

Success stories from Rotherham Federation Tenant Scrutiny

Rotherham
Tenant Scrutiny



Home Aids and Adaptations for tenants



Rotherham Federation Tenant Scrutiny panel was formed in April 2016. A group of volunteers meet every month; they work together with Council officers to look at ways to make things better for tenants and the Council alike.

Our fourth task was completed in 2020. The panel looked at the customer journey for tenants when using the Aids and Adaptations service, including how easy, clear, and fair it was to use. We suggested nine ideas for making the service better. This leaflet tells us what has happened with these ideas over the last two years.

In 2018, a tenant reported that they had waited seven months for a level access shower, which was said to be a priority.

In 2019, two people had stairlifts fitted; one was arranged in six weeks, the other one took three months.

Home Aids and Adaptations

The Scrutiny Panel said:

The Council did:



Make sure that there are enough people in the Aids and Adaptations team to be able to help all tenants needing them.

✓ The team now has four more staff and the Manager is now focussing their own work on Aids and Adaptations only.



Improve the ways that people can find out about the service, including people without internet.

✓ Key contacts have been found in the hospitals and social work teams so that it is easier for people to be given details of the Aids and Adaptations service. The information on the website will also be improved over the next six months.



Provide a leaflet to help people to know what will happen and when during the Aids and Adaptations work.

✓ A leaflet is now in use for people having Home Aids and Adaptations. New Customer Liaison Officers help to support people during the process.



Re-write the policy which says how the team will provide Aids and Adaptations in the best way.

✓ The new Manager will work with the Adaptations Manager to write a new policy by March 2023.

Home Aids and Adaptations

The Scrutiny Panel said:



Improve letters so that people know how things will work.



Introduce key contacts to keep people up to date with progress.



Make sure that there is enough money for both the minor and major works that are needed each year.



Keep a budget for urgent work every year.



Make sure that surveys are used for all Aids and Adaptations going forward.

The Council did:

✓ Letters are being changed to make them easier to understand. A more personal approach with direct 'phone numbers will soon be in place to support people better.

✓ New Application Officers are supporting people and keeping them up-to-date. Officers help to support people during the whole process.

✓ The money for Aids and Adaptations is being planned at meetings every month.

✓ Urgent work is looked at every week with the people planning the work.

✓ The Council sends out customer surveys for all major works. The teams carrying out the work, send surveys out for all their work too.

We would like to thank everyone who was involved in this piece of work; including the tenants who shared their views, Council officers and the panel volunteers

Other progress

The tenant scrutiny panel has just finished another topic:



Communications with tenants

We are also soon to report how things have changed as a result of our look into:

Customer satisfaction with Repairs



The panel is about to choose the next topic for 2022/23

Rotherham Federation



Strengthening Communities



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If you would like to join the Tenant Scrutiny panel, or would like more information about its work, please contact Rotherham Federation on 01709 368515