

Aberdeen Adaptations Demonstration Site

# Adaptations Service User Report

Survey Results and Analysis

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### Background

Adaptations surveys were developed in early 2015 to assess the views of individuals throughout the city who had had adaptations completed in their homes. Three housing associations took part in the exercise as well as Aberdeen City Council's private sector team and social rented team. ACC's private sector team offer grants of 80%-100% to homeowners depending on their financial situation to assist with the cost of installing an adaptation. The findings will be grouped by question, to allow for easy comparability between response groups.

### Response rates

**ACC PS Team:** In total, 132 surveys were sent out to private sector tenants who had applied to the private sector team for a grant to help with the costs of an adaptation. Of these, 78 were returned, representing 59% of the total. <sup>1</sup>

**ACC Social Rented:** 70 surveys were sent out to tenants, 20 were returned, representing a 29% response rate..

**Grampian Housing Association:** 31 surveys were sent out to Grampian tenants and six responses were received, representing a 19.35% response rate.

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<sup>1</sup> As noted in a previous report, the number of adaptations for which grants were given seems disproportionately low considering the percentage of those likely to require adaptations. One explanation that should be investigated further would be whether there is insufficient understanding of the possibility to receive grants funding adaptations for homeowners. Further to this the ACC PS team rarely receive grant requests to fund adaptations for private sector tenants, however with the changing demographic of PS tenants this might be problematic in the near future.

**Tenants First Housing Association:** received 25 responses from a total mailing of 59. This represents a 42% rate of return.

**Castlehill Housing Association:** issued 19 questionnaires to tenants who had adaptations and received 4 replies, representing a 21% response rate.

## Questionnaire Responses

### Question 1

**Do you think the process of applying for an adaptation was... [very easy, easy, difficult, very difficult]**

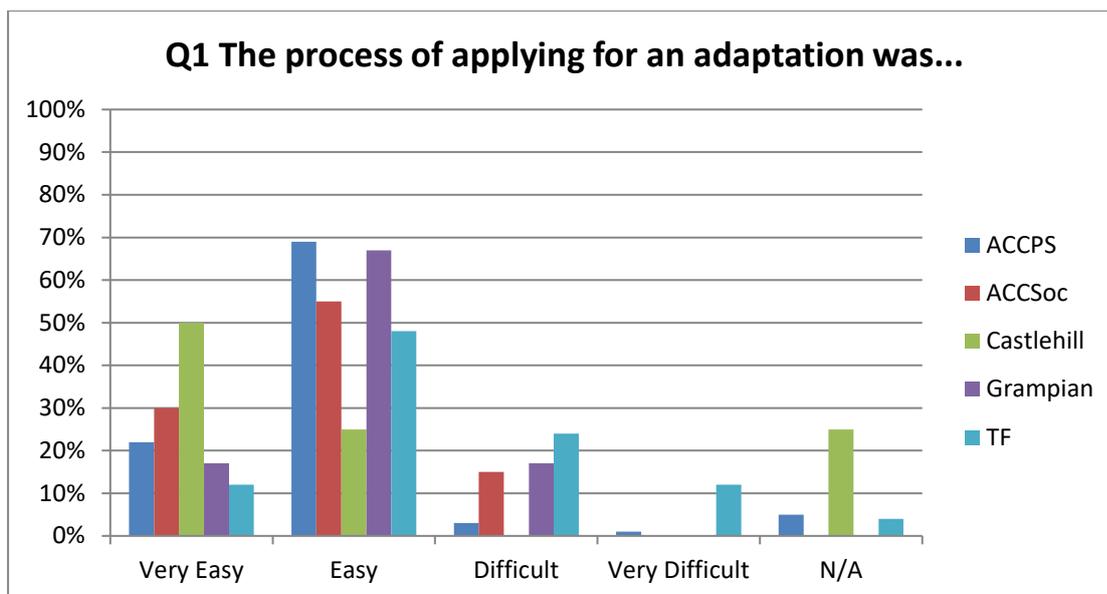
**ACC PS Team:** A significant majority of respondents (91%) indicated that they considered that the process of applying for an adaptation was very easy (22%) or easy (69%). 5% of respondents did not answer the question, leaving only 4% who considered the process to be difficult (3%) or very difficult (1%).

**ACC Social Rented:** The majority of tenants found the process of applying for adaptations easy (55%) or very easy (30%), and 15% of the tenants found it difficult.

**Grampian:** The majority of respondents answered that they either found the process of applying for an adaptation very easy (17%) or easy (67%). The remainder (17%) found the process difficult, nobody found it to be very difficult and nobody skipped the question.

**Tenants First:** The majority (60%) found the process of applying for an adaptation to be either very easy (12%) or easy (48%). 36% found the process either difficult (24%) or very difficult (12%). 4% skipped the question.

**Castlehill:** The majority of respondents indicated that they found the process of applying for an adaptation either 'very easy' (50%) or 'easy' (25%). No respondents indicated that they found the process difficult or very difficult, however one respondent skipped the question.



## Question 2

### Was the length of time it took to get your adaptation done acceptable to you?

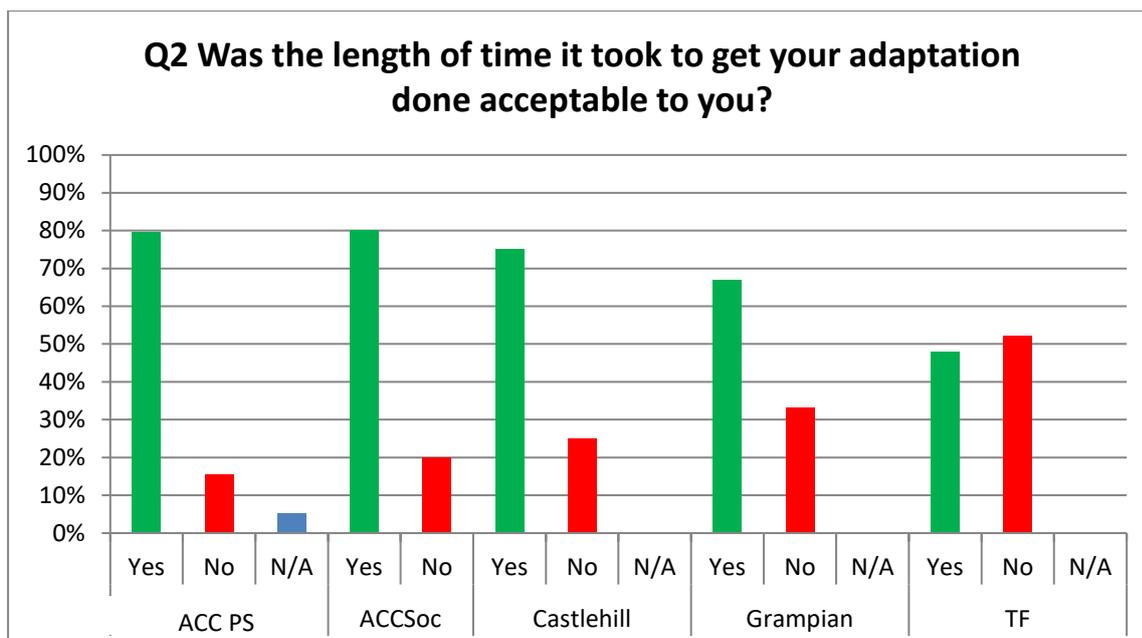
**ACC PS Team:** When asked whether they considered the length of time it took to get the adaptation done to be acceptable, the majority of respondents (79%) responded 'yes', while 15% responded 'no' and the remaining 5% skipped the question.

**ACC Social Rented:** The majority of respondents (80%) in this group indicated that they were satisfied with the length of time it took to get their adaptation done, while 20% indicated that they were unhappy. The social rented team noted that responses to this question highlighted the issue of miscommunication or inaccuracy in recording. Adaptations were recorded as complete however when tenants got in touch via the survey or by a phone call, this proved to be inaccurate. Also one tenant expressed that the time taken was 'extremely long and despite complaints still not satisfied'.

**Grampian:** When asked whether the length of time it took to get the adaptation done was acceptable to them, the majority (67%) answered 'yes', while 33% answered 'no'.

**Tenants First:** Responses to this question were divided, with 48% indicating that the length of time for the adaptation to be done was acceptable, whereas 52% found it to be unacceptable.

**Castlehill:** The majority of respondents (75%) said that they found the length of time to get the adaptation done was acceptable to them, while 25% indicated that it wasn't acceptable.



### Question 3

#### Did your adaptation meet your needs and make things better for you?

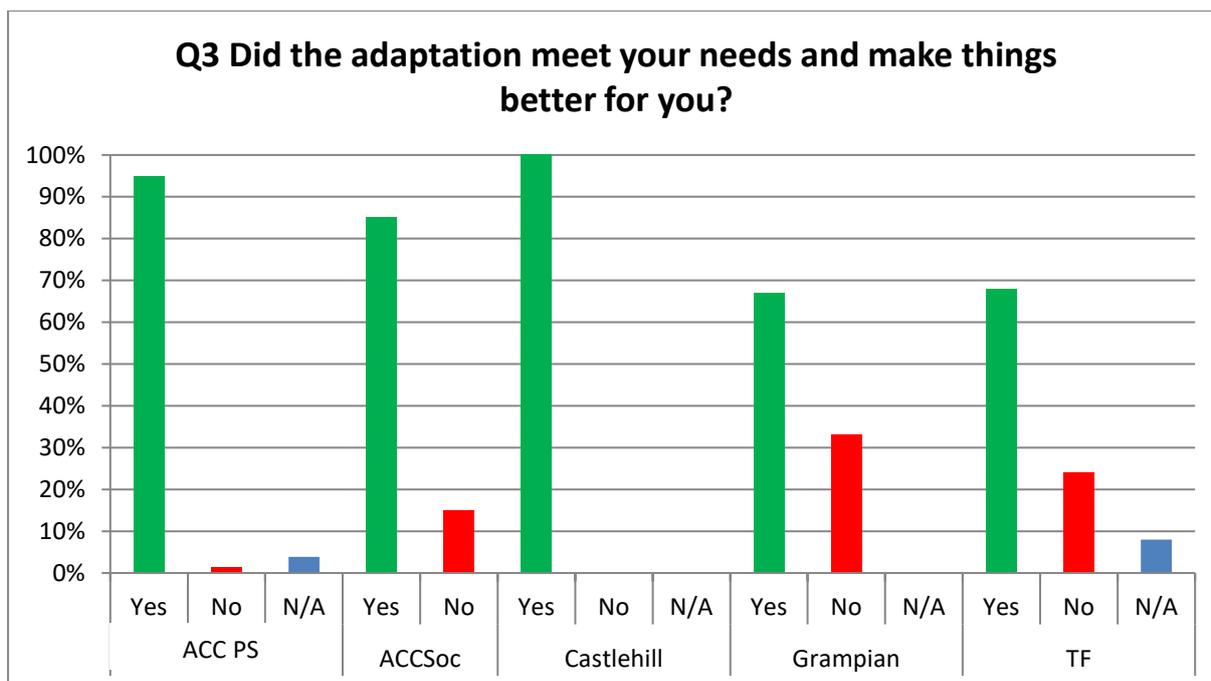
**ACC PS Team:** When asked whether the adaptation met their needs, 95% responded 'yes', 1% responded 'no' and the remaining 4% skipped the question.

**ACC Social Rented:** 85% of respondents indicated that the adaptation did meet their needs, while 15% recorded no.

**Grampian:** 67% of respondents felt that their adaptation met their needs and made things better for them, while 33% did not. This figure can be explained by the low response rate from Grampian tenants and thus should not be overstated.

**Tenants First:** The majority of respondents (68%) agreed that the adaptation met their needs and improved things for them. However, 24% responded 'no' and 8% skipped the question. Comments from respondents indicated, in accordance with respondents with other housing providers who selected "No", that this was mainly down to poor communication in regards to what adaptations were required.

**Castlehill:** 100% of respondents said that their adaptation met their needs and made things better for them.



#### Question 4

#### Were you happy with the service from your housing provider (or the ACC Private Sector team)?

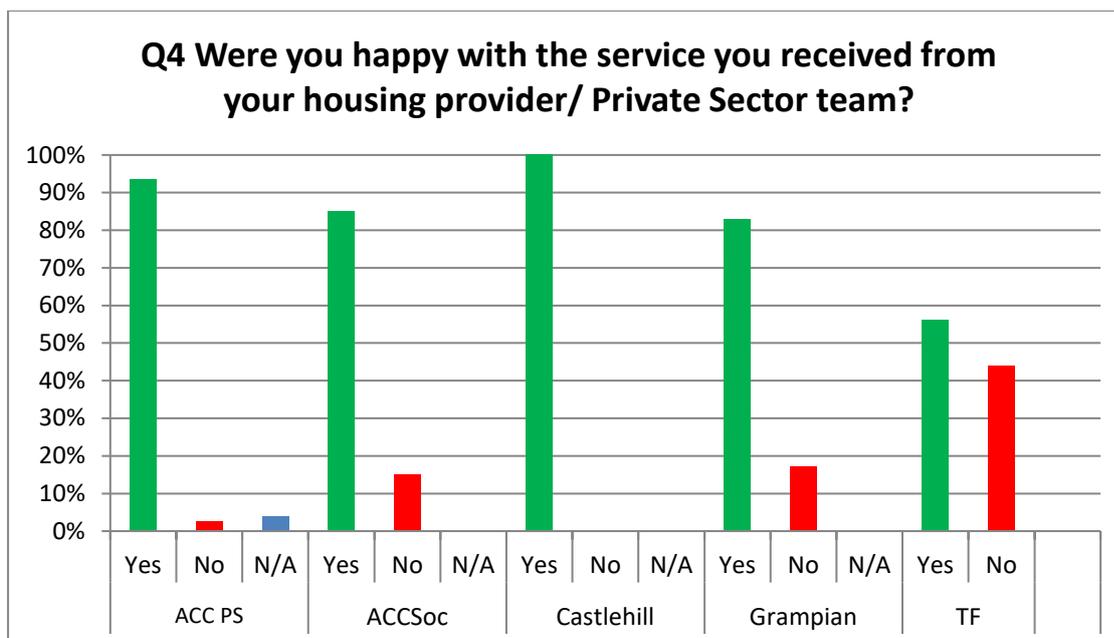
**ACC PS Team:** When asked whether they were happy with the service they received from the Aberdeen City Council private sector team, 94% responded 'yes', 3% responded 'no' and the remaining 4% skipped the question.

**ACC Social Rented:** The majority of the tenants were happy with the service provider with 90% of respondents replying yes. However lack of communication between the tenant and the Council, and no clear structure or first point of contact for tenant's queries was stated by 2 tenants.

**Grampian:** 83% of respondents indicated that they were happy with the service they received from Grampian Housing Association, while 17% were not.

**Tenants First:** There was a small margin between answers to this question. 56% indicated that they were happy with the service they received from their housing provider but 44% indicated that they were not.

**Castlehill:** Again, 100% of respondents indicated that they were happy with the service they received from their housing provider.



### Question 5

**Was there a key person you were in touch with throughout the process? (e.g. occupational therapist, housing officer) If so, what organisation were they from?**

**ACC PS Team:** The overwhelming majority (88%) of respondents stated that the key person they were in touch with throughout the process was their occupational therapist, followed by the ACC Private Sector Team (8%), Care & Repair (5%), GP (4%), or 'other' (10%).

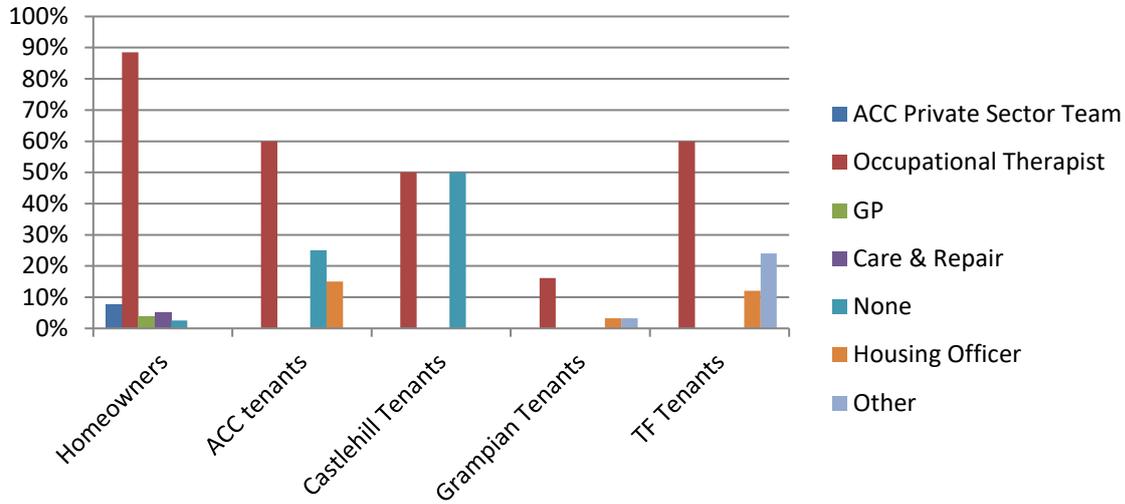
**ACC Social Rented:** 17 respondents answered this question, from which at least 12 listed their occupational therapist as being their main point of contact. The OTs varied from either from the Bon Accord Care Team, Environmental Health team or Learning Disability team. It was highlighted that a couple of tenants processes were done through the hospital, i.e. 'Stroke unit', and it is not clear whether communication from a team, or a key person was carried out through the whole process from start to finish.

**Grampian:** Like the other housing providers, most Grampian tenants (83%) named their occupational therapist as the key person they were in touch with throughout the adaptations process, followed by their housing officer (17%).

**Tenants First:** As with other groups, the majority of Tenants First respondents (60%) indicated that their key person throughout the process was their occupational therapist.

**Castlehill:** Only two respondents answered this question and both responded that their occupational therapist was their key person throughout the adaptation process. The other two respondents did not answer this question.

**Q5 Was there a key person you were in touch with throughout the process? If so, what organisation were they from?**



**Conclusion**

This research has shown the diversity of opinion across respondents who have had adaptations done to their homes in the last three years. The responses received indicate that the adaptations process is currently carried out generally well in Aberdeen across most housing providers and the adaptation does improve the client’s ability to remain living safely in their own home. However, a number of responses suggest that improvements can and should be made to the adaptations process.

Several responses indicated a lack of clarity throughout the process in that there needs to be better communication between all involved parties (i.e. housing officer, tradesmen, client, occupational therapist) to ensure speediness and satisfaction, as well as minimising the number of people involved and having a key person that the client can talk through any issues with. The length of the adaptation being installed is a main cause for concern for many clients, with several stating that it took a number of years for the job to be completed or even started. ACC Social in particular appeared to have problems with the recording of jobs on their system and a number of jobs were marked as complete when they were not.

## Recommendations

- **Improved communication** between all parties including service users about what adaptations are required, which will be provided and how they will be installed. This will improve the extent to which adaptations meet service users' need and service users feel in control of the process. Improvements should also be made to the recording systems of individual housing providers.
- A number of comments were made which suggested having **one key person** for service users to deal with would be beneficial. Currently OTs appear to be the central point of contact for most and this may be a natural choice, however if this approach is to be adopted consciously communication with and possibly resourcing of OTs may need to be reconsidered.
- By far the most frequent comments by service users indicated that the **length of time** it had taken for them to get their adaptation was excessive. As such, shortening timescales should be regarded as one of the central aims of improving adaptation processes. It may be useful for agencies to consider where in their pathways delays persist through a case study exercise.