

Report of the Chief Officer for Health and Environmental Action Services

Scrutiny Board (Adult Social Care)

Date: 22 Sept 2010

**Subject: Major Adaptations for Disabled Adults.
Performance on completion time of adaptations schemes, Quarter 1 2010/11.**

<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>
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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 speed of delivery of adaptations for tenants and owner occupiers and information on concluded Ombudsman Inquiry into adaptations. This report provides the performance for Quarter 1, April 2010 to June 2010.

1.2 The performance for adaptations delivered in Q1, 2010/11 is provided at appendix 1.

Explanation of the performance information:

The information provided is principally the percentage of adaptations schemes that were delivered within the target time in the private and public housing sectors and the number of schemes delivered. The target times for the 'front end' of the process of providing an adaptations (by Social Care) is shown, together the target for the housing providers to install the products. The targets times differ for the public sector providers and Adaptation Agency in that the latter have to undertake a means test to assess the level of customer contribution. The information shown is for major adaptations only, ie those costing over £1,000. Typically, these include wet floor showers and lifts, but also include complex schemes such as building an extension to the house.

Graph 1 shows the percentage of adaptations schemes that were delivered within target. This is shown by housing provider, ie the ALMOs, BITMO and the Adaptations Agency (the latter delivering adaptations through the Disabled Facilities Grant

process in owner occupied homes, private rented sector and housing associations). These figures show the time taken from the customers first contact with the Council to completion of the adaptation and therefore include the Social care assessment stage.

Graph 2 shows the number of adaptation schemes completed in Q1 of 2010/11. A reduction in schemes completed in any quarter does not necessarily indicate a reduced demand in the period as completion times are managed according to capital resource provision in the year.

Table 1 shows the longest and shortest cases that have been completed. Within Q1 2010/11.

- 1.3 No adaptations cases were investigated and reported upon by the Local Government Ombudsman in Q1 2010/11.

2.0 Recommendations

- 2.1 Members are asked to note the performance reported for Q1, 2010/11 in appendix 1.

Appendix 1 - Adaptations Performance Report 2010/2011 Quarter 1

Target information:
Social Care targets:
installation:

Housing provider target for

	Social Care Targets for assessment
Adult	56 Days
Child	70 Days

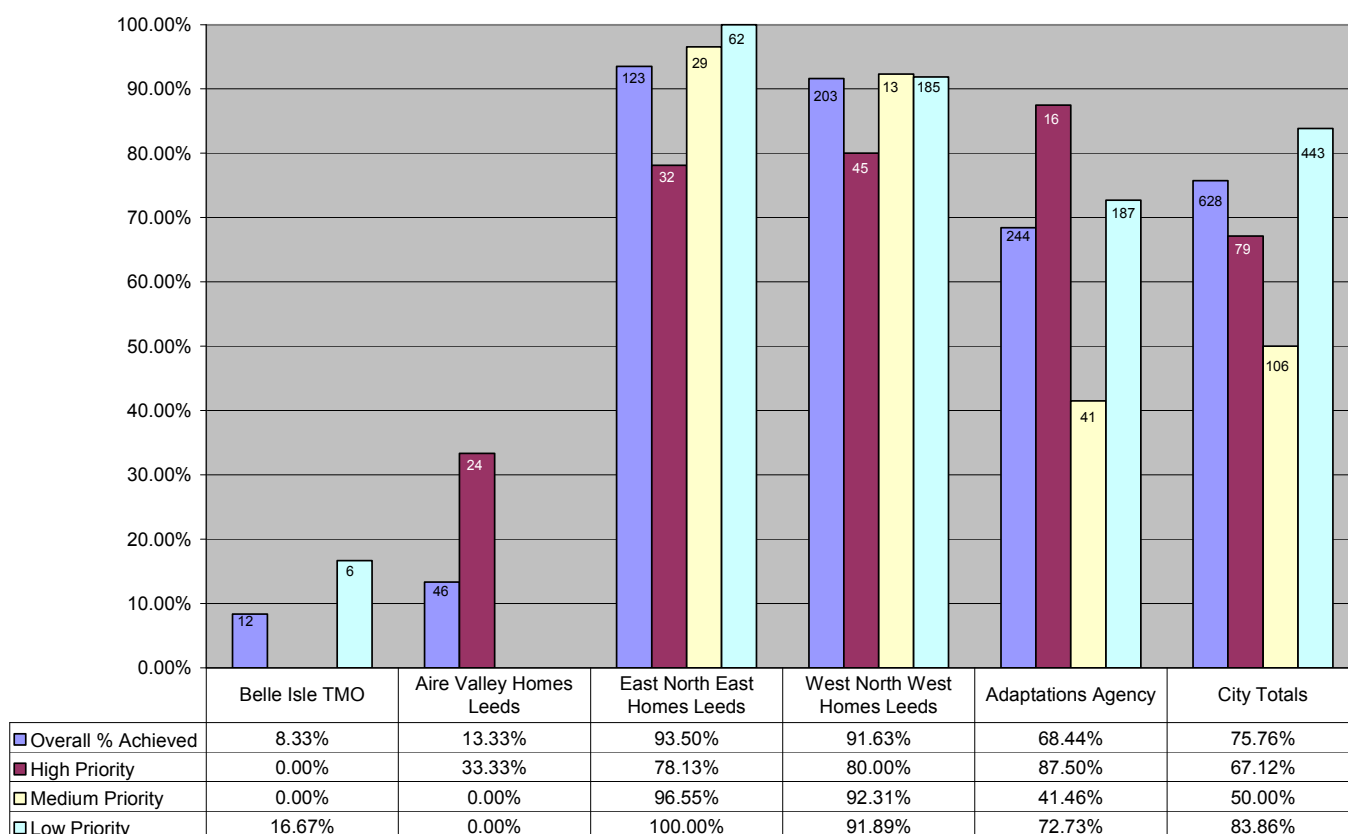
Risk category	Targets: ALMO/ BITMO (calander days)	Targets (Adapt Agency (calander days)
Low	269 Days	305
Medium	160 Days	186
High	80 Days	114

Target times are based on the recommended Communities and Local Government (CLG) and Dept of Health timescales in calendar days. The Adaptations Agency targets differ from that of ALMOs/ BITMO as they have to undertake a means test of the applicants resources, which is allowed for the target timescales. Social Care (Adults and Children) when undertaking an Occupational Therapy assessment of need and in making a referral of recommended adaptations risk assess each case and determine the priority (high, medium or low) that they feel the housing provider should have regard to in providing the adaptation.

Graph 1

The Percentage of Major Adaptations completed within Target Qtr 1 2010/11

NB: The figures at the top of the bars are the number of completed cases

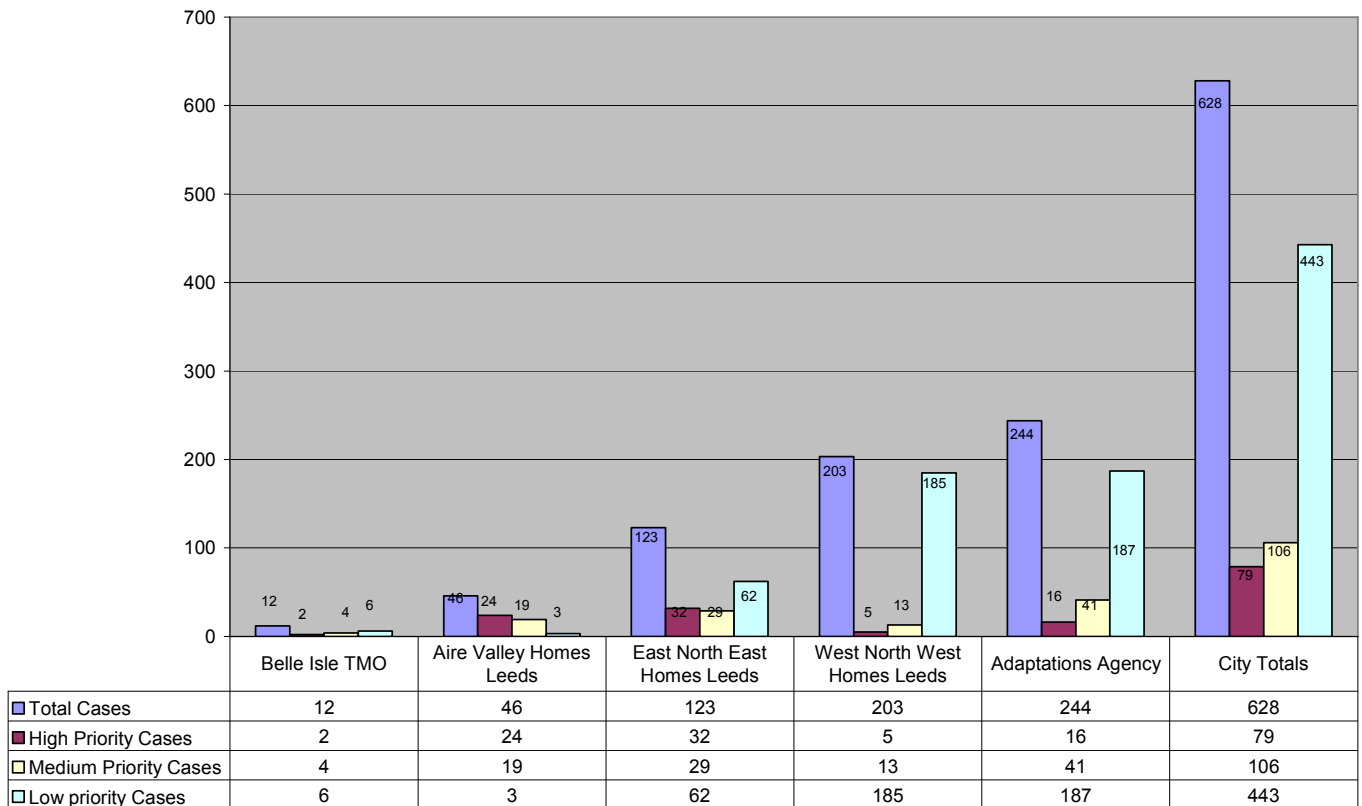


This graphs presents the performance against both Dept of Health and CLG targets. This graph measures the time taken from a customers first contract with the Council to request an adaptation to the adaptation being completed in their home. Therefore where performance may not have met the target, it may be due to delays in either Social Care or the housing provider. In quarter 1 2010/11 628 major adaptations were completed with 75.76% completed within CLG/ Dept of Health timescales.

Differences in the performance by each provider relate to budget management issues for housing providers or delays in social care assessment.

Graph 2

Number of Major Adaptations Completed Qtr 1 2010/11



This graph shows information that is provided in graph 1, but in a different graphical format. It illustrates the differences between the number of adaptations undertaken by each provider.

Table 1: The longest and shortest time taken for cases by housing provider

WNW	Longest	984 Days	Parkstone Avenue
	Shortest	27 Days	Albert Square
ENE	Longest	282 Days	Pigeon Cote Road
	Shortest	27Days	Foundry Mill Terrace
AVH	Longest	726 Days	Town Street
	Shortest	25 Days	Church Gardens
BITMO	Longest	589 Days	Winrose Garth
	shortest	105 Days	Middleton Ring Road
Adaptations Agency	Longests	894 Days	VICTORIA WALK
	Shortest	51 days	LINGWELL MEWS