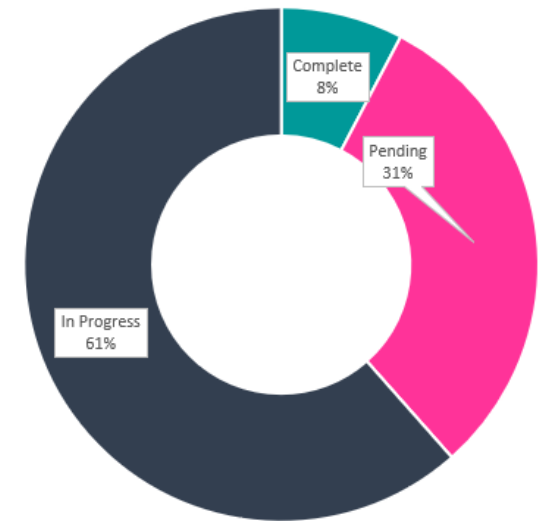


## Scrutiny Recommendations – Aids and Adaptation Review Update – July 2024

### Aids and Adaptations Review Overview

- Aids and Adaptations Scrutiny Review completed December 2023 with board approval March 2024
- 13 Recommendations made and accepted.
- 8% Recommendations completed, 61% recommendations in progress, 31% recommendations pending



Recommendation	Update
A1. PFH to regularly promote the offer and impact of the aids and adaptations using case studies in People First and Social Media	<b><u>Update – July 2024 – In Progress</u></b> Planned article for summer People First, further promotion to be scheduled following the policy review and brochure completion.
A2. PFH should have a clear menu of the types of aids and adaptations on offer and how these can benefit residents.	<b><u>Update – July 2024 – In Progress</u></b> Work commenced on draft brochure
A3. PFH should work with Hull City Council to work collaboratively undertaking roadshows in communal spaces inviting residents to view the different aids & adaptations	<b><u>Update – July 2024 – Pending</u></b> Not yet progressed due to working on other priorities

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<p>A4. 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.</p>	<p><b><u>Update – July 2024 – Pending</u></b>  This recommendation is pending the go-live date of the new housing management system (Civica) estimated October 2024. It is expected this will form part of a secondary phase of implementation to allow time for the core processes to be prioritised.</p>
<p>A5. PFH should consider offering more options on DFG finishes including tiling, or finish, additional items would be at residents’ cost</p>	<p><b><u>Update – July 2024 – In Progress</u></b>  Principles for options to be considered, consultation to be undertaken at Resident Committee once completed.</p>
<p>A6. 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><b><u>Update – July 2024 – Pending</u></b>  This recommendation is pending the go-live date of the new housing management system (Civica) estimated October 2024. It is expected this will form part of a secondary phase of implementation to allow time for the core processes to be prioritised.</p>
<p>A7. 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><b><u>Update – July 2024 – Pending</u></b>  This recommendation is pending the go-live date of the new housing management system (Civica) estimated October 2024. It is expected this will form part of a secondary phase of implementation to allow time for the core processes to be prioritised.</p>

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<p>A8. PFH should consider offering ‘more modern’ adaptations for residents to meet the cost difference to offer choice</p>	<p><b><u>Update – July 2024 – In progress</u></b> To be included as part of the brochure which is currently being drafted.</p>
<p>A9. 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><b><u>Update – July 2024 – In Progress</u></b> Some training delivered since review was completed, however further training to be undertaken following the review of the policy and brochure.</p>
<p>A10. PFH should update the policy and all associated literature to be accurate, clear and consistent messaging for residents</p>	<p><b><u>Update – July 2024 – In Progress</u></b> Policy currently being reviewed inline with scrutiny recommendations and comments, updates to all associated documents will follow.</p>
<p>A11. 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><b><u>Update – July 2024 – In Progress</u></b> Policy and brochure currently being reviewed</p>
<p>A12. PFH to commit to Service Standards for Aids and Adaptations service</p>	<p><b><u>Update – July 2024 – In Progress</u></b> Draft service standards created, these will need further resident consultation</p>

## Scrutiny Recommendations – Aids and Adaptation Review Update – July 2024

A13. 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).

### **Update – July 2024 – Complete**

Customer Service Team ensuring all queries relating to Hull City Council contact have all contact options shared.