

# Report of the Chief Officer for Health and Environmental Action Services

**Scrutiny Board (Adult Social Care)** 

Date: 17<sup>th</sup> March 2010

**Subject: Major Adaptations for Disabled Adults.** 

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

Electoral Wards Affected:	Specific Implications For:
	Equality and Diversity
	Community Cohesion
	Narrowing the Gap

## 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

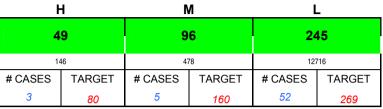
#### **ASSESSMENT DELIVERY SOCIAL CARE** PRIVATE Average assessment times Average delivery times Н M 104 291 194 **ADULTS** 46844 1666 # CASES CSCI TARGET # CASES TARGET # CASES TARGET # CASES TARGET 118 16 36 161 114 186 305 **EAST NORTH EAST** NEW # CASES CSCI TARGET Average delivery times **ADULTS**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

SOCIAL CARE	. 1	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





SOCIAL

AIRE VALLEY HOMES	
Average delivery times	

H	1	M		L	
30	)8				l
24	2464		0		)
# CASES	TARGET	# CASES	TARGET	# CASES	TARGET
8	80	0	160	0	269

	TOTAL DAYS 598
8	
75	

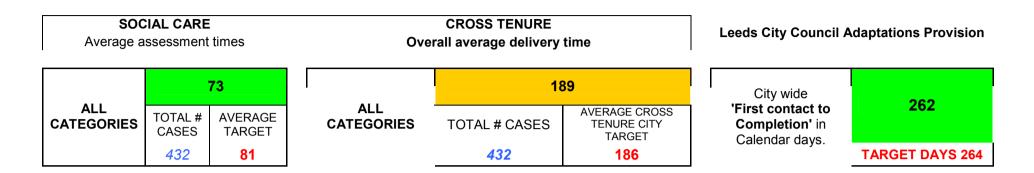
BITMO	
Average delivery times	

H	Н		M		
8	84		100		7
16	167		301		54
# CASES	TARGET	# CASES	TARGET	# CASES	TARGET
2	80	3	160	11	269

SOCIAL CARE		TOTAL DAYS 336
TOTAL CASES	16	
OVERALL AVE	21	

31388

### LEEDS CITY COUNCIL ADAPTATIONS PERFORMANCE 3rd QUARTER 2009/2010



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.