

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

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| 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. Joint site visits to ensure all technical issues are addressed Regular joint Team Meetings between the Occupational Therapists and Housing staff. Constantly review contractor pricing to ensure best value for money. Ensure we continue to procure quality products at best rates. Work with staff and tenants representatives to develop and improve procedures and information to customers. Continue to review team structure and resources to ensure the most effective use of resources. Introduce added performance measurements</p> |

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| Owner | Lead Officer(s) |
| Joint Head of Service - Housing and Community Safety | Di Bonsor - Housing Needs Manager Mark Dungworth - Strategic Repairs Manager |

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|------------------------|
| Target End Date |
| <u>Sun-31-Mar-19</u> |

| Status | Completion Percentage |
|-----------------|-----------------------|
| <u>On track</u> | <u>100%</u> |

| Month | Comments |
|--------------|--|
| May 19/20 | ** Updated Target for 2019/20** |
| Apr 19/20 | <p>Q4 April 2018 - March 2019 - 300 completed adaptations</p> <p>Q3 April - December 2018 230 completed adaptations Q2 April - September 2018 179 completed adaptations Q1 April - June 2018 - 59 completed adaptations</p> |
| Jan 18/19 | <p>Q3 April - December 2018 230 completed adaptations</p> <p>Q2 April - September 2018 179 completed adaptations Q1 April - June 2018 - 59 completed adaptations</p> |
| Nov 18/19 | <p>Q2 April - September 2018 179 completed adaptations.</p> <p>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.</p> <p>This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing.</p> <p>In the last three years, 1047 adaptation shave been carried out, this is an average 349 per year, and performance is shown as on target.</p> |
| Oct 18/19 | <p>Q2 April - September 2018 179 completed adaptations</p> <p>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.</p> <p>This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing.</p> <p>In the last three years, 1047 adaptation shave been carried out, this is an average 349 per year, and performance is shown as on target.</p> |
| Jul 18/19 | <p>Q1 April - June 2018 - 59 completed adaptations</p> <p>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.</p> <p>This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing.</p> <p>In the last three years, 1047 adaptation shave been carried out, this is an average 349 per year, and performance is shown as on target.</p> |

| Month | Comments |
|-----------|--|
| Apr 18/19 | <p>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.</p> <p>This figure does not include work carried out under the safe and warm scheme which has also provided wetrooms at sheltered housing.</p> <p>In the last three years, 1047 adaptation shave been carried out, this is an average 349 per year, and performance is shown as on target.</p> |
| Jan 17/18 | Q3 April - December 2017 - 227 completed adaptations |
| Oct 17/18 | Q2 April - September 2017 - 156 completed adaptations |
| Jul 17/18 | <p>Q1 April - June 2017 - 73 completed adaptations</p> <p>Q4 April 2016 - March 2017 - 374 adaptations 2016/17 Achieved</p> |
| May 17/18 | Q4 April 2016 - March 2017 - 374 adaptations 2016/17 Achieved |
| Apr 17/18 | <p>Q4 - April 2016 - March 2017 - 374 adaptations completed</p> <p>Q3 – 133 adoptions carried out Year to date - 335 adaptations completed</p> |
| Jan 16/17 | Q3 – 133 adoptions 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 |
| 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