

## EAST AYRSHIRE COUNCIL

HOUSING COMMITTEE : 7 NOVEMBER 2001

### ADAPTATION SERVICE: PROGRESS REPORT

#### Report by Director of Educational and Social Services and Director of Homes and Technical Services

#### 1. PURPOSE

- 1.1 To advise Committee of progress to date in relation to the consolidated adaptation service and to advise of the current position.

#### 2. BACKGROUND

- 2.1 A special meeting of the Policy and Resources Committee on 24<sup>th</sup> November 1998 considered a member officer group report on the Adaptation Service.
- 2.2 The Policy and Resources Committee approved the restructuring of the service, which consolidated all operational arrangements for the service within the Social Work Department.
- 2.3 Two manual grade staff transferred from the Commercial Operations Department to the Social Work Department to undertake revised minor installation work such as internal grab rails and additional banisters. Dedicated administration staff were also appointed to provide support to service users and staff in providing an effective service.

#### 3. WORK UNDERTAKEN 2000/01

- 3.1 Table 1 details the adaptations work undertaken throughout the year 1<sup>st</sup> April 2000 – 31<sup>st</sup> March 2001.

**Table 1**

Adaptations Ordered		Cost
Showers	316	£566,716.15
Ramps	70	£108,139.50
Handrails	359	£56,192.26
Stairlifts	104	£143,288.05
Misc	142	£54,848.32
Staffing		£70,815.54
TOTAL	991	£999,999.82

- 3.2 The two technicians appointed to work within the Adaptation Service together with the existing technical staff undertook the following jobs, as detailed in Table 2 between 1<sup>st</sup> April 2000 – 31<sup>st</sup> March 2001. Of these 4422 jobs, 244 were to facilitate hospital discharge, 514 jobs were for individuals at risk.

**Table 2**

<b>Activities</b>	<b>Numbers</b>
Grabrails	1318
Bannisters	972
Chair Raisers	292
Bath Lifts	402
Mattress Variator	12
Uplifts & Deliveries	794
Devon Rails	16
Misc. e.g. toilet aids	616
<b>TOTAL</b>	<b>4422</b>

- 3.3 Service user feedback on the service delivery has highlighted a satisfaction level of 88%. At the time of the service re-configuration, service user complaints and enquiries were in the region of 300 per week. There has since been an overwhelming reduction in complaints and enquiries from individuals awaiting service provision.
- 3.4 Since 1998, the Adaptations Service budget has continued to be set at £1 million. However, to address the increasing demand for the service and to reduce the length of waiting times for individuals who require a service, the Social Work Dept contributed an additional £127,963.00 from a range of one off monies made available to the Department in 2000/2001. In addition, a further £195,000 was also expended on equipment provision from a range of sources. Table 3 highlights the amount of additional resources and the source of funding.

**Table 3 – Allocation & Budget Source - Adaptations**

<b>ADDITIONAL FUNDING – ADAPTATIONS</b>	
<b>ALLOCATION</b>	<b>BUDGET SOURCE</b>
£ 25,000.00	Joint Funding (Primary Trust)
£ 97,963.00	Scottish Executive
£ 5,000.00	Ballochmyle Resource Transfer
<b>£ 127,963.00</b>	<b>TOTAL</b>
<b>ADDITIONAL FUNDING – EQUIPMENT</b>	
£ 25,000.00	Joint Funding (Primary Trust)
£ 134,000.00	Locality Budgets
£ 16,000.00	Scottish Executive
£ 15,000.00	Integrated Care Monies
£ 5,000.00	Ballochmyle Resource Transfer
<b>£ 195,000.00</b>	<b>TOTAL</b>
<b>£ 322,963.00</b>	<b>GRAND TOTAL</b>

### 3.5 HOME IMPROVEMENT

- (i) East Ayrshire Council's Homes & Technical Services Department undertakes the administration of the Home Improvement Grants Service. Close liaison arrangements

between the Grants Officer and the Occupational Therapy staff responsible for assessing need are well established.

- (ii) Home Improvement Grants (HIG) are a statutory form of grant assistance provided by the Local Authority to home owners in terms of the Housing (Scotland) Act 1987. Certain forms of grant assistance such as the replacement of standard amenities to meet the needs of disabled persons are mandatory with other forms of grant assistance being discretionary.
- (iii) Table 4 highlights the number of service users who have received a Home Improvement Grant and the funding allocated.

**Table 4**

<b>Home Improvement Grants – Activity 1<sup>st</sup> April 2000 – 31<sup>st</sup> March 2001</b>	
Number of Service Users	106
Funding allocated to HIG	£270,561.60

### **3.6 CONTRACT MONITORING/ADMINISTRATION**

- (i) Within the Adaptations Service a range of contractors deliver the service on behalf of the Council, these are;
  - ◆ Anderson & Innes Ramp Installation
  - ◆ EAC Building & Works Department Shower Installation
  - ◆ EAC Building & Works Department Handrail Installation
  - ◆ Thyssen Accessibility Stairlift Installation
  - ◆ Peter Brown Ltd Stairlift Repair/Maintenance
- (ii) Regular liaison meetings are held with the contractors to monitor the quality of the work and where applicable, programmes of work are set and monitored.

### **3.7 AUDIT**

- (i) In February 2001, East Ayrshire Council's Internal Audit Department undertook an audit of the Adaptations Service Contracts. The report was favourable and highlighted a small range of low to medium priority recommendations, which have now been implemented by the Contract Administrators.
- (ii) As part of the monitoring arrangements, consumer satisfaction checks, are included. This information, together with feedback from the workers reports and the random audit arrangements helps to inform staff of issues relating to service responsiveness, conduct by operatives in service users' homes and the service user's perceptions of the quality of the work.

## **4. CURRENT POSITION**

- 4.1 The Adaptation Service budget for local authority property remains at £1 million for this financial year as agreed in November 1998 when the service was reconfigured. Since

1998, there has been an increase in demand for the service. The Home Improvement Grant budget for home owners has increased from £250,000 in 1999/2000 to £260,000 this financial year.

- 4.2 In 1999/2000, 1440 referrals were received by the Occupational Therapy Service, and 1769 referrals were received in 2000/2001. The nature of the referrals are increasingly more complex as care in the community allows more vulnerable people to remain at home.
- 4.3 The high demand for the service requires that referrals are prioritised as detailed in Appendix 1.

As at 9 October 2001 Category A orders to individuals in local authority tenancies to the value of £752,852.71 have been committed this financial year, and further work to the estimated value of £93,988.00 requires to be ordered.

- 4.4 The prioritisation of referrals has resulted in delaying provision to individuals in local authority tenancies whose needs are of a lower priority as detailed in Appendix 1.

As at 9 October 2001 the waiting list relating to Category B was as follows:

- ? 208 individuals (assessed as a lower priority) were awaiting adaptations provision.
- ? The estimated value of this adaptation work is £194,176.00, with some individuals having waited several months.

- 4.5 Whilst it is evident that the demand for provision continues to rise, it is also recognised that the Council resources the adaptations service (£1,260,000) at a favourable level when compared with other authorities.
- 4.6 Further work is ongoing to refine current eligibility criteria and operational policy to ensure that those in greatest need are given access to available resources.

## **5. FINANCIAL IMPLICATIONS**

- 5.1 Budget responsibility for the service is retained by the Director of Homes and Technical Services. This budget is subject to annual review.
- 5.2 Responsibility for the organisation and administrative arrangements for the delivery and provision of the aids and adaptations service, including responsibility for financial monitoring is retained by the Director of Educational and Social Services.

## **6. LEGAL IMPLICATIONS**

- 6.1 The Council is obliged to administer the Home Improvement Grant Service in terms of the Housing (Scotland) Act 1987.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 The key technician and administrative posts continue to be funded from the Housing Revenue Account (HRA).

## **8. RECOMMENDATIONS**

8.1 Committee is asked to:

- (i) request a joint report by the Directors of Educational and Social Services and Homes and Technical Services on eligibility criteria and revised policy to be submitted May 2002.
- (ii) otherwise note the contents of this report.

**John Mulgrew**  
**Director of Educational and**  
**Social Services**

**James Lavery**  
**Director of Homes and**  
**Technical Services**

**17 October 1001**  
**Enc (2)**

### **LIST OF BACKGROUND PAPERS**

**Nil**

For further information please contact Susan Taylor, Service Unit Manager (Adults), telephone : 01563 576935, or Jackie Donnelly, Principal Officer Community Care, telephone: 01563 576931, Civic Centre, John Dickie Street, Kilmarnock, KA1 1BY.

**IMPLEMENTATION OFFICER: MORVEN GEMMILL**

**Category A**

Work, for individuals in local authority tenancies continues to be ordered and processed on a phased basis. This relates to;

- Service users and/or carers known to be at risk and unable to carry out essential daily living activities.
- Situations where provision would result in immediate reception into care.
- Circumstances where provision is essential in ensuring that an individual be discharged from hospital or residential care.

**Category B**

This work includes:

- Service users who have difficulty with daily living activities, but where there is no significant risk without provision.
- Service users who do not require the adaptation for medical reasons.
- Service users who do not require the adaptations to access additional supports e.g. hospital appointments/day care.

**AGENDA**