

Report of the Chief Officer for Health and Environmental Action Services

Scrutiny Board (Adult Social Care)

Date: 17th March 2010

Subject: Major Adaptations for Disabled Adults.

Performance on completion time of adaptations schemes, Quarter 3 2009/10.

<p>Electoral Wards Affected:</p>	<p>Specific Implications For:</p> <p>Equality and Diversity <input type="checkbox"/></p> <p>Community Cohesion <input type="checkbox"/></p> <p>Narrowing the Gap <input type="checkbox"/></p>
---	--

1.0 Introduction

- 1.1 In June 2009, Adult Social Care Scrutiny Board reported on a number of recommendations following an inquiry into the delivery of major adaptations. One of the recommendations was the presentation of quarterly performance information on the delivery of schemes to tenants and owner occupiers and information on concluded Ombudsman Inquiry into adaptations. This report provides the performance for Quarter 3, Oct – Dec 2009.
- 1.2 The performance for adaptations delivered in Q3, 2009/10 is provided at appendix 1. In December 2009, Scrutiny Board commented on the presentation of this performance information & as a result, work is underway to simplify this, whilst still providing adequate detail to understand the city-wide picture of performance.
- 1.3 Appendix 2 provides the adaptations cases investigated and reported upon by the Local Government Ombudsman in Q3 2009/10.

2.0 Recommendations

- 2.1 Members are asked to note the performance reported

ADAPTATIONS PERFORMANCE 3RD QUARTER 2009/2010

ASSESSMENT			DELIVERY						
SOCIAL CARE Average assessment times			PRIVATE Average delivery times						
			H	M		L			
ADULTS			104	194		291			
	# CASES	CSCI TARGET	1666	6984		46844			
	# CASES	CSCI TARGET	# CASES	TARGET	# CASES	TARGET	# CASES	TARGET	
		118	16	114	36	186	161	305	
NEW ADULTS									
	# CASES	CSCI TARGET							
		56							
CHILDREN			46	71		68			
	# CASES	CSCI TARGET	458	1909		6645			
	# CASES	CSCI TARGET	# CASES	TARGET	# CASES	TARGET	# CASES	TARGET	
		70	10	80	27	160	98	269	

SOCIAL CARE		TOTAL DAYS
		18994
TOTAL CASES	213	
SC AVE	89	

SOCIAL CARE		TOTAL DAYS
		8420
TOTAL CASES	135	
OVERALL AVE	62	

All measured data in calendar days

WEST NORTH WEST					
Average delivery times					
H		M		L	
49		96		245	
146		478		12716	
# CASES	TARGET	# CASES	TARGET	# CASES	TARGET
3	80	5	160	52	269

AIRE VALLEY HOMES					
Average delivery times					
H		M		L	
308					
2464		0		0	
# CASES	TARGET	# CASES	TARGET	# CASES	TARGET
8	80	0	160	0	269

BITMO					
Average delivery times					
H		M		L	
84		100		87	
167		301		954	
# CASES	TARGET	# CASES	TARGET	# CASES	TARGET
2	80	3	160	11	269

SOCIAL CARE		TOTAL DAYS
		3040
TOTAL CASES	60	
OVERALL AVE	51	

SOCIAL CARE		TOTAL DAYS
		598
TOTAL CASES	8	
OVERALL AVE	75	

SOCIAL CARE		TOTAL DAYS
		336
TOTAL CASES	16	
OVERALL AVE	21	

31388

LEEDS CITY COUNCIL ADAPTATIONS PERFORMANCE 3rd QUARTER 2009/2010

SOCIAL CARE Average assessment times			CROSS TENURE Overall average delivery time		Leeds City Council Adaptations Provision
ALL CATEGORIES	73		ALL CATEGORIES	189	
	TOTAL # CASES <i>432</i>	AVERAGE TARGET 81		TOTAL # CASES <i>432</i>	AVERAGE CROSS TENURE CITY TARGET 186

Appendix 2

Ombudsman Inquiries closed in Q3, Oct – Dec 2009.

One LGO investigation on adaptations work was closed out in Q3, 2009/10, involving WNW Homes.

The investigation considered the allocation of a property for Mr K. He considered that the property was not properly assessed prior to him moving in and, as a result, he has had to live in an unadapted house with very poor access. He also felt that he waited too long to be rehoused since then. Much of the area of dispute revolved around whether the lettings policy and allocations process had been properly applied in this case and the conclusion drawn in WNW Homes after a formal investigation was and is that it had been.

The Ombudsman judged the case to be outside of their jurisdiction as the complainant had already instigated legal proceedings against WNW Homes.