

Adaptations Satisfaction Survey

October 2023





About the survey

This report details the results of Berneslai Homes Adaptations Satisfaction Survey, produced by the Customer Insight team. The aim of the survey was to find out from tenants about their experience from requesting adaptations to their home to works being completed. Their feedback gives us the opportunity to listen and learn from their views.

Methodology

This survey was sent to tenants who had works completed within the last 12 months from October 2022 to October 2023. It's to be noted that checks were made to make sure that we had the right tenant details for that address. Also, any duplicates were removed from the list to avoid survey fatigue.

Surveys were sent out on 19 October 2023 by SMS. A further reminder text was sent on 23 October 2023.

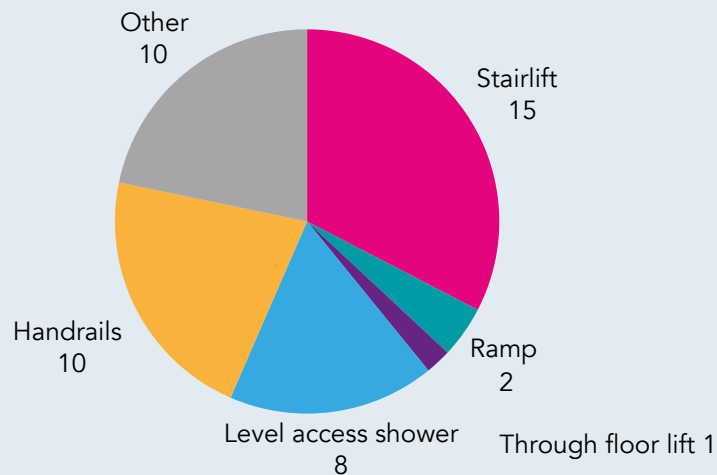


Understanding the results

Percentages are worked out by the total number of answers rather than the total number of respondents, as not all customers answered every question. Most of the results are given as percentages which may not add up to 100% because of rounding up and/or multiple responses.

Results overall

What works were carried out?...



Result

62%

Question

Found the process easy



40%

From requesting works, to works starting, found the process easy



35%

Satisfied with the time taken from requesting the adaptation(s) to the works starting



74%

Satisfied with the time taken from works starting to completion



87%

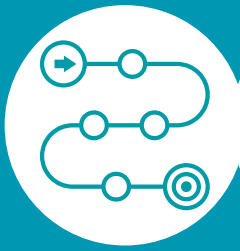
Satisfied with the quality of works



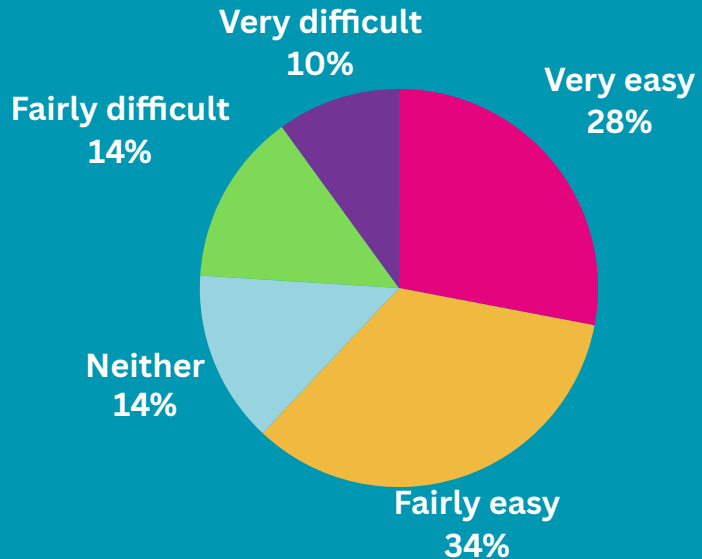
83%

The adaptation(s) has improved day to day living at home 'alot' or 'a little'

Results by question



From requesting the adaptation(s) to the work(s) being carried out. How did you find the process?



Overall 62% (18 respondents) found the process 'very or fairly easy'. 7 respondents (24%) found it 'fairly or very difficult'. 4 respondents (14%) ticked 'neither'. Those that were dissatisfied made comments mainly about the process taking too long before works started and not having regular updates. 3 respondents made comments that the works were not complete. These were passed on to managers to look into further and make contact with the tenant to resolve.

Those who found it difficult had the following works carried out:



Wetroom

Through floor lift

Stairlift

Shower over bath

"It was difficult to get hold of some people to get updates."

"Long process when a need is great."

Here are some of the comments from those who were not satisfied...

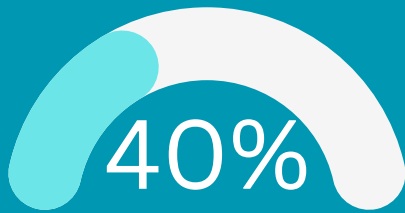
"Was waiting over 12 months for the stairlift."

"There is no communication other than one letter."

"Took over 2 years to be fitted."

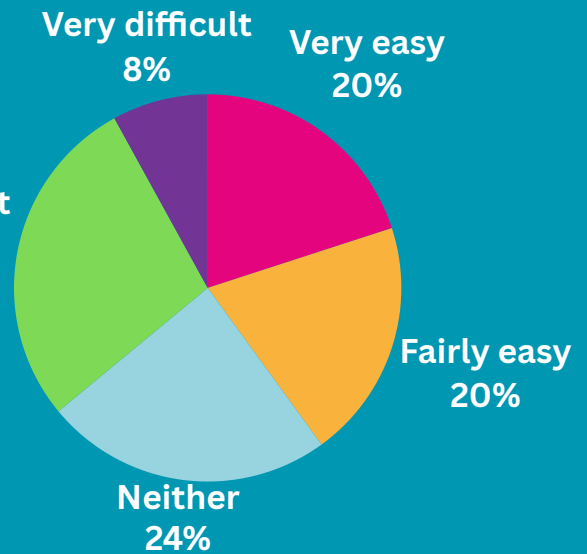


From requesting the adaptation(s) to the work(s) being carried out. How easy did you find the process?



Overall 'very or fairly easy'

Fairly difficult
28%



Overall 40% (10 respondents) found the process 'very or fairly easy'. 9 respondents (36%) found it 'fairly or very difficult'. 6 respondents (24%) ticked 'neither'. Those who were dissatisfied made comments mainly about the length of time from requesting adaptations to getting approved or works starting. Two made comments that they were 'lost in the system', we were unable to follow these up as they didn't give us permission to share their details.

Those who found it difficult had the following works carried out:



"7 months from requesting to installation."

"Process was simple but it took a while for main adaptations to be completed."

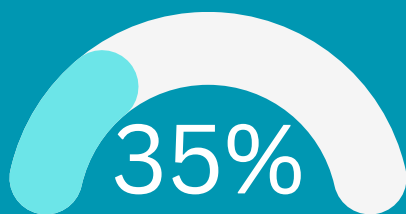
Here are some of the comments from those who were not satisfied.

"I seem to have been lost in the system for some reason."

"Took several people to agree even though the OT said it was needed."

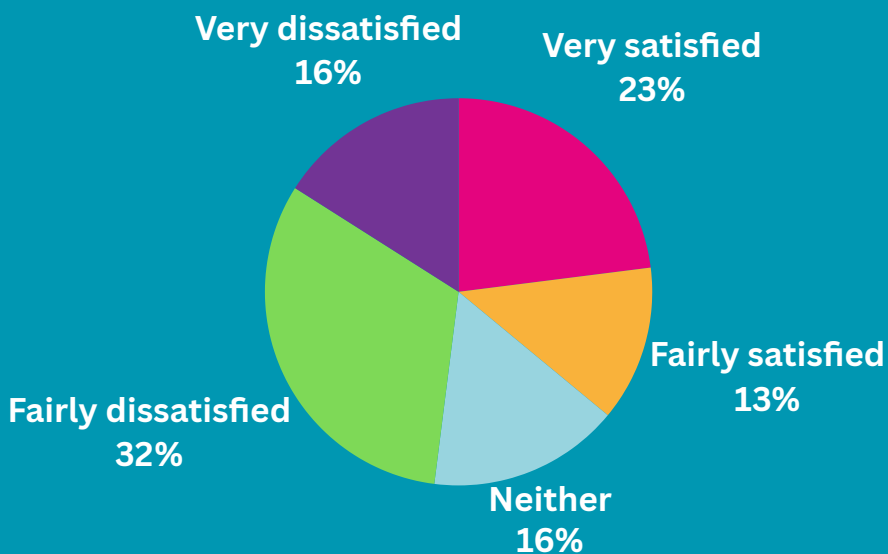


How satisfied were you with the length of time it took from requesting the adaptation(s) to the works starting?



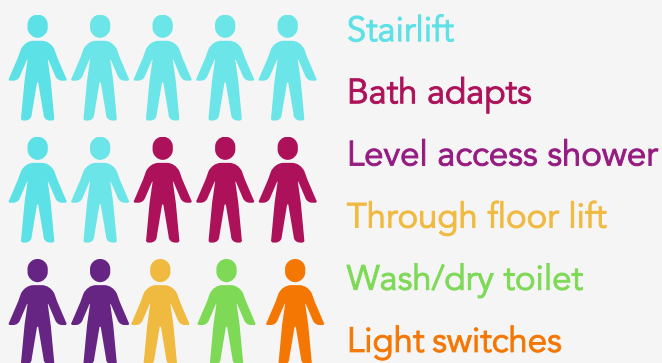
Overall 'very or fairly satisfied'

**The combined satisfaction is 1% lower due to rounding up/down*

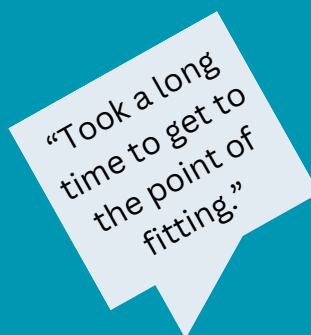


The lowest satisfaction received from this survey was the time taken from requesting the adaptation(s) to the works starting 11 respondents (35% satisfaction). 5 respondents (16%) ticked 'neither'. 15 respondents were dissatisfied and comments were given mainly about the works still outstanding or the length of time taken. The average number of days that the respondents waited was 90 days.

Those who were dissatisfied had the following works carried out:



Here are some of the comments from those who were not satisfied...



Length of time data from referral made to works agreed (those who answered survey)

90
days

Average wait

1
day

Lowest wait time
wet room

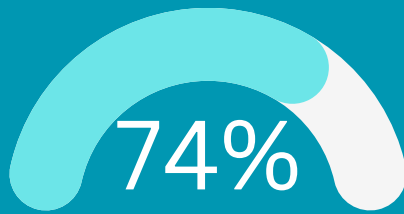
349
days

Highest wait time
shower

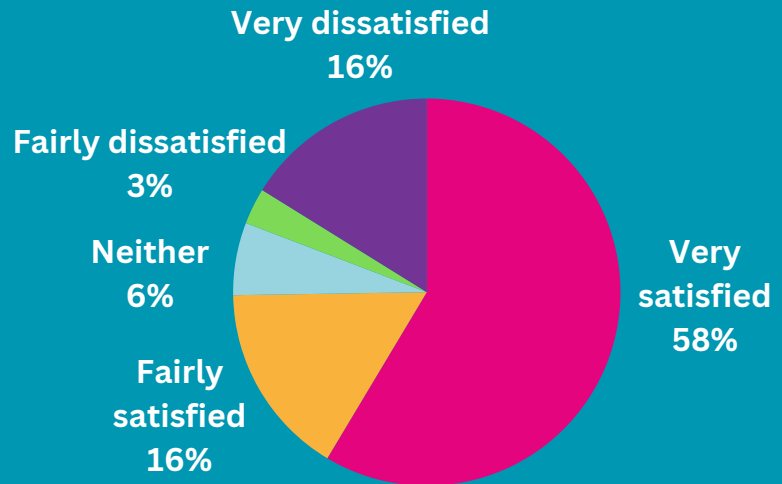




How satisfied were you with the length of time it took from works starting to completion?



Overall 'very or fairly satisfied'



Overall 74% (23 respondents) were satisfied with the time taken from works starting to completion. 2 respondents (6%) ticked 'neither'. 6 respondents were dissatisfied. Those that were dissatisfied made comments about the works still outstanding or taking longer than expected.

Those who were dissatisfied had the following works carried out:



"Still waiting for work to be carried out."

"Still waiting."

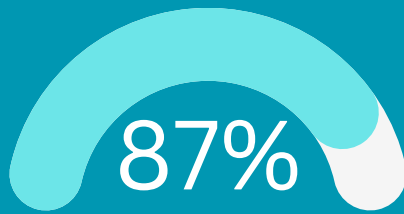
Here are some of the comments from those who were not satisfied...

"Took a long time to get to the point of fitting."

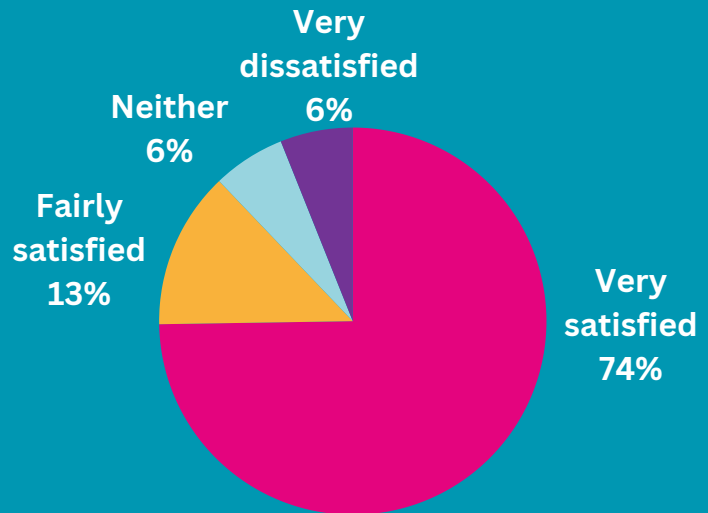
"Once work started it happened very fast."



How satisfied were you with the quality of work that was carried out?



Overall 'very or fairly satisfied'



The highest satisfaction received from this survey was the quality of works carried out (87% satisfied, 27 respondents). 2 respondents (6%) ticked 'neither' and 2 respondents were 'very dissatisfied'. Those that were dissatisfied made comments that works had not been completed or works had caused further problems, both jobs related to bath adaptations.

Those who were dissatisfied had the following works carried out:



Bath adapts

"Not even been achieved."

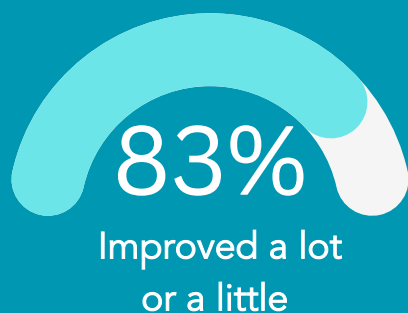


Here are some of the comments from those who were not satisfied...

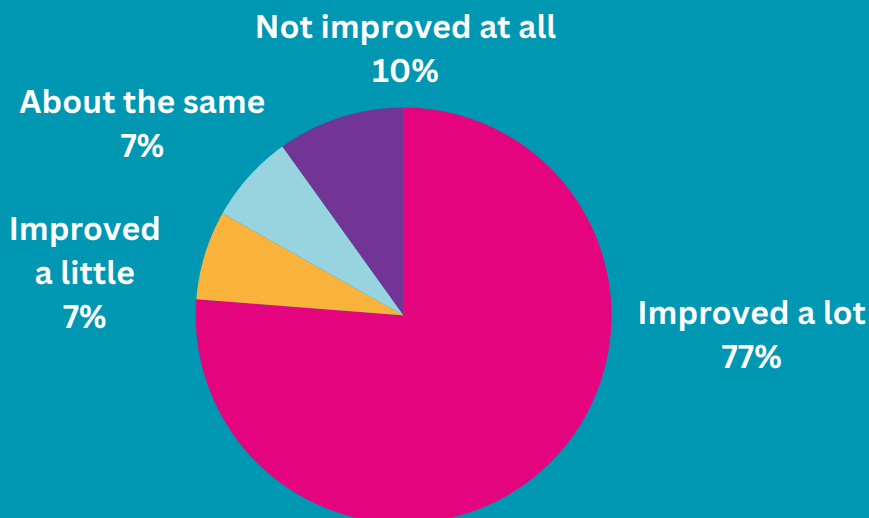
"Leakage through my kitchen ceiling from bath as the flooring hasn't been dealt with, my taps from bath when you turn on comes through my sink taps as well, I have reported it but nothing been done."



How much this adaptation(s) has improved your day to day living at home?



**The combined figure is 1% lower due to rounding up/down*



83% (25 respondents) stated that the adaptation(s) has improved their day to day living at home. 2 respondents (7%) said that it was 'about the same' and 3 respondents (10%) stated that it didn't improve at all. Those who it hasn't improved have made comments about works still not complete. These jobs were looked into further and our records show that they have been completed, however, these have still been passed on to the relevant manager to make contact with the tenant.

Those who said it hasn't improved at all had the following works carried out ...



Stairlift
Wash/dry toilet
Bath adapts

"I'm just able to get in the shower in my own house."

"About the same because I already had a stairlift but it was too old to maintain."



Two respondents said that it was about the same and made the following comments:

Comments for suggestions

Respondents were asked if they had any suggestions that could help us improve the Adaptations Service. Ten comments were made and they've been placed into thematic groups. The number below shows how many times the comment was made.



4
Improve on wait times from referral to works starting



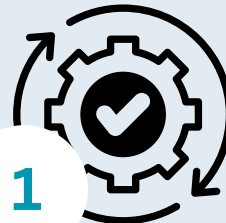
2
Better communication (keeping customers up to date)



2
To be more open and transparent



1
Check works after they've been completed



1
Make the approval process easier

5



Adaptation works

Customer comments

Findings

Wash/dry WC

Works not complete.

Works showing complete, this has been passed to Construction Services to investigate further.

Wet room

Works not complete.

Tenant unhappy with the finish. This has been passed to Construction Services to resolve.

Shower over bath

Still waiting.

Tenant unhappy with the bath replacement saying it's too shallow. Construction Services to reattend.

Stairlift

Not yet done.

Unable to make contact with tenant but works are showing complete.

Bathroom adapts

I've got a leak coming through my kitchen ceiling as they've not finished the job off right

Passed to Construction Services to resolve.

"It is both helpful to me and my wife and we are truly grateful. The adaptions team were brilliant."

"The work personnel were very polite curious professionals advised me of all work that would be done on that day."

"Job done in no time. Very professional."

"Work men pleasant cleaned up after themselves."



11
Compliments
received

"Men were pleasant explaining everything they were doing cleaning up after themselves."

"It has been life changing, it has made such a huge positive impact and difference and we are so grateful."

"Brilliant job good set of lads and girl."

"They were very experienced in their work. I don't have to struggle with the stairs."

"Done a good job and it looks nice. It's made a huge difference to my needs. I no longer have to sit on the shower floor, it makes the whole bathing experience more enjoyable."

What are we doing about it...

- We're reviewing our Adaptation Policy.
- We've moved the management of our adaptation service to our Asset Management team and realigned resources. This will help us co-ordinate and better manage the service.
- We're improving the information on our website.
- We're working with our partners SWYFT to improve communication from the very start to the very end of your adaptation request.
- Our tenant scrutiny panel tenants have already influenced a range of letters.
- We've set up an internal adaptation panel and key officers from across the service now meet fortnightly to review and monitor cases.
- We're working with Barnsley Council to identify budgets to speed up the completion of works.
- We're working with Barnsley Council to increase the pool of specialist contractors who can do adaptation work.
- We'll work with our Tenant Scrutiny Panel in 2024/25 to see if these actions have improved your satisfaction.



Customer Insight Team
Customer Services
Berneslai Homes

