

Aids and Adaptations Performance Indicators

In February 2009 new challenging PIs were created to monitor the success of the aids and adaptations scheme. It was agreed that the PIs would be reported to the Community Overview and Scrutiny Committee.

	Ref	Description	Service	What is good performance?	2007/08	Target 2009/10	Target 2010/11	Target 2011/12
*	New	Percentage of minor aids/adaptations completed within 30 days	Housing	Higher is better	New indicator	75%	80%	85%
*	New	Percentage of major aids/adaptations completed within 5 months	Housing	Higher is better	New indicator	75%	80%	85%

The aids and adaptations policy and procedure was reviewed in May/June 2009 to ensure that critical cases were given priority. This resulted in five new categories of aids and adaptations work.

Category of work	Example of works	Target completion time
Minor works / Emergencies	Grab rails, hand rails, lever taps, half step, key safe, shower seat	20 days
Complex minor works (£500-£1,000)	Door entry system, bath/shower mixers taps, small concrete works, small ramps, bath lift, lighting or electrical alteration	60 days
Prioritised major works (>£1,000)	Flush floor shower, over bath shower, ramps with new front door or alternations to threshold, paths, stairlift	5 months
Non-prioritised major works	Any major works assessed as low risk by OT	8 months
Extensions	To accommodate independent living eg ground floor bathroom, bedroom	12 to 18 months

The PIs need to be amended to reflect the new work categories.

	Ref	Description	Service	What is good performance?	2007 /08	Target 2009/10	Target 2010/11	Target 2011/12
*	New	% of minor aids/adaptations completed within 20 days	Housing	Higher is better	New indicator	75%	80%	85%
*	New	% of complex minor aids/adaptations completed within 60 days	Housing	Higher is better	New indicator	75%	80%	85%

	Ref	Description	Service	What is good performance?	2007/08	Target 2009/10	Target 2010/11	Target 2011/12
*	New	% of Prioritised major aids/adaptations completed within 5 months	Housing	Higher is better	New indicator	75%	80%	85%
*	New	% of non-prioritised major aids/adaptations completed within 8 months	Housing	Higher is better	New indicator	75%	80%	85%
*	New	% of extensions for aids/adaptations completed within 12-18 months	Housing	Higher is better	New indicator	75%	80%	85%

The OTs started the new priority system in June 2009. Therefore Quarter 1 statistics will report on the initial two aids and adaptations PIs and the rest of the year will be reported on the new PIs.

Quarter 1 2009/10

	Ref	Description	What is good performance?	2007/08	Q1 09/10	Target 2009/10	Target 2010/11	Target 2011/12
*	New	Percentage of minor aids/adaptations completed within 30 days	Higher is better	New indicator	57.45 %	75%	80%	85%
*	New	Percentage of major aids/adaptations completed within 5 months	Higher is better	New indicator	30.77 %	75%	80%	85%

Note: the low performance major adaptations can be attributed to the lack of funds at the end of the financial year so adaptations are held to new funding in April.

The Sub-Committee are asked to consider which indicators they would like to see included in the performance report, and make recommendations to the main Overview and Scrutiny Committee.

Annalisa Howson
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