

PERFORM Extract – Target C 10: Carry out 300 disability adaptations to Council houses each year

Aim		
Providing Our Customers with Excellent Service		
Priority		
Supporting vulnerable and disadvantaged people		
Target		
Carry out 300 disability adaptations to Council houses each year.		
Planned activities to deliver target		
<p>Continue to develop working practices with Adult Social Care which includes:-</p> <p>Joint monthly 'Panel Meetings' where all cases are considered and prioritised.</p> <p>Joint site visits to ensure all technical issues are addressed</p> <p>Regular joint Team Meetings between the Occupational Therapists and Housing staff.</p> <p>Constantly review contractor pricing to ensure best value for money.</p> <p>Ensure we continue to procure quality products at best rates.</p> <p>Work with staff and tenants representatives to develop and improve procedures and information to customers.</p> <p>Continue to review team structure and resources to ensure the most effective use of resources.</p> <p>Introduce added performance measurements</p>		
Owner		Lead Officer(s)
Peter Campbell - - Joint Head of Service - Housing and Community Safety		<p>Di Bonsor - Housing Needs Manager</p> <p>Mark Dungworth - Strategic Repairs Manager</p>
Target End Date		
Sun-31-Mar-19		
Status		Completion Percentage
On track		25%

Month	Comments
Nov 18/19	Q2 April - September 2018 179 completed adaptations Q1 April - June 2018 - 59 completed adaptations Q4 April 2017 - March 2018 - 287 completed adaptations for year. This was slightly below the target of 300. This is largely due to a high number of major works carried out, for example wetrooms, and fewer small jobs. This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing. In the last three years, 1047 adaptation have been carried out, this is an average 349 per year, and performance is shown as on target.
Oct 18/19	Q2 April - September 2018 179 completed adaptations Q1 April - June 2018 - 59 completed adaptations Q4 April 2017 - March 2018 - 287 completed adaptations for year. This was slightly below the target of 300. This is largely due to a high number of major works carried out, for example wetrooms, and fewer small jobs. This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing. In the last three years, 1047 adaptation have been carried out, this is an average 349 per year, and performance is shown as on target.
Jul 18/19	Q1 April - June 2018 - 59 completed adaptations Q4 April 2017 - March 2018 - 287 completed adaptations for year. This was slightly below the target of 300. This is largely due to a high number of major works carried out, for example wetrooms, and fewer small jobs. This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing. In the last three years, 1047 adaptation have been carried out, this is an average 349 per year, and performance is shown as on target.
Apr 18/19	Q4 April 2017 - March 2018 - 287 completed adaptations for year. This was slightly below the target of 300. This is largely due to a high number of major works carried out, for example wetrooms, and fewer small jobs. This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing. In the last three years, 1047 adaptation have been carried out, this is an average 349 per year, and performance is shown as on target.
Jan 17/18	Q3 April - December 2017 - 227 completed adaptations
Oct 17/18	Q2 April - September 2017 - 156 completed adaptations
Jul 17/18	Q1 April - June 2017 - 73 completed adaptations Q4 April 2016 - March 2017 - 374 adaptations 2016/17 Achieved
May 17/18	Q4 April 2016 - March 2017 - 374 adaptations 2016/17 Achieved
Apr 17/18	Q4 - April 2016 - March 2017 - 374 adaptations completed Q3 – 133 adaptations carried out Year to date - 335 adaptations completed
Jan 16/17	Q3 – 133 adaptations carried out Year to date - 335 adaptations completed
Oct 16/17	Q2 April - September 2016 - 202 adaptation completed
Jul 16/17	Q1 April - June 2016 - 78 adaptation completed
Apr 16/17	April - March 2016 - 386 adaptations completed. Year one achieved

Month	Comments
Jan 15/16	April - December 2015 - 353 adaptations completed
Oct 15/16	April - September 2015 - 210 adaptations completed
Sep 15/16	
Expected Outcomes	
Improved customer satisfaction.	
Updated and best fit products available for our tenants.	
Better value for money	
Best use of existing housing stock.	
Improved levels of service.	
Quicker turnaround times from referral to completion of adaptation.	
Background Material	
Equality Impact Assessment (EIA) -Welfare Adaptations	