

A&A Review Action Plan

'We are in the process of carrying out a comprehensive review of our policies and procedures for processing requests from our residents for disabled aids and adaptations to establish why, on this occasion, we did not adhere to those policies and procedures'.

Waverley accepts that:

- There were significant and unreasonable delays in dealing with an application made by one of our residents for adaptations to meet the needs of his disabled son.
- Our communication with our resident was very poor.

A holding response to the Housing Ombudsman was sent in May 2023 which promised the following, making up the comprehensive Policy and procedure review:

#	Actions	Detail	Responsible Officer	Target Completion
Policy and Procedure Review				
1	Review existing policy	<p>Draft review by A&A Team</p> <p>Policy to be sent to Legal for advice / clarification on statutory and regulatory obligations and relevant legislation.</p> <p>Our inhouse legal team have suggested the finalised policy is sent for checking by a third-party legal expert.</p> <p>What governance route is necessary for policy amendments?</p>	<p>Adrian Bryant, Steph Aves</p> <p>Adrian Bryant</p>	<p>22 May 2023 14 August 2023</p> <p>Submit to legal 14 September 2023</p>
2	Review existing procedure document and reassessing the specified timescales	<p>Draft review by A&A Team</p> <p>Submit procedure to legal</p>	<p>Adrian Bryant, Neil Sawyer and Steph Aves</p> <p>Adrian Bryant</p>	<p>24 August 2023</p> <p>Submit to legal 14 September 2023</p>
3	Developing a clear and robust communications plan to ensure that our tenants are kept regularly updated on the progress of their application for aids and adaptations	<p>This relates to procedure. All correspondence received from tenants must be acknowledged and/or responded to.</p>	<p>Neil Sawyer, Adrian Bryant, HOST</p>	<p>Ongoing & continuous</p>

Consultation and feedback				
4	Undertake survey/ questionnaires /surveys on recent recipients of our A&A Service to gauge satisfaction	Determine how satisfied our tenants are with their recent experiences of the A&A service received	Joseph Warriner	Surveys out w/c 2 October 2023
5	Conducting interviews with residents to gather their feedback on our policy/ consulting tenants panel or customer experience group	Tenant working groups and tenants panel	Joseph Warriner	Report findings to LSAB November 2023
6	Refresher training/ Roll out - ensuring all relevant staff have a thorough knowledge and understanding of our Aids and Adaptations policy and procedure	Once reviewed policy and procedure have been finalised, consult / roll out policy and procedure with all stakeholders: A&A Team, Homechoice, Housing Management, Customer Services, Rents, Planned Works Team, Service Improvement, Housing Development, Voids etc (All in housing)	Matt Alexander, Adrian Bryant	September October 2023 in preparation for winter
7	Social Services Consultation	e.g. what we will and will not carry out and the new maximum spend threshold per referral. This is to ensure Social Services do not over promise schemes to their clients/ our tenants which we simply cannot meet and to manage expectations.	Neil Sawyer, Adrian Bryant	October 2023 in preparation for winter
Public relations – Spreading the word				
8	Promoting the service and updating available information on the Waverley Website	Ensuring tenants are aware of help available as well as what we will/won't provide etc e.g., event days, Homes and People magazine, presenting at Senior Living Schemes, leaflet dropping, could Community Development Officers assist? Etc	Neil Sawyer & Adrian Bryant to review info on website and feedback to Service Improvement to make amendments – link to improved communications plan within procedure doc	End of October 2023

Case monitoring, tracking and performance measures				
9	Create and implement a user-friendly tracker/ IT monitoring system to manage each live case	Short term – the existing excel spreadsheet used for tracking will be improved for officers ease and clarity but review options to switch to using a purpose built MRi Case Management system similar to that used for tracking Damp and mould cases	Adrian Bryant, Deb Holland, Neil Sawyer	Review option of new Case management November 2023
10	Continuously review case volumes and resource needs to ensure a high standard of service is delivered	Set up automated weekly reports pulled from Orchard regarding all Aids or Adaptation jobs raised to the contractor so that progress can be monitored and managed (similar to void reports).	Matt Alexander, Adrian Bryant, Daron Tripp	Ongoing & continuous
11	Improved management oversight and monitoring	Collate monthly performance stats / KPIs to ensure accountability and adherence to policy. These should be monitored in monthly performance reporting at Operational Meetings and Quarterly submissions to O&S committee e.g.: # of panels held and decisions made within the 6 week period, # of 'Medium Adaptations' completed within 3 months of confirming approval (under normal circumstances) etc	Matt Alexander, Adrian Bryant	Ongoing & continuous – monthly reporting