

## **Housing Service: Aids & Adaptations Survey Results - October 2023**

### **Customer Experience Group Findings**

#### **Introduction**

There were 109 Aids and Adaptations works reported completed in the six months from 1 April 2023 to 30 September 2023. This group was contacted either by phone or email to ask for feedback on the works they had in their homes. 13 responded, giving a response rate of around 12%. They completed a survey, the questions of which, along with an overview of their responses are listed below.

A combination of the low response rate and confusion over the meaning of the questions asked means that these results are not statistically robust.

#### **Survey Questions and Responses**

##### **Q1. Overall, how satisfied were you with the aids and adaptation work carried out on your home?**

Seven respondents reported that they were satisfied with the work completed. They commented on the quality of the work, how safe they now felt, and the speed of the work. However, some respondents who were overall very satisfied were unhappy with how long it took and the number of visits, but happy with the work once completed.

Six respondents reported dissatisfaction with the work due to the quality of workmanship and/or contractors generally.

##### **Q2. How satisfied were you with the contact officer that you were assigned during the works?**

This question was interpreted by respondents as contact with the contractors undertaking work. Those who responded were happy with the attitude of people working on their house.

There was dissatisfaction from those who had received no contact from a contact officer or the council generally.

##### **Q3. How satisfied were you with the communication from the council during the works?**

This question ties in with the last one and was similarly misinterpreted. Some respondents felt they had no contact from the council, and some hadn't been informed of contractor appointments.

##### **Q4. How easy was it to report the works that you needed done?**

All respondents found it easy and had no issues with reporting works.

#### **Q5. What has been the impact on your life since having the works completed?**

There were comments on tenant's lives being made easier and safer. Generally, people were happy, but a couple felt the works had either not been fully completed, or not been completed to a high enough standard.

#### **Q6. How could we improve the service that you received?**

Comments for this question suggested better and more frequent communication. In addition, having operatives who were both more competent and more reliable to avoid poor workmanship and delays.

### **Conclusion**

In conclusion, there were no discernible trends from this survey data. However, it was encouraging in the comments of questions five and six to see that Aids and Adaptations have a positive impact on people's lives once completed.

The Group note from the Aids and Adaptations Service review report to LSAB in October that the aids and adaptations policy and process are being updated to improve communications with tenants and the monitoring of works. Therefore, this pilot data can be a soft benchmark to compare with future surveys.

Although statistically unrepresentative the experience of individuals shows the importance of communication and getting it right first time.

### **Recommendations**

The Group requests the Board's view and support for the suggested recommendations.

It is recommended that the housing team:

- use the survey to assess the impact of the new policy and procedure on communications,
- continue to seek tenants feedback following the completion of works,
- should consider ways to increase the response rate,
- refine the survey questions following the initial pilot with the Customer Experience Group,
- consider sending surveys immediately after works have been completed, and
- offer the opportunity to complete the survey by phone or in person.

Increasing the response rate will provide data from a more statistically significant number of tenants. Thus detailing the outcomes of the service and highlighting the key issues and trends to inform continuous service improvement.

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