



ANGUS HEALTH AND SOCIAL CARE
INTEGRATION JOINT BOARD – 18 APRIL 2018
UPDATE ON HOUSING ADAPTATIONS JOINT WORKING POLICY
INFORMATION REPORT BY VICKY IRONS, CHIEF OFFICER

ABSTRACT

The purpose of this information report is to provide an update on the operation of the Housing Adaptations Joint Working Policy following the first nine months of implementation.

1. RECOMMENDATIONS

It is recommended that the Integration Joint Board:-

- (i) notes the contents of this report including progress in implementing the Housing Adaptations Joint Working Policy and current performance indicators.
- (ii) notes the development of a common Performance Management Framework for adaptations.

2. BACKGROUND

The provision of an efficient adaptations service is crucial to meeting the housing needs of people with medical and support needs, helping people to live independently in their own home and supporting the provision of social care services.

The Housing Adaptations Joint Working Policy was approved by the Communities Committee in February 2017 (Report 87/17 refers) and implemented from 1 April 2017. The Policy sets out the approach to providing an adaptations service which promotes joint working between relevant services and minimises delays by ensuring that staff have appropriate decision-making authority. It sets the foundations for a tenure-neutral adaptations service which ensures that households receive the same level of service regardless of what tenure they live in (i.e. owned property, Angus Council tenancy, or RSL tenancy).

The IJB has delegated authority for adaptation funding for private sector and Council housing. Registered Social Landlords (RSLs) currently receive funding towards adaptations directly from the Scottish Government. The Occupational Therapy service is an important contributor to the operational delivery of the adaptations service and is a delegated function of the IJB. As part of the reporting framework set out in the Policy, it was agreed that information on adaptation funding would be provided six monthly in the first year and annually thereafter.

3. CURRENT POSITION

The Housing Adaptations Joint Working Policy will be reviewed after 12 months; however, feedback from staff suggests that it is operating well. Regular case review meetings are being held in each Community Housing Team area and seven cases have been referred to the Joint Complex Case Panel. The small number of cases being referred to the Panel suggests that the Policy is promoting partnership working between services and therefore staff are able to progress most cases within the Policy guidelines without escalation. For complex cases the Panel is seen to be having a positive impact in enabling decisions to be reached more quickly and in a more joined up and consistent way.

A range of information has been developed to support the major adaptations process across all tenures and align this with the housing options appraisal process. This information is now available on the Angus Council website.

It is recognised that the availability of monitoring information is limited in its scope and tends to be service specific. This presents challenges in monitoring the performance of end-to-end adaptation services as experienced by service users. Data collected for the purposes of monitoring service performance is also output-focused and less likely to lend itself to measuring outcomes. This presents significant challenges in moving towards a more equitable and consistent service across tenures and will continue to be an area of focus for the Panel.

Performance Monitoring

Data gathered by the Occupational Therapy service provides the most consistent picture of performance of the adaptations service across all tenures. The tables below outline the number of adaptations completed in each period and the average length of time taken to complete works by adaptation type and tenure¹.

Table 1: Number of Orders Completed by Tenure and Adaptation Type (April to December 2017 and 2016/17)

Monitoring Period	Angus Council		RSL		Private Sector	
	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17
Major	75	115	18	37	78	117
Minor	329	306	78	109	760	842
Moderate	85	130	29	64	209	266

Table 2: Average Time to Complete Adaptations by Tenure and Adaptation Type (April to December 2017 and 2016/17)

Monitoring Period	Angus Council		RSL		Private Sector	
	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17
Major	160	180	221	223	271	231
Minor	28	28	65	59	19	24
Moderate	60	72	99	107	25	27

Outcomes for Service Users

The Occupational Therapy Service sends questionnaires to a sample of people who have received a service. The questionnaire seeks views on the quality of service delivery and the difference it has made. Ninety responses have been received for the period April to November and feedback shows that overall people are happy with the service received and report it has made a significant difference to them. However, there is a small but consistent number of comments expressing frustration about the length of time it takes for major adaptations to be completed. Around 6% of respondents said there were delays that were not acceptable. At present, it is not possible to analyse the feedback by tenure.

¹ It should be noted that these figures may vary to those reported by individual services due to differences in reporting parameters and methodologies used.

4. FUNDING

Funding of adaptations varies depending on tenure. The provision of moderate and major adaptations in Council properties (as required under the Housing (Scotland) Act 2001) is funded through the Housing Revenue Account (HRA). In 2017/18, a budget of £520,000 was made available for this purpose and is monitored via the HRA Financial Plan.

The provision of major adaptations in the private sector (as required under the Housing (Scotland) Act 2006) is funded through the Scheme of Assistance for this purpose. In 2017/18, a budget of £350,000 was made available and a quarterly budget monitoring report is provided to the Communities Committee (Communities Committee Report 378/17 Schedule 1 refers).

In addition to the capital funding detailed above, grant funding of £414,100 was provided to Angus Care and Repair for the financial year 2017/18 to facilitate moderate and major adaptations for private sector households, and carry out minor adaptations across all tenures. Angus Care and Repair also provide telecare equipment and a home safety service as part of the Service Level Agreement. It is intended that the Care and Repair Service will be retendered during 2018/19.

Funding for adaptations in RSL properties does not fall within the remit of the IJB and spend information is not available.

5. PROPOSALS

From 1 April 2018 it is proposed that a common Performance Monitoring Framework is adopted across all tenures and reported annually to the IJB and Communities Committee. This would be based on the current reporting requirements of the Scottish Housing Regulator, which requires housing providers to report annually on the number of adaptations approved and completed and the average length of time to complete adaptations. This would be broken down by adaptation type and tenure.

From 1 April 2018 it is also proposed that an annual budget monitoring report is provided to the IJB and Communities Committee. This will form part of the wider annual performance report.

The Housing Adaptations Joint Working policy will be reviewed after 12 months of operation. The aim of the review is to evaluate whether the Policy is delivering on its intended outcomes. The review will include discussions with housing and occupational therapy staff on the operation of the Policy and make recommendations for changes as appropriate.

A wider review of the adaptations delivery model(s) is also underway. The review will focus on ensuring that Partners maximise resources while providing efficient and seamless services, which meet the needs of clients, and which are fully equitable across tenures. The review is incorporated within the Angus Council Change Programme.

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