

# Aids and Adaptations Contract Management Performance Flash Report

Project	Aids and Adaptations
Update By	Paul O'Donnell
Covering the period to	24 August 2017 to 14 February 2018
Background information	<p>Anecdotal issues with aids and adaptations were discussed at the HMAB meeting on 24 August 2017. Jaine Cresser reassured the Board that she had recently met with the officers that have taken over this area to review the current status since the service was transferred from Repairs and Voids to the Investment service. A major data cleanse operation was underway with the target to complete by the end of October 2017.</p> <p>Paul O'Donnell, acknowledged and explained issues with staffing and data recording. Paul explained that the aim is to make better use of Northgate to record information and the team will work with Northgate on these improvements.</p>

<p>Achievements this period</p>	<p>A complete data cleanse exercise was undertaken. Records had previously been stored on a number of spreadsheets and within individual paper based files. All data now reconciled with a clear picture of each case stored on one system.</p> <p>The team have worked through cases contacting tenants on an individual basis to discuss their referral and identify whether their needs have changed.</p> <p>A bespoke Northgate IT based system was designed for aids and adaptation cases. This provides staff with a clear and auditable trail of actions for each case. Only new cases received from January 2018 have been inputted into the system, which is being tested by staff over a three month period for suitability/potential adjustments.</p> <p>United Living South (ULS) and FSG Property Services appointed to complete adaptations works on behalf of SBC, replacing Axis whom SBC ended the contract with. ULS will be completing adaptations in conjunction with their internal decent homes project and FSG will complete all other adaptations. Both contracts are currently being mobilised.</p> <p>A permanent member of staff has been appointed, replacing the lead surveyor role for this function which had previously been filled by interim staff. Additional resource (2 X Surveyors) has been allocated on a temporary basis to manage backlog works.</p> <p>There has been a noticeable reduction in aids and adaptation related complaints compared to Q2 (July-Sept) – 29 complaints, which reduced to 13 complaints in Q3 (Oct – Dec).</p>
<p>Actual or potential problems?</p>	<p>As the adaptations team has been working through the backlog of cases they have found that a number of referrals are no longer suitable as residents needs have changed over time. Other issues include residents being previously promised solutions which are not actually viable such as property adaptations which are not possible. In order to resolve these issues, officers have had to request new referrals and redesign solutions.</p> <p>The team are managing a backlog of 351 adaptation cases (at 14/02/18), while also managing new cases as they are received. In order to deal with this additional resource has been temporarily allocated to the team to manage the backlog cases and new cases as discreet projects.</p>

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Any changes that need to be made to original plans / timescale?

The Northgate IT system is being tested and will need some refinements following a three month test period commencing Jan 2018. Further testing of any refinements over a similar period will also be undertaken before signing the system off as suitable.

Backlog cases will be managed on a priority order basis over the next 12 months.