Aids and adaptations scrutiny review



What is



What did we



What did we find?



What happens

The Tenants' Voice – improving services group chose to review the aids and adaptation service as it is a key service to help tenants to maintain their independence to live in their home.

The review was completed in May 2024 having looked at

- How tenants are made aware of the service
- Communication about the service
- Expectations of the service
- Satisfaction and feedback of the service

To carry out the review the Tenants' Voice – improving services group

- Had a meeting with colleagues who deliver the aids and adaptation service, they explained what the service was and how it was delivered.
- Looked at policies and procedure documents.
- Looked at letters sent to tenants
- Looked at information on the website
- Looked at satisfaction information
- Looked at other performance information
- Listened to lived experience of the service from tenants

The group made 9 recommendations they felt would improve the Groups approach to communication, this included.

- Re-write letters to make the timeframe involved clearer
- Introduce a 2nd satisfaction survey after adaptations had been in place for a period of time
- Send satisfaction survey to all tenants receiving the service
- Include a question about communication on satisfaction survey
- Look at the letters sent to tenants
- · Look at information on website to make sure it provides clear and helpful information and the 1st step to take
- Make sure communication is included in policy and procedure

The Tenants' Voice improving services group told Progress what they found during their review, what was good and what they thought would make the service better in future.

Colleagues from across Progress are working together to introduce the 9 recommendations.

An update on the progress of these will be given to the quarterly meeting of the Tenants' Voice – improving services group until they have all been introduced.

Our Board also receives an update on progress every 3 months to tell them how we are doing.

If you would like to read more information about the report and the findings of our tenants, you can find this by following this [link]











































