

Scrutiny Task and Finish Group Recommendations and Management Comments – January 2024

Original Recommendation	Management Comments
1. PFH to regularly promote the offer and impact of the aids and adaptations using case studies in People First and Social Media	<u>Recommendation Accepted</u> PFH will look to promote the service, however needs to be considered inline the budget implications.
2. PFH should have a clear menu of the types of aids and adaptations on offer and how these can benefit residents.	<u>Recommendation Accepted</u> PFH to look to update existing list to make this more user friendly, and to be clear about which adaptation may need supporting information
3. PFH should work with Hull City Council to work collaboratively undertaking roadshows in communal spaces inviting residents to view the different aids & adaptations	<u>Recommendation Accepted</u> PFH previously undertaken sessions with OT's sharing their experience and knowledge on adaptations, and referring to other services. PFH to explore piloting a roadshow with the view to evaluate attendance, outcomes etc
4. PFH to undertake aftercare calls or surveys on aids and adaptations works to demonstrate the impact of the adaptations and create an opportunity to confirm the adaptations is suitable to their needs, to learn from what is working well, and consider other alternatives if it is not meeting the residents needs.	<u>Recommendation Accepted</u> To be built into Housing Management system (Civica) process

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<p>5. PFH should consider offering more options on DFG finishes including tiling, or finish, additional items would be at residents' cost</p>	<p><u>Recommendation Accepted</u> To be considered as part of the wider options that residents have as part of planned works, ensuring this mirrors the alteration request policy. Will consult further with residents to review what controls are put in place</p>
<p>6. Monitor (either through a register or the housing management system) all known residents on the Major Adaptation (DFG) pathway so when PFH receive notification a resident has been successful for DFG funding, PFH can make written contact with the resident on a 6monthly basis to touch base with the resident, and to provide clear information on the process</p>	<p><u>Recommendation Accepted</u> To be built into Civica as a case Process to be developed. Social Value impact to be assessed as part of this work.</p>
<p>7. Using the same monitoring process as above monitor those residents who have either been refused a DFG or PFH haven't heard the outcome so PFH can offer support to residents on their options as per PFH policy</p>	<p><u>Recommendation Accepted</u> To be built into Civica as a case Process to be developed.</p>
<p>8. PFH should consider offering 'more modern' adaptations for residents to meet the cost difference to offer choice</p>	<p><u>Recommendation Accepted</u> To be included in the menu of A&A's</p>
<p>9. PFH should ensure regular staff training is undertaken on aids and adaptations service and policy, this should include active listening around advice and giving options</p>	<p><u>Recommendation Accepted</u> PFH developing a knowledge bank which would support staff in answering queries. PFH to commit to delivering training.</p>

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<p>10. PFH should update the policy and all associated literature to be accurate, clear and consistent messaging for residents</p>	<p><u>Recommendation Accepted</u> Will be undertaken as part of the policy review</p>
<p>11. PFH to create clear information guides of the aids and adaptations service for both minor and major adaptations pathways showing key milestones and next steps</p>	<p><u>Recommendation Accepted</u> To be included in the menu of A&A's</p>
<p>12. PFH to commit to Service Standards for Aids and Adaptations service</p>	<p><u>Recommendation Accepted</u> Will be undertaken as part of the policy review</p>
<p>13. When informing residents how to contact Hull City Council regarding the major adaptation pathway, PFH should ensure residents are being advised of all options to access the service (The Wilson Centre, web enquiry as well as 300300).</p>	<p><u>Recommendation Accepted</u> Internal procedure to be agreed on signposting to HCC for A&A, for this to then be included in the Civica case</p>