

Progress Housing Group

TVIS Review Group Scrutiny Report Aids and Adaptations

1. Background

Following a discussion at TVIS it was decided to review this service in light of the focus in the Housing Act and DHLUC requirements on maintaining independence and supporting tenants with specific needs.

2. What we chose to look at

We considered:

- How tenants are made aware of the service
- The communication methods in place for tenants
- How tenant expectations are managed
- How tenants provide feedback on the service and how this is used to improve it.

3. What we reviewed

We conducted the scrutiny by:

- Receiving a briefing from Staff on the aids and adaptations service
- Reviewing the policy and procedure with a focus on tenant communication
- Reviewing letters that are sent to tenants
- Reviewing the information available on the website
- Reviewing how tenant satisfaction is obtained and used.

4. What is working well?

We recognise that PHG is reliant on external partners to deliver the service, which can lead to delays in processing requests. When requests are approved Progress are quick to respond and communicate well when they have all the information they need. Satisfaction with the service is high.

5. Our findings and recommendations

We have made a series of recommendations below which focus on improving communication.

Our findings	Our recommendations	TSM
Letters inform tenants that their work is classed as a 'standard priority' but tenants are not informed what this means.	1. Re-write letters to make it clear to tenants what the timeframe is for completion of works.	TP07 – Satisfaction that the landlord keeps the tenant informed about things that matter to them.
Satisfaction surveys are received immediately after completion of an aid or adaptation. Tenants are not	2. Send a second satisfaction survey after the aid and adaptation has	TP04 – satisfaction that the home is well maintained

Progress Housing Group

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<p>able to give feedback after a period of time of using their aid or adaptation.</p>	<p>been installed and used for a period of time, for example 6 months later.</p>	
<p>The current survey does not ask a question on satisfaction with communication. Tenants are not able to give their view and how well they were communicated with via PHG during the aids and adaptations process.</p>	<p>3. Consider including a survey question on communication, so that PHG can assess how well it is communicating with tenants.</p>	<p>TP06 – satisfaction that the landlord listens to tenants’ views and acts upon them.</p>
<p>A sample of tenants receive the aids and adaptations survey. Therefore, all tenants do not get the opportunity to provide feedback on the service.</p>	<p>4. Send the survey to all tenants.</p>	<p>TP04 – satisfaction that the home is well maintained</p>
<p>The Progress Homes Permission Letter is not tailored to the request of the tenant. The example letter we were given was for kitchen alterations. The letter states that if an incoming tenant doesn’t accept the alteration it needs to be removed by the vacating tenant. It is not realistic to expect a tenant to remove a kitchen.</p>	<p>5. Rewrite the permission letter to make PHG conditions more appropriate and tenant friendly to what has been agreed.</p>	<p>TP07 – Satisfaction that the landlord keeps the tenant informed about things that matter to them.</p>
<p>The information on the website is not clear on who the tenant should contact if they require an aid or adaptation.</p>	<p>6. Make it clear what the first step is for someone who requires an aid or adaptation.</p>	<p>TP07 – Satisfaction that the landlord keeps the tenant informed about things that matter to them.</p>
<p>The list we were supplied with for selecting survey recipients, appeared to have jobs on the list that were not aids and adaptations (coded</p>	<p>7. Check the process to ensure that only aids and adaptations use the code ND4. We will provide a list of jobs we</p>	<p>TP08 – Agreement that the landlord treats tenants fairly and with respect.</p>

Progress Housing Group

TVIS Review Group Scrutiny Report Aids and Adaptations

to ND4). This may impact on the budget available for aids and adaptations.	would like you to check.	
There is no process map in place for how tenants are communicated with and kept updated on the progress of their request.	8. Ensure there is a clear process in place for communicating with and updating tenants on their request, so that tenant expectations can be managed. This may mean updating tenants to say there has been no progress.	TP07 – Satisfaction that the landlord keeps the tenant informed about things that matter to them.
There is no mention in the Aids and Adaptation Policy of the support mechanisms in place to help tenants who are in arrears and in need of an aid or adaptation.	9. Review the policy to include how tenants in arrears can be supported.	TP08 – Agreement that the landlord treats tenants fairly and with respect.

6. Next Steps

We will discuss our findings and recommendations with service and consider how we can measure the impact of this review.

7. Measuring Impact

We will monitor the following to see if the agreed actions have resulted in service satisfaction improvements:

- Tenant satisfaction survey results
- Number of complaints and compliments
- Visits to the aids and adaptations page

8. Support provided for the Scrutiny Review

The group wishes to express its thanks to all those staff members who have supported and assisted with this scrutiny review.