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RAG rating: Each action should be given a RAG (Red, Amber, Green) rating according to the following definitions.

Progress/indicator RAG status	
	Work is significantly behind schedule and no progress has been made, and/or Progress has been made but the timescale has not been achieved
	Progress is being made, progress is good and the action is likely to be achieved within timescale. Or the action has been completed but evidence is required to demonstrate achievement
	The action has been completed and there is a record of evidence to support its completion.

Recommendation (in priority order)	Lead Officers	Update	Target Date	RAG status	Outcomes
<p>Recommendation A: Team resources to meet demand</p> <p>Ensure that the Adaptations team resources are up to full complement to meet the needs of the work demand received.</p>	<p>Daniel Peck Jordan Hatswell</p>	<p>The Adaptation Service is continuously monitoring the work in progress (WIP) and forecasting for financial year ahead to ensure adequate resource is in place.</p> <p>An Adaptation Technical Officer was recruited in Nov 2020</p> <p>A separate internal service review is also being undertaken. As an interim solutions until the full-service review is completed the following additional posts have been agreed on a temporary basis for 12 months by DLT on 11 May 2021.</p> <ul style="list-style-type: none"> • Project Manager X1 FTE • Application Officer x 2 FTE • Technical Officer X 1 FTE 	<p>March 2022</p>		

Recommendation (in priority order)	Lead Officers	Update	Target Date	RAG status	Outcomes
<p>Recommendation B1: Re-draft the 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.</p>	<p>Jordan Hatswell Daniel Peck Sandra Tolley</p>	<p>This will be started following the finalisation of the service review and introduction of new staffing posts. There are wider policy implications that need to be considered in relation to the RRO for 'housing assistance' and a specific review of this policy in conjunction with the Adaptations policy, all of which must work in conjunction with each other. This is now a significant piece of work following some significant findings from the review and associated benchmarking with other authorities.</p>	<p>June 2022</p>	<p style="background-color: yellow;"></p>	
<p>Recommendation B2: Five-year rule 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.</p>	<p>Jordan Hatswell</p>	<p>This recommendation will not be pursued further following discussions at Housing SMT. This is due to need for the Authority to be flexible as landlord and the complex variety of needs we are to cater for.</p> <p>If an adaptation is completed, it then is reusable as the housing stock is re-let.</p>	<p>N/A</p>	<p style="background-color: green;"></p>	<p>No further action</p>
<p>Recommendation C: Improve publicity of the service Develop a strategy for targeted publicity of the service which is accessible for hard to</p>	<p>Jordan Hatswell</p>	<p>Specific advertisement of service will not be pursued following presentation at Housing SMT. The Service will ensure all professionals on the pathway to access the service are up to date on all procedures.</p>	<p>N/A</p>	<p style="background-color: green;"></p>	<p>Key contacts set up within hospital and first contact to ensure all staff have route to discuss adaptations. Leaflet mentioned below to</p>

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reach and vulnerable people, including those people without access to the internet.		A service leaflet will be produced as per section E and a review of the website content will be undertaken following the benchmarking done against other local authorities.			be circulated.
<p>Recommendation D: Publicise service 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.</p>	Daniel Peck	<p>Service is currently under full review by Housing Business Development Team and all areas are being looked at and improvements to be suggested included the services wider communications such as it will incorporate this into recommendations about publicity and advertising of service. Customer Portal also to be developed.</p> <p>The Adaptation Coordinator will be working on developing all of its information that is circulated to colleagues and customers, and information that is available digitally. This will include the development of a leaflet for circulation by the professionals on the pathway for adaptations, as well as area housing teams etc.</p>	November 2021		
<p>Recommendation E: Written communication on the process Ensure that written communication on the process is sent out once a referral has been made.</p>	Jordan Hatswell Daniel Peck	<p>Developing customer management system either within Digital Services or via procuring of new system all together which will offer automated customer contact.</p> <p>The service is beginning to look at the procurement of a new system for the delivery of its adaptations program, and</p>	March 2022		

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		<p>the intention is to include a specific module that will send out automated electronic communications.</p> <p>However, in the interim period until this is done, the approvals for more staffing resources, which includes 2 dedicated Application Officers will improve the customers journey through the process. This will include ensuring communication is sent out to all applicants advising them of the process.</p>			
<p>Recommendation F: Regular contact intervals 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.</p>	<p>Daniel Peck Jordan Hatswell</p>	<p>The service is looking to procure a new system in which the service will be delivered to increase its efficiency to free up resources to focus more on regular customer contact.</p> <p>The service has received approval for more staffing resources, which I include 2 dedicated Application Officers to improve the customers journey through the process, improving the customer care capabilities within service via a key contact approach. This will ensure regular contact is made. Once this is in place further focus will be given to the contact intervals within the service.</p>	<p>March 2022</p>		<p>Implementation of key contact approach via recruitment of Application Officers will allow for the introduction of more regular contact intervals for customers.</p>
<p>Recommendation G: Budget for urgent work</p>	<p>Jordan Hatswell</p>	<p>Budgets are monitored across all workstreams and moved accordingly to cover any shortfall. However, service</p>	<p>Completed</p>		<p>Budgets monitored monthly and working with commercial</p>

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<p>Make sure that some of the budget each year is kept aside for urgent work.</p>		<p>has a high demand and faces budgetary pressures. Weekly meetings with partners. Urgent jobs are discussed and prioritised accordingly.</p> <p>Urgent Jobs towards the end of the year / when budgets are low replace other jobs that are currently in the contractors works in progress, as there needs to be an effort to achieve budget by the end of each year.</p>			<p>team in CIC team to maximise budget capabilities.</p>
<p>Recommendation H: Balance spending on minor and major adaptations Assess the spending each year between minor and major adaptations to allow for separate budgetary monitoring for each.</p>	<p>Jordan Hatswell</p>	<p>This is now in place as part of new process for new R&M contract, each element is monitored and reported on individually. Work in line with separate targets for Minor and Major adaptations.</p>	<p>Complete</p>		<p>Budgets monitored monthly and working with commercial team in CIC team to maximise budget capabilities.</p>
<p>Recommendation I: Minor adaptations survey Design, use and monitor a simple customer satisfaction survey for minor adaptations.</p>	<p>Daniel Peck</p>	<p>This survey will be developed when the new staff are in post and operational.</p> <p>Discussions have been had with Colleagues within the CIC team who Deliver the Repairs & Maintenance contract and a survey is being considered along with a Quality Assurance process.</p>	<p>March 2022</p>		<p>Survey to be developed to monitor provision and satisfaction of Minor Adaptations</p>