leeds, Bradford, Hull, Wigan, Kirklees, Nottingham

| QUESTIONS | HULL | TARGETS AND PERFORMANCE | | DONCASTER | KIRKLEES | WIGAN |
|---|---|---|--|-----------|----------|---|
| 1. What targets do you have for the time between referral and assessment and then between assessment and works completed? | <p>FAST TRACK CASES Referral to assessment – 4 weeks target Assessment to completion of works – 8 weeks target</p> <p>NON-FAST TRACK CASES Referral to assessment – 4 weeks target Assessment to completion of works – 18 weeks target</p> | No targets | There are KPIs for both minor and major adaptations Both will not receive an assessment before 4 weeks to give opportunity for recovery – optimum function after reablement etc. Unless they are not likely to recover. | | | Referral to assessment: target is 28 days. Assessment to works completed: • Routine minor adaption up to £100 = 3 -7 working days. • Minor adaptations essential to facilitate hospital discharge = 0 -1 day • Routine minor adaptations costing up to £1000 = 21 – 28 days • Routine major adaptations costing more than £1000 = 28 – 42 days • Complex major adaptations (those requiring architect involvement) = 22-30 weeks |
| 2. Do you perform well against these targets? | See leaflet | N/A | Yes | | | Referral and assessment: Generally, we have a 4 – 6 week waiting list unless prioritised as urgent when the it is one week. |
| 3. Do you experience any delays in the service and if so, what are these due to? | <p>Yes, despite our best efforts we sometimes experience delays in our service.</p> <p>The following issues may arise; - The OT department have previously sent a large quantity of referrals through after utilising locums to process a large backlog of their own. This in turn, meant a substantial influx of referrals to our department and our surveying resource had to manage this large caseload accordingly.</p> <p>- The customer's situation and condition is often fluid and can change quite swiftly. This means</p> | We do have delays for various reasons, such as awaiting initial OT assessment, awaiting equipment when we may be awaiting a rep to undertake an assessment, awaiting medical information, lack of appropriate housing stock for clients who need re-housing | OT shortage | | | Delays with works only occur where major adaptations are required, this is due to the nature and extent of the work and this is communicated to residents and customers at the outset. The adaptations service is currently under review and we are reviewing performance monitoring as part of this work. |

| | | | | |
|---|---|--|----------|--|
| | <p>- The OT department have previously sent a large quantity of referrals through after utilising locums to process a large backlog of their own. This in turn, meant a substantial influx of referrals to our department and our surveying resource had to manage this large caseload accordingly.</p> <p>- The customer's situation and condition is often fluid and can change quite swiftly. This means that the individual may need reassessing by the OT and therefore delays the adaptations being installed.</p> <p>- In some instances, contractors working on the adaptations may come across unforeseen works. These can in some cases, delay the project.</p> | <p>when we may be awaiting a rep to undertake an assessment, awaiting medical information, lack of appropriate housing stock for clients who need re-housing</p> | | <p>the outset. The adaptations service is currently under review and we are reviewing performance monitoring as part of this work.</p> |
| DOCUMENTATION | | | | |
| <p>4. Do you have a policy document that is accessible to tenants? Would we be able to see a copy of this?</p> | <p>Yes, our policy document attached is available to our residents.</p> | <p>This is currently in development and will be published on the Council's internet.</p> | <p>?</p> | <p>The adaptations service is currently under review and a policy is being written as part of this work. We are in the process of updating our facts sheets for residents and therefore these are unfortunately not yet available.</p> |

| | | | | |
|--|--|---|--|---|
| 5. Do you advertise your adaptations service (it would be useful to have sight of any advertisement/ leaflets if so)? | We work closely with our colleagues in other departments within Hull City Council and often attend consultation events in which we actively promote our services to the public. See leaflet. | Council's website: | ? | The adaptations service isn't advertised externally however it is on the website |
| 6. Do you make any special efforts to let 'hard to reach' tenants know about the service? | For residents that are unable to attend consultation events or do not have access to the internet, we sometimes undertake a letter drop exercise whereby our case workers and surveyors hand deliver useful information to residents in targeted areas; for our Home Appreciation Loan product, however not for specific adaptation works. | St Leger Homes of Doncaster, our social housing partner, would visit any 'hard to reach' clients and make any necessary referrals to the service. | ? | Collaborative working across multiple discipline services and links with NHS such as hospital discharge and GPs are very strong and continue to develop further. This enables us to reach SUs that we may not otherwise come into contact with. |
| PRIORITIES AND COSTS | | | | |
| 7. Do you prioritise applications in any way? | Our referrals and applications are divided into two separate categories by our OTs - Fast Track Cases & Non-Fast Track cases. Target dates and prioritisation of applications depends on the type of case as outlined earlier our response. | Yes – we use a standardized prioritisation tool. This tool is used to determine level of priority given to a referral, based upon risk and impact of a person's disability on their functioning and independence. | <ul style="list-style-type: none"> - People needing re-housing to void property (5 day turn around) - End of Life - Risk of injury to client or carer e.g. using stairs when not safe - (Also, rarely if there is a court order to remove children without adaptation) | We prioritise referrals based on medical condition and/or level of function |

| | | | | |
|--|---|----|---|---|
| 8. Is the service budget-driven i.e. is there a limit to the number of works approved due to budgetary constraints? | At present, due to our budget allocation and number of applications, we do not have a specific constraint on the number of works that can be approved. We take careful consideration into forward planning for the financial year and take regular reviews of committed and actual spend. | No | Will always carry out the work if it prevents more expensive social care e.g. person having to move into a residential care home. | Recommendations are based on need first and foremost, once this is established, the need is met via the most cost-effective option. |
| Any other relevant information: | | | There is an integrated joint team for OTs and housing staff. | |

WEBSITE INFORMATION

| Housing Provider | Website | | | |
|--------------------|---|--|--|--|
| Barneslai | Major works usually completed within 35 days of order. Minor carried out within 7 days of order. No assessment?? | | | |
| St Leger | No info on website – just online repairs form | | | |
| Sheffield | Have to fill a form in – no info given. Have to wait up to 3 months for assessment. Goes through room by room what adaptations and aids can be fitted | | | |
| Leeds Homes | Info. On DF Grant and everyday equipment. Nothing specific for Council tenants that I can see. | | | |
| Kirklees | No times mentioned | | | |
| Bradford | Just talks about owning own home and DFG | | | |
| Hull | Just talks about applying for adapted housing not adapting your own home. | | | |
| Nottingham | 2-3 weeks minor. No limit for major – several months | | | |
| Wigan | No times given | | | |

Hull City Council

Adapting your home for independent living



How the council can help when someone at home has a disability.

When someone living at home has a disability the council can help adapt the property to meet their needs.

How you apply to the council for help will depend on whether you are an eligible home owner, private sector tenant, housing association tenant or a council tenant. How and where to claim is explained further on in this leaflet.

What is the funding available for?

We can provide adaptations that

- make it easier to get into and around the property
- help people get up and down stairs
- make the bathroom, kitchen or other parts of the property more suitable for the disabled person
- support disabled parents to look after their children
- help carers to look after someone who is disabled
- make the property safer for the disabled person and their family.



To qualify for adaptations in the home, the person for whom the adaptations are being considered must qualify because of their disability. For these purposes, a person is considered disabled if

- his / her sight, hearing or speech is substantially impaired
- s/he has a mental disorder or impairment of any kind
- s/he is substantially physically disabled by illness, injury or impairment, present since birth or otherwise.

Before we can assist with adaptations we need to make sure that

- the needs of the disabled person and their carer have been assessed
- work on the property is necessary to meet their needs
- given the age and condition of the property it is reasonable and practical to do the work.



How the system works

Private homeowner, private sector tenant or housing association tenant applicants

You can apply for a Disabled Facilities Grant that can provide funding of up to £30,000. A person who is not disabled can apply on behalf of a disabled person who lives in their home and a landlord can apply on behalf of a disabled tenant.

To ensure grant aid goes to the households in most need, the amount is decided by a means test which assesses the income and capital of the disabled person and, if relevant, their spouse or partner.

When the adaptation is for a child or young person, there is no means test. If you have to pay anything you will be told how much this is after you apply. In certain circumstances you may also be able to access a loan to help you pay for your share of the cost.

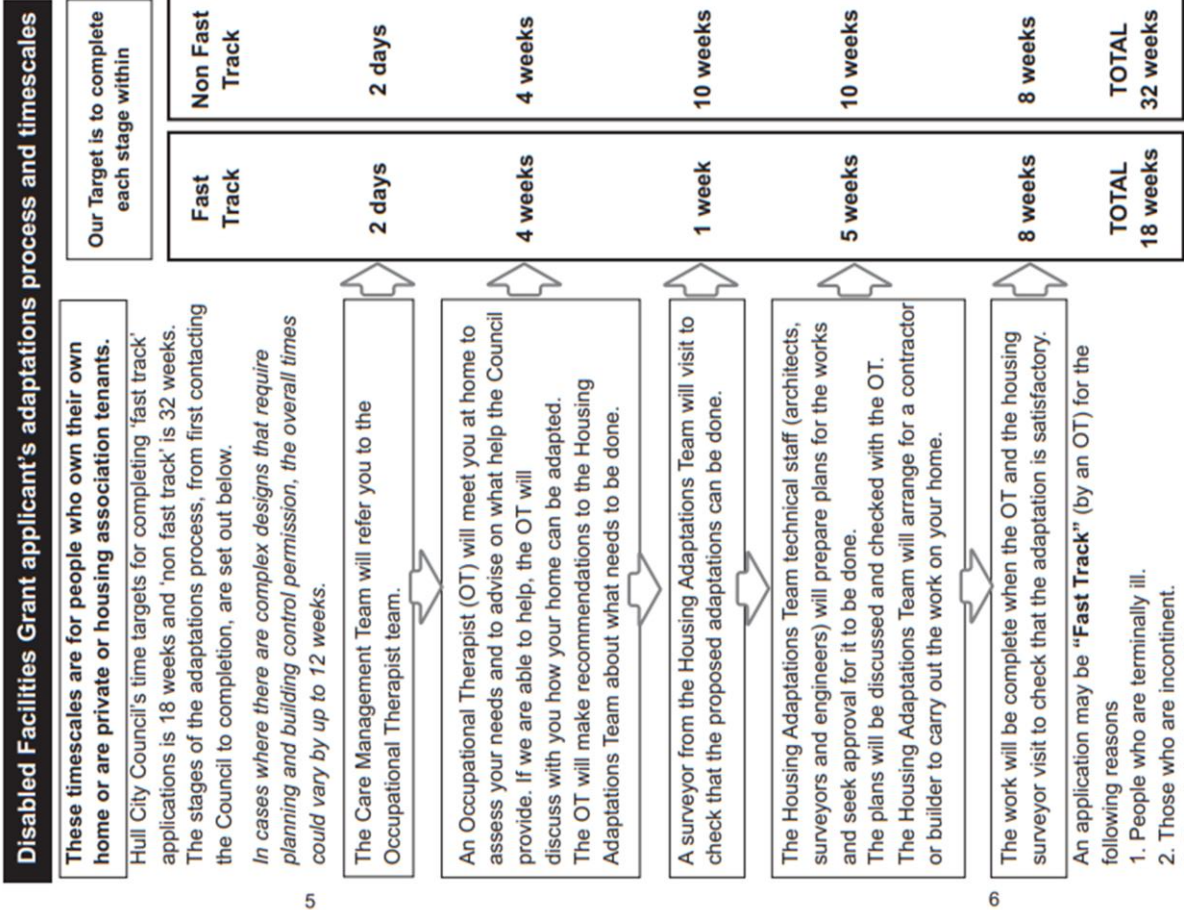
Council tenants

The council will pay the full cost of the works to adapt your home.



How to Apply

Simply ring (01482) 300 300 and explain what type of adaptation you require.



Council Tenant applicant's adaptations process and timescales

These timescales are for council tenants only. The process and target timescales are slightly different for tenants renting their property from the council. This is because there is no means test and the application process is not determined by government regulations.

Council housing applicant's adaptations process and timescales

Hull City Council's time targets for completing 'fast track' applications is **12 weeks** and 'non fast track' is **22 weeks**. The stages of the adaptations process, from first contacting the Council to completion, are set out below.

In cases where there are complex designs that require planning and building control permission, the overall times could vary by up to 12 weeks.

The Care Management Team will refer you to the Occupational Therapist team.

An Occupational Therapist (OT) will meet you at home to assess your needs and to advise on what help the Council provide. If we are able to help, the OT will discuss with you how your home can be adapted. The OT will make recommendations to the Housing Adaptations Team about what needs to be done.

A surveyor from the Housing Adaptations Team will visit to check that the proposed adaptations can be done.

The Housing Adaptations Team technical staff (architects, surveyors and engineers) will prepare plans for the works and seek approval for it to be done. The plans will be discussed and checked with the OT.

The Housing Adaptations Team will arrange for a contractor or builder to carry out the work on your home.

The work will be complete when the OT and the housing surveyor visit to check that the adaptation is satisfactory.

An application may be **"Fast Track"** for the following reasons

1. People who are terminally ill.
2. Those who are incontinent.
3. People in danger of falls.
4. A carer is likely to be injured without the adaptation
5. To free up a hospital bed.

7

8

Smaller Adaptations

The council can help install grab rails or banisters for stairs to help you overcome problems you might be experiencing at home. You can request these direct by calling (01482) 300 300.

Existing adapted council owned housing

If you are interested in becoming a council tenant and you or someone you live with is elderly or disabled, we have a number of existing adapted properties that may meet the needs of you and your family.

To register on our HomeSearch list you will need to complete a HomeSearch application form.

You can get a form

- by visiting the Hull City Council website
- by telephoning the call centre on (01482) 300 300
- from your local customer service centre or information point.



Housing association accommodation

Housing associations in Hull offer a range of properties, including some that are specially designed for people with physical disabilities. They may also be able to adapt their properties further to meet your needs.

تكيف منزل لك للعيش المستقل

স্বাধীনভাবে বাস করার জন্য আপনার গৃহকে উপযোগী করে নেওয়া

سازگار ساختن منزل شما برای زندگی مستقل

Adapter votre logement pour vivre de manière indépendante

گونجاندن و ناماده کردنی خانووه کت بۆ ژيانکی سهربه خو

改变生活方式, 适应独立生活

Dostosowanie Twojego domu na potrzeby związane z prowadzeniem niezależnego życia

Adaptar a sua casa para um estilo de vida independente

Приспособление жилья для вашего самостоятельного проживания

Evinizi bağımsız hayata uyarlal



The information in this document can be made available in other formats (large print, audio, computer disk, British Sign Language and Braille as appropriate) and different community languages.

Please phone (01482) 300 300.

Textphone users please phone (01482) 300 349.

Living in your own home with adaptations

Our service promises to you . . .

What you can expect whilst receiving this service . . .



EASY
ACCESS

You will receive a copy of your assessment outlining your personal needs



ON
TIME

You will be offered an Occupational Therapist assessment in your home within 28 days of you first contacting us



RIGHT
RESULT

We will tell you from the beginning about any costs to you and what the reasonable and practicable solutions are



TREATED
RIGHT

We will be honest about our service delivery timescales

www.rotherham.gov.uk

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What's on July

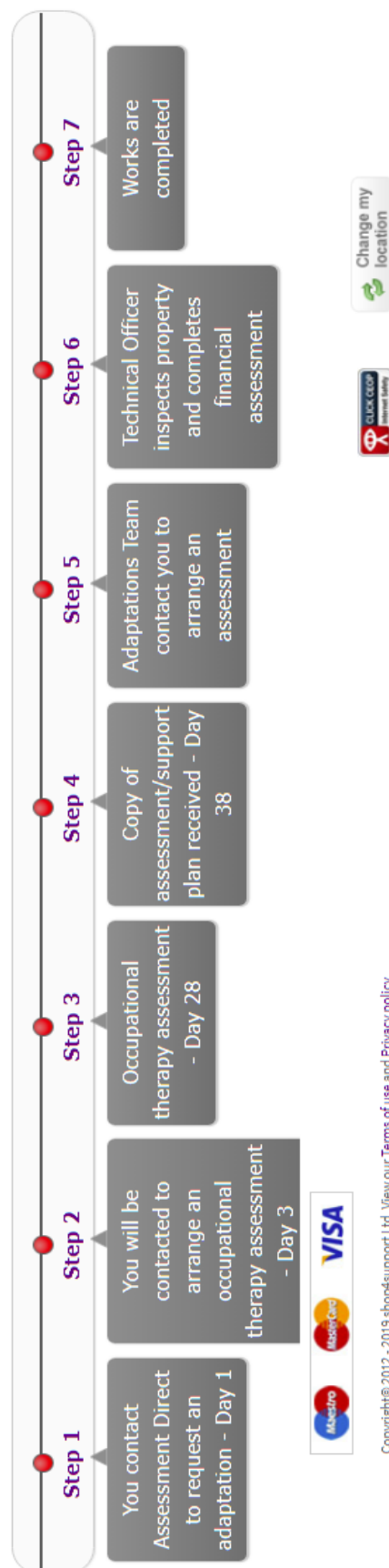
Adaptations Service - Help to stay at home



The Adaptations Service supports customers whose living accommodation no longer meets their needs. They can adapt your property to enable you to live there or can refer you for alternative accommodation where an adaptation is not feasible. They will work with Occupational Therapists and other professionals such as Architects to do this.



You can step through the process via the buttons below



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