

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

**Scrutiny Board (Adult Social Care)**

**Date: 15 December 2010**

**Subject: Major Adaptations for Disabled Adults.  
Performance on completion time of adaptations schemes, Quarter 2 2010/11.**

<p><b>Electoral Wards Affected:</b> ALL</p>	<p><b>Specific Implications For:</b></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 cumulative performance for Quarter 1 and 2, April 2010 to September 2010.
- 1.2 The performance for adaptations delivered in Q1 and Q2, 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 Adult 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 and Q2 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 Q2 only for 2010/11.

- 1.3 No adaptations cases were investigated and reported upon by the Local Government Ombudsman in Q2 2010/11.

## **2.0 Recommendations**

- 2.1 Members are asked to note the performance reported for Q1 and 2, 2010/11 in appendix 1.

## Appendix 1 - Adaptations Performance Report 2010/2011 Quarter 2

Target information:  
Social Care targets:  
installation:

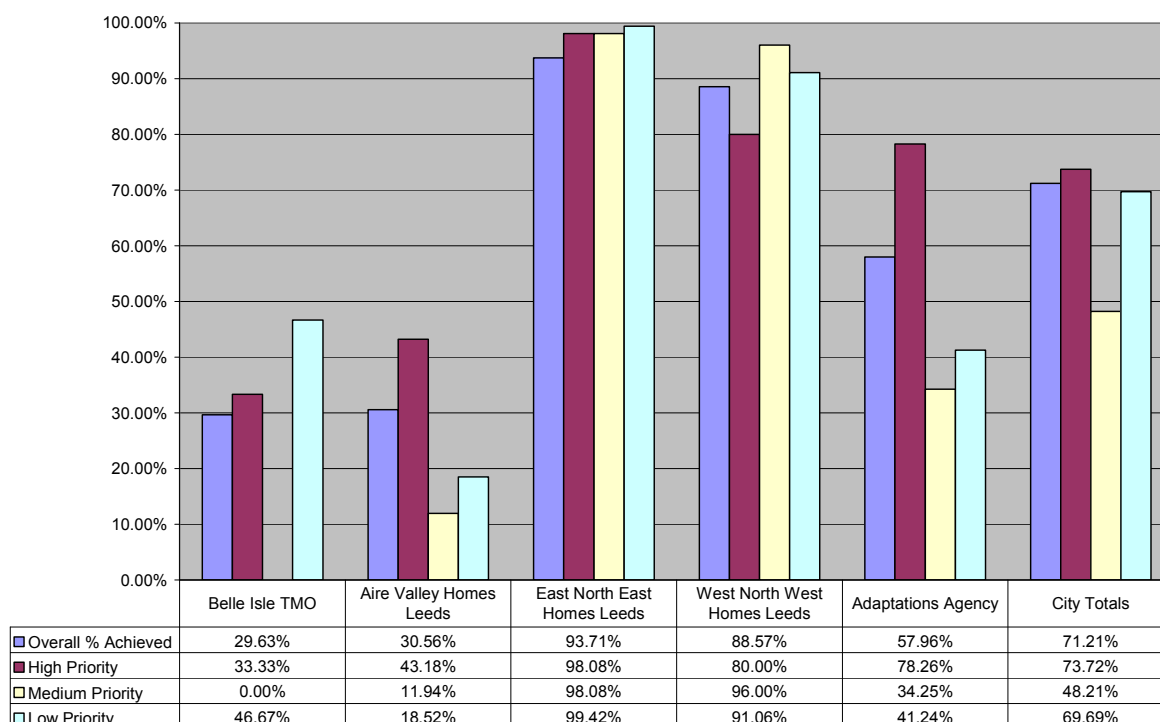
Housing provider target for

	Social Care Targets for assessment
Adult	56 Days

Risk category	Targets: ALMO/ BITMO (calendar days)	Targets (Adapt Agency (calendar 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. Adult Social Care undertake an Occupational Therapy assessment of need of all major adaptation requests. When making a referral Adult Social Care 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.

**The Percentage of Major Adaptations completed within Target 1 April to 30 September 2010/11 (Adults Only)**



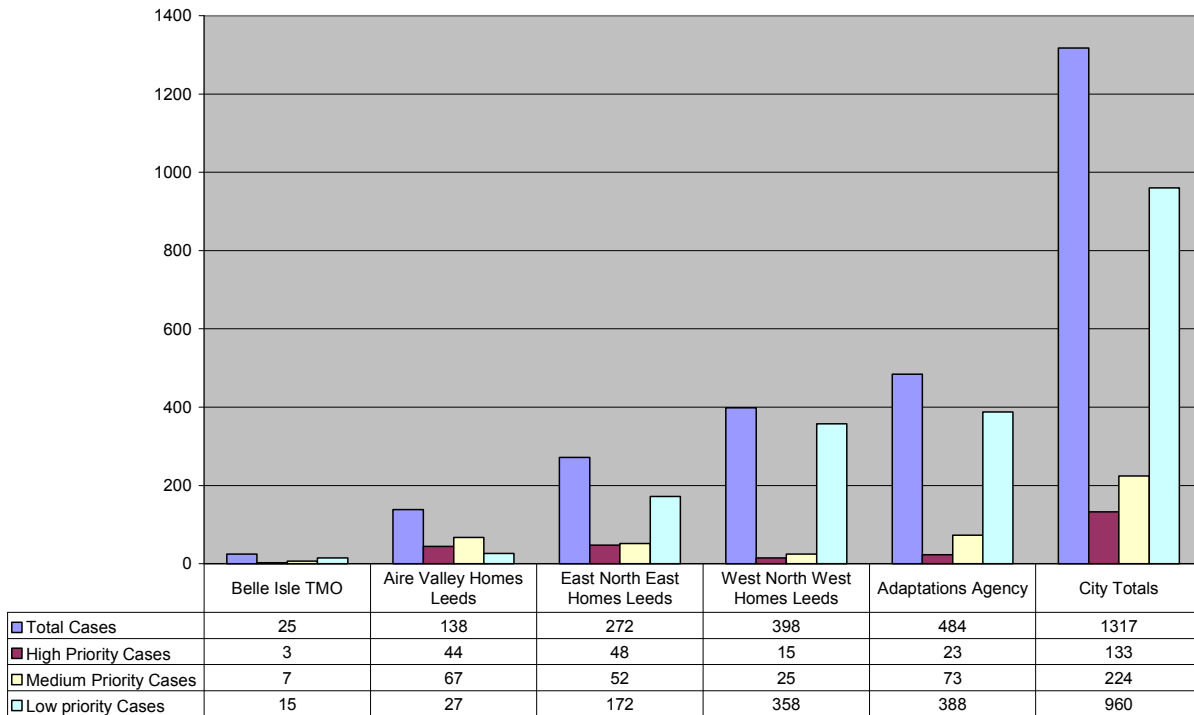
### Graph 1

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 and 2 2010/11 1216 major adaptations were completed with 71.7% completed within CLG/ Dept of Health timescales. In Q2 there was a slight drop in the number of major adaptations undertaken, from 628 in Q1 to 588 in Q2. In addition performance within timescale dropped from 75% in Q1 to 71% in Q2. From analysis of just November performance not taking into account previous months performance, BITMO has an improved performance of 60%, with 100% of medium priority cases being achieved. .

This coupled with smaller performance improvements in other landlord increases the city wide performance to 86%. This data illustrates that the overall poor performance of BITMO (and to some extent Aire Valley) shows that 2010/11 performance is affected by cases that were carried forward from 2009/10 due to budgetary constraints.

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

**Number of Major Adaptations Completed 1 April to 30 September 2010/11 (Adults Only)**



**Graph 2**

*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**

AVHL	Longest	Clough Street	585 days	Wet floor shower
AVHL	Shortest	Valley Drive	27 days	Other (No Details in Comments)
BITMO	Longest	Nesfield View	563 days	Wider Bath
BITMO	Shortest	Aberfield Drive	103 days	Ceiling track Hoist
ENEH	Longest	Boggart Hill Drive	549 days	External Ramp
ENEH	Shortest	Wykebeck Grove	25 days	Other (No Details in Comments)
WNWH	Longest	Westfield Avenue	531 days	Curved Stairlift
WNWH	Shortest	Ireland Crescent	55 days	Accessible Parking
AA	Longest	Lambert Avenue	946 days	
AA	Shortest	Simmons Court	59 days	