



Tenant Voice Scrutiny Panel Report SUMMARY

Adaptations investigation through the
eyes of a customer

May 24

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1: About the Report

This report summarises the findings of the Tenant Scrutiny exercise into the Equipment and Adaptations (E&A) process which took place between March 2023 and March 2024. It also presents our response and agreed actions.

2: Why we chose the project

In April 2023 we noted that the Equipment and Adaptations service was not meeting its service target and wanted to explore whether value for money was being achieved and whether the well-being of the individual was being taken into consideration when providing adaptations. Additionally, we wanted to examine the ease with which information was available to people looking for adaptations, and to examine the communication around the Equipment and Adaptations service.

3: Scope of the project

The project was undertaken using an evidenced based approach, utilising a variety of methods including:

- Desk top exercise of research
- Presentations and discussions with key officers
- Tenants survey
- Witness session
- Journey mapping

All of which provided vital evidence for service recommendations.

4: Feedback from Tenant survey

We commissioned a survey to be sent to tenants that had used the service in the last 12 months.

A total of 78 surveys were sent out to tenants who had completed adaptations with the last 12 months, with a fantastic 40% response rate.

We held face to face meetings with tenants who had experience of adaptations. We obtained template letters from SYP NHS foundation Trust and Equipment and Adaptations Sensory Impairment Services and Journey mapping.

5: Summary of findings

Whilst there were some positive findings the scrutiny panel focussed on areas which require improvement.

Key areas for improvement

- It was found that tenants were not always kept informed of any updates on their work and this did not reflect good customer service, improving communications was a key action.

- The large backlog of adaptations was identified as a key action, with a recommendation to speed up certain adaptations as a priority.

Actions:

A number of actions have been agreed including:

- Reviewing the letters and communication timescales
- Reviewing the E and A Policy
- Updating online information
- Clearing the backlog.

It was also agreed that Scrutiny would undertake a light touch review in September 2024 to measure the impact of the actions

6: Recommendations action table

Conclusion	Recommendation for improvement	Agreed actions	Timeframe
<i>Tenants not aware of timeframe for adaptations.</i>	<i>Advising tenants of the approximate time of the adaptation installation time is essential once their needs have been assessed.</i>	Decision made that backlog is a priority, and the largest backlog is wet rooms. Creation of a letter giving time frame for all customers included on the E&A backlog programme NEC can now track better. Creation of a tracker	In Process Target create a separate programme for Wet Rooms – End of May 2024 In process Target date end of May 2024
<i>Letters and communications are not clear.</i>	<i>Letters and communications must be detailed, explaining the outcomes and next steps if an adaptation is refused.</i> <i>The letters sent to tenants should provide better information, with the timescale about their assessment or installation of equipment, with clearer contact details. Information should be clearer if they have been refused an adaptation and the way forward for them.</i>	To revisit and review the letters after SWYFT have made a decision	Target date end of June 2024
<i>Contact details need to be more visible on all letters and communications.</i>	<i>All communication is improved throughout the whole adaptation process. Letters that are sent out from</i>	To review the BMBC and BH E&A service letters and include relevant BH	Target date End of June 2024

	<i>Occupational Health should have a Berneslai Homes contact visible for the tenants to be able to contact simply. Whilst the Occupational Health department does assessments, Berneslai Homes owns the process.</i>	contact details for tenant enquiries	
<i>Information is not easily found on website</i>	<i>The Equipment and Adaptations service should be on the drop-down box on the home page, all in one accessible location. There is information on the website, but it is not always easy to find.</i> <i>Develop an information leaflet which is tenant-friendly for handing out and putting on the website.</i>	The website has been updated and a further review to take place.	Target date end of Aug 2024
<i>Q & A section on website needs to have latest information</i>	<i>That the frequently asked questions on the Berneslai Homes website is updated regularly to reflect the times scales for decisions, orders and installation times</i>	To set up a monthly review of website by the service. Scrutiny to review regularly. .	Target date end of June 2024.
<i>There is a large backlog for adaptations.</i>	<i>There is a large backlog for adaptations.</i>	The backlog has been reviewed and Wet Rooms will take priority for the backlog. To review in 6 months if it's made a difference. To request an update on the appointing of an assets capital projects officer and the difference this has made. Scrutiny will follow up after 12 weeks and see how many assessments have been achieved	Target date End of September 2024 Target date end of Sept.2024 Appointed 1 st April 2024 Target date end of July 2024
<i>Staff and Operatives Training relating to E & A.</i>	<i>We encourage Berneslai Homes to train staff to recognise when a tenant may have unfulfilled needs related to their home environment or their ability to be able to get around.</i>	To send relevant information and updates to Toolbox talks around E & A	Monthly ongoing

	<i>That operatives can access sensory and or disability training if they fit adaptations.</i>		
<i>Tenants not given a timeframe around adaptations when moving into a property.</i>	<i>Specific timescales are given to tenants who move into a property and all the adaptations have not been completed</i>	As point 1. New details and timeframes on letters.	
<i>The Policy is out of the Review date.</i>	<p><i>The Scrutiny members are part of the Policy Review.</i></p> <p><i>The Policy needs to be clear about the process around who makes decisions and make it clear about roles and responsibilities.</i></p> <p><i>The Policy is made easier to understand for all groups involved.</i></p> <p><i>The process needs to consider a holistic approach to decision making.</i></p> <p><i>A summarised version for including on the website.</i></p>	<p>First draft of Policy produced and to be shared with the Scrutiny Group for their input.</p> <p>The Scrutiny Group to work on a summarised version for the website needs producing.</p>	<p>Target date end of June 2024</p> <p>End of September 2024</p>
<i>Understanding and support on disability issues.</i>	<i>A Peer-to-Peer support group could be created to help tenants get information, learn, and understand what support they may be entitled to.</i>	<p>To explore the development of an E & A week via social media to share communications about other support groups, which could be repeated on a rolling basis.</p> <p>A proposal to develop a survey to those who have received adaptations as part of BH survey plan for 2024/25 – looking at starting it in June / July time and then another survey early 2025. This survey will measure the impact of the adaptation and any additional support required.</p>	<p>Target Date End of Aug 2024</p> <p>Target date to see outcomes end of June/July 2024</p>