

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
Recommendation A: Team resources to meet demand Ensure that the Adaptations team resources are up to full complement to meet the needs of the work demand received.	Daniel Peck	<p>The service has a full complement of staff. In addition, service capacity has expanded with the appointment of 2 Adaptations Application Officers, 1 Project Manager and 1 Technical Officer. These posts are additional temporary posts initially, to meet current service demand. All staff have completed a 3-month induction programme and are completing their duties as required. This has helped to progress jobs forward to the Contractors.</p> <p>A dedicated Aids and Adaptations Manager post, to provide additional and more focussed management oversight of the service, has also</p>	March 2022		Team resources increased - 4 additional staff recruited. Dedicated team manager appointed.

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		been created and the postholder started in the role on 27 th June 22.			
Recommendation B1: Re-draft the policy Redraft the policy document as soon as possible. This should include drafting a summary version for the public, working with tenant representatives. The policy should include clear guidance on the re-housing of tenants to previously adapted homes.	Daniel Peck Sandra Tolley	<p>The current policy has been in operation since January 2015.</p> <p>To support the policy refresh, benchmarking has been undertaken by the Business Development Unit in Housing Services. The service is also liaising with other local authority colleagues through the Northern Adaptations Group. Best practice is also being considered via free Disabled Facilities Grant Champions seminars.</p> <p>The policy refresh has unfortunately been delayed due to the impact of Covid, with the principal focus being on sustaining service delivery, and also due to reduced management capacity in the service. These issues have been addressed and the service is mapping out the policy refresh plan, to ensure timely completion but also to ensure that a robust review is undertaken.</p> <p>The revised Policy is currently being worked on and will be presented to Cabinet by March 2023.</p>	Original target date June 2022 (Revised to March 23)		Service benchmarking undertaken and discussions taking place within the sector to identify best practice.

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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.	Daniel Peck	This action will be addressed as part of the Policy refresh as per Action B1 and timeline above. However, in the meantime, all-rehousing options are fully discussed before adaptations are agreed to Council homes and any subsequent adaptations are undertaken to ensure that the adapted home meets household requirements, preventing the need for rehousing in the short to medium term. Clearly, circumstances do change, and the Council will respond to that to ensure that we support people to continue to live safe, well and independently and make best use of our available housing stock.	March 23		Rehousing options are explored before adaptations are undertaken, to ensure that the adapted home is sustainable for the households needs.
Recommendation C: Improve publicity of the service 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.	Daniel Peck	A review of the website content is being undertaken following benchmarking with other authorities. Key contacts have been strengthened within the Rotherham hospital and with Adult Social Care to ensure all staff have a pathway to discuss individuals' adaptation needs. Customers can access the service via searching, for example, Adaptations on the Council website or by calling 01709 336009 or 01709 382121. Customers accessing the service are provided with information about the	Date tbc		Improved pathways with key services.

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		service and how requests are progressed.			
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.	Daniel Peck	<p>To improve communication the new Application Officers, undertake the initial contact with the customer and maintain communication. This involves signposting to relevant support where necessary, checking affordability and advising of the adaptations process including expectations and timescales.</p> <p>A customer satisfaction survey is completed at the end of the process.</p> <p>The policy refresh has unfortunately been delayed due to the impact of Covid, with the principal focus being on sustaining service delivery, and also due to reduced management capacity in the service. Following benchmarking and good practice review, and the completion of the Policy review, a new service leaflet will be produced to align with the new Policy.</p>	November 2021 (Revised date of December 2022)		We have undertaken benchmarking on good practice, consulting with customers

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Recommendation E: Written communication on the process Ensure that written communication on the process is sent out once a referral has been made.	Daniel Peck	<p>Verbal and written communication is now in place, with the Adaptations Application Officers maintaining regular contact with the customer.</p> <p>Letter will be auto generated as part of the new ICT which is expected to be in place by March 2023.</p> <p>Customers can now contact the Adaptations Team directly via 01709 382121.</p> <p>Direct telephone numbers are provided to customers by the Adaptations Application Officers and the Contract partner once works has been ordered.</p>	March 2022		<p>Completed</p> <p>Customers understand the process following a referral.</p> <p>There is ongoing communication with Adaptations Application Officers during the process.</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.	Daniel Peck	<p>The new Adaptation Application Officers undertake the initial contact with the customer, signposting to relevant support where necessary, checking affordability and advising of the adaptations process including expectations and timescales.</p> <p>A customer satisfaction survey is completed at the end of the process.</p>	March 2022		<p>Completed</p> <p>Implementation of key contact approach via recruitment of Application Officers is in place with regular contact intervals for customers.</p>

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Recommendation G: Budget for urgent work Make sure that some of the budget each year is kept aside for urgent work.	Daniel Peck	Weekly meetings are held with delivery partners. Urgent jobs are discussed and prioritised accordingly. Budgets are monitored monthly, to ensure that resources are used as efficiently as possible.	March 22		Completed Able to be responsive to urgent work requests.
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.	Daniel Peck	An annual budget is set against forecasted demand. No delays in minor works to ensure short term needs are met Budgets are monitored monthly, to ensure that resources are used as efficiently as possible.	March 2022		Completed Improved financial management and this ensures no delays are incurred
Recommendation I: Minor adaptations survey Design, use and monitor a simple customer satisfaction survey for minor adaptations.	Daniel Peck	Major and Minor adaptations customer satisfaction surveys are undertaken by the Contract partners at the end of the installation, to ensure the customer is satisfied with the work carried out. In house quality assurance processes are also in place to random sample satisfaction levels by spot checking 5% on a monthly basis.	March 2022		Quality assurance in place to affirm satisfaction levels with minor adaptations