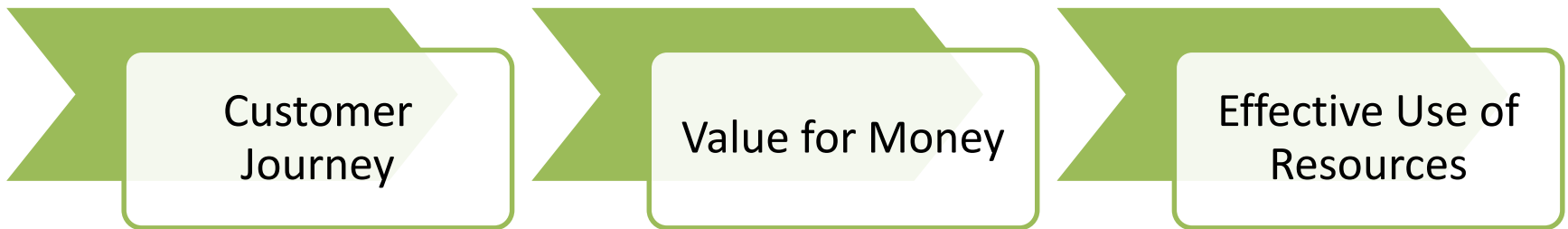


Supporting People to Live Independently in their Own Home

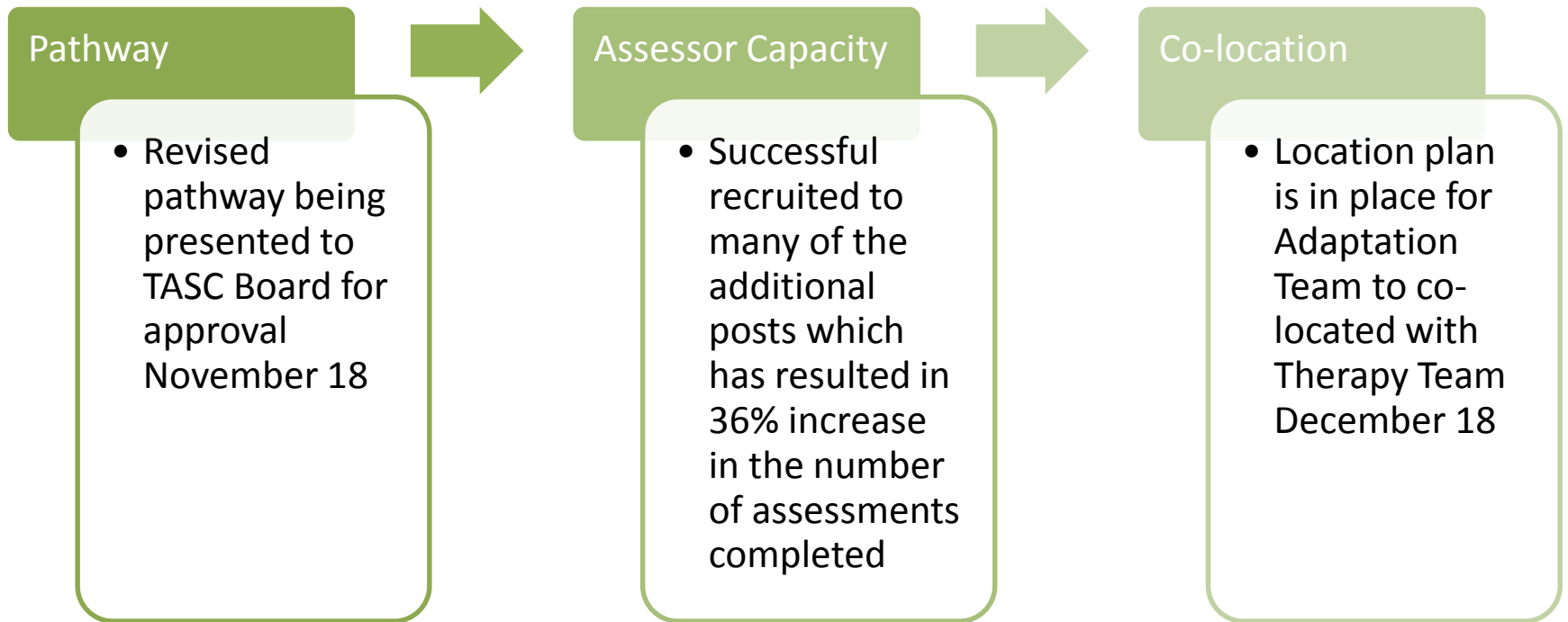


Adaptation Programme – Service Update

The Service has made good progress over the last 6 months in all key areas relating to improving customer experience, ensuring value for money and effective use of resources



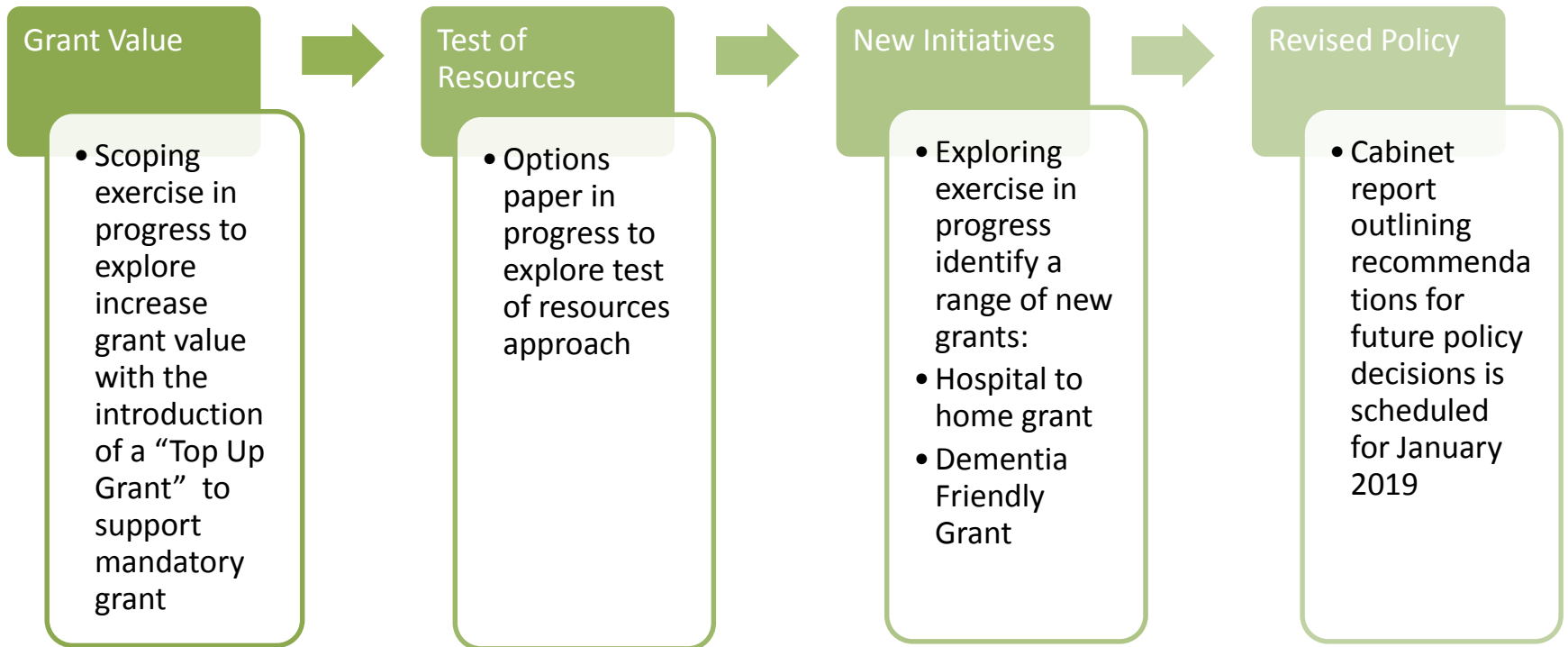
Adaptation Programme - Customer Journey



Adaptation Programme - Value for Money



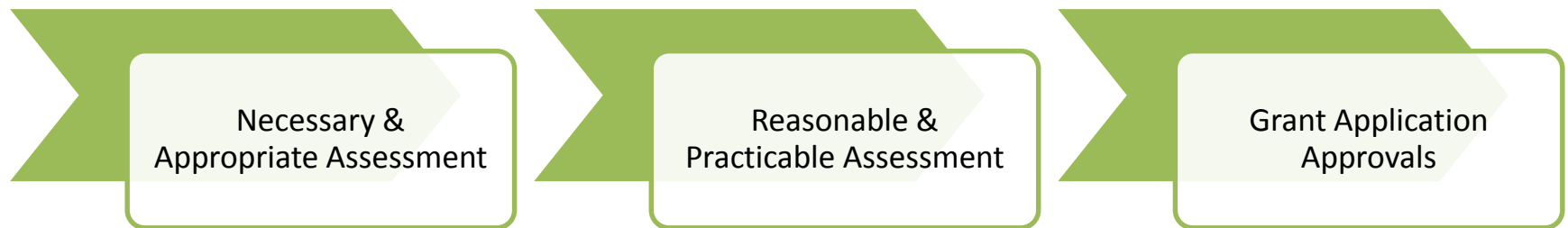
Adaptation Programme - Effective Use of Resources



Adaptation Pathway Data

Necessary and **appropriate** to meet the needs of the disabled person – this test is primarily carried out by the occupational therapists within the **Therapy Team** but recommendations are also received private Occupational Therapists

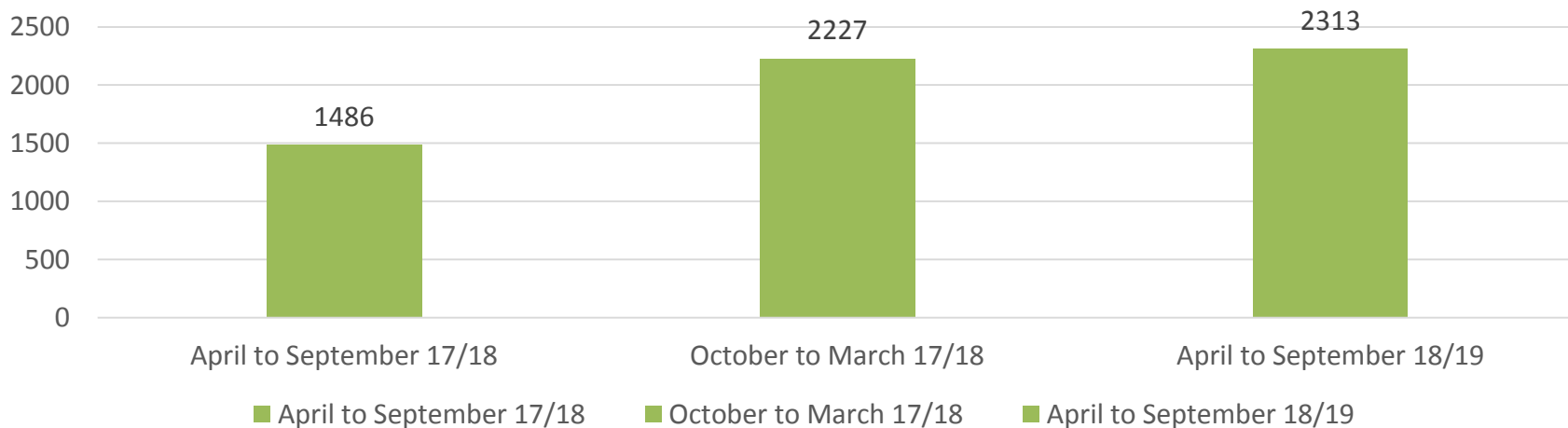
Reasonable and **practicable** depending on the age and condition of the property – this test is carried out by the adaptation technicians within the **Home Improvement Team**



Therapy Service - Assessment Activity

Therapy Service has seen a significant increase in the number of assessment requests. The service have completed 2313 assessments in the past 6 months from April to September 18 compared to 1488 assessments the same period for 2017 showing an increase of 36%

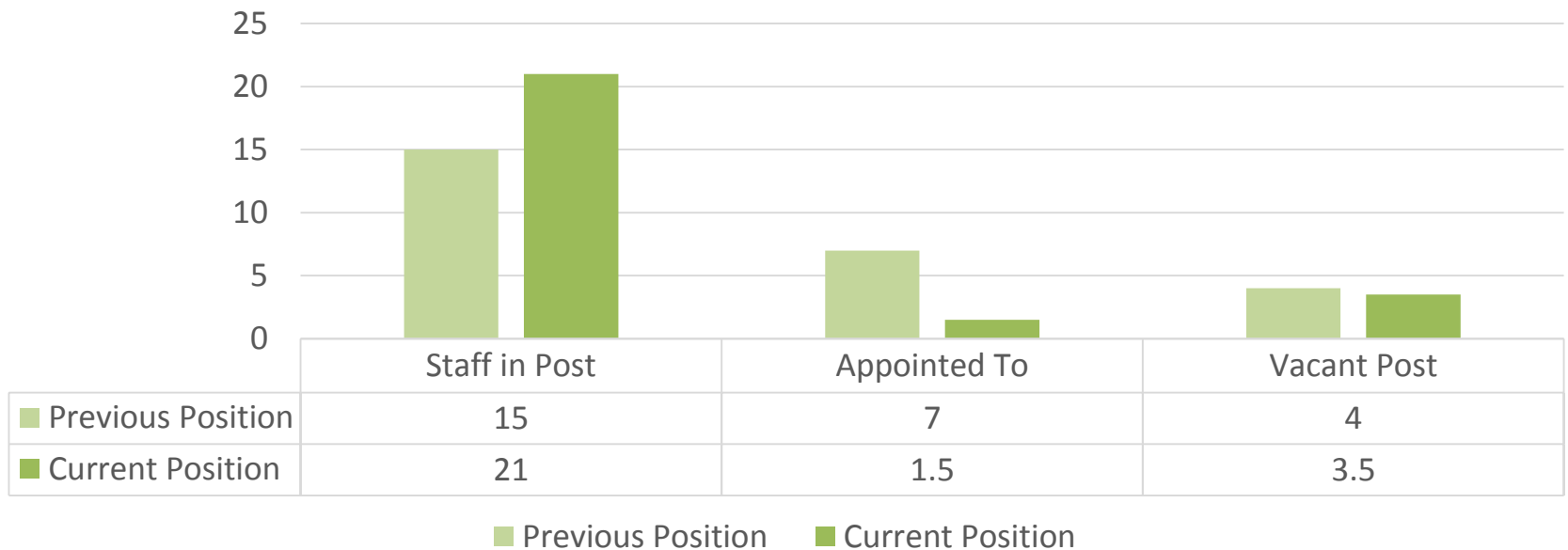
Completed Assessments



Therapy Service - Assessment Capacity

In order to respond to increase in demand team continue to drive a recruitment programme to fill all funded posts at a time when Health Education England have identified a national shortage of therapy posts across the country

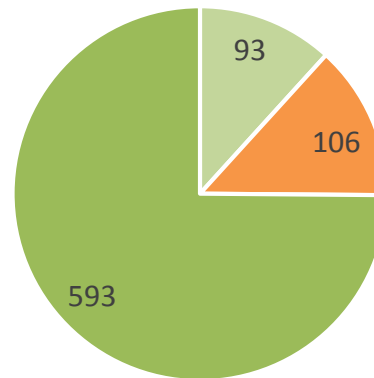
Therapy Staff



Therapy Service - Assessment Types

In order to respond to increase in demand the service have introduced a variety of ways of undertaking equipment assessments and now offer customers assessments within our demonstration flat at the ILC which **increases capacity** and **increases response times**

Types of Assessment



■ Desk Top ■ Demonstration Flat ■ Face to Face

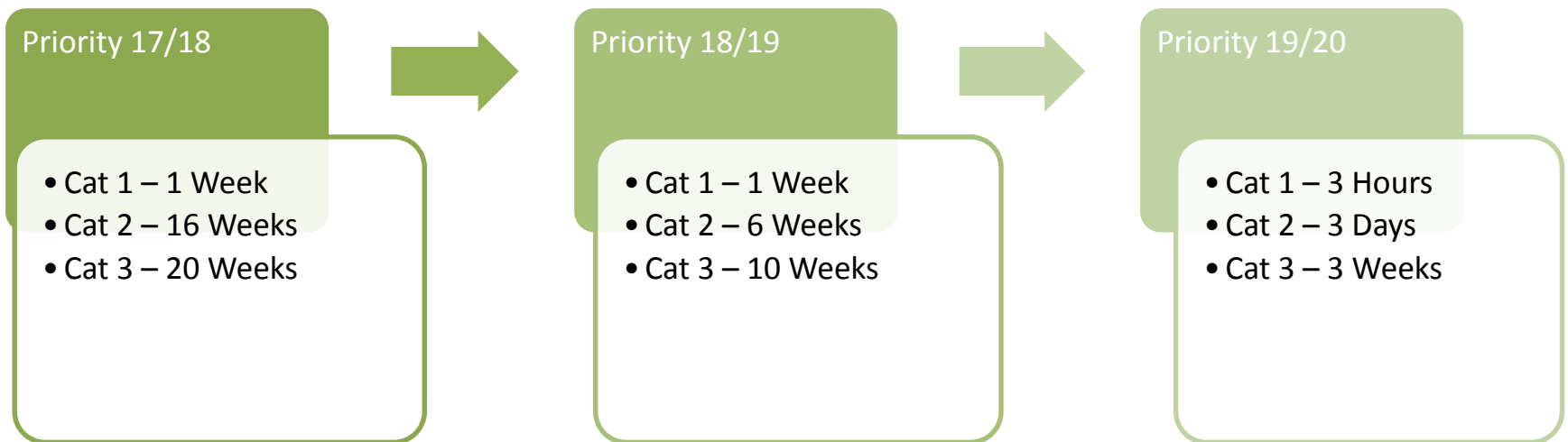


Therapy Service - Assessment Categories

Cat 1 – Emergency provision of adaptation required

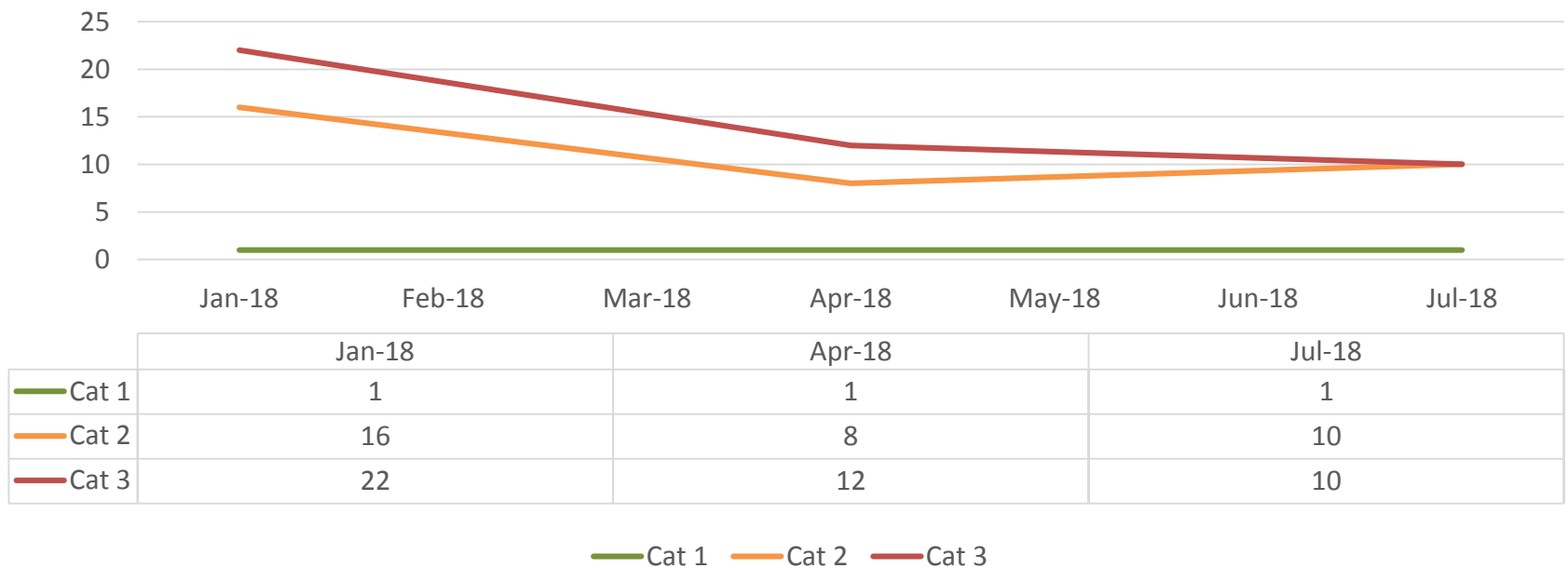
Cat 2 - Urgent provision of adaptation required

Cat 3 – Non-urgent provision where the person’s self-care skills are impaired but alternatives exist or support is available



Therapy Assessment Response Times

OT Assessment



Therapy Service

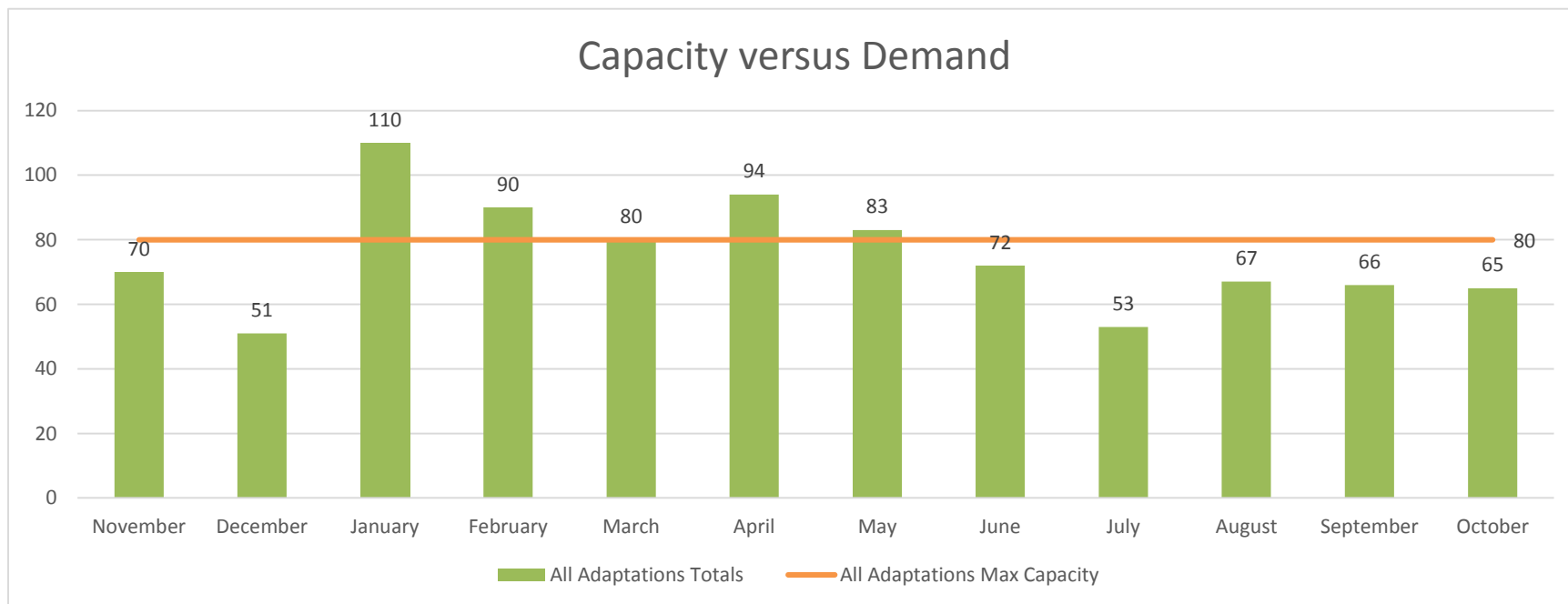
Contingency Plan - Next Steps

- Continue to respond to the increased demand and the national shortage of occupational therapist challenges
- Introduce an assessment approach which gives permission for the local authority to delegate others to undertake assessment activity on their behalf, with the local authority adopting an assurance and sign off approach
- Design a trusted assessor model in relation to equipment pathway which would enable equipment technicians to deliver, fit, demonstrate and observe customers assessed equipment
- Continue to build relationships with partners at Coventry University to increase our Occupational Therapy Student Programme to support the national agenda to address the shortage of therapists and encourage newly qualified therapists to identify a career in social care



Home Improvement Service - Major Adaptation Activity

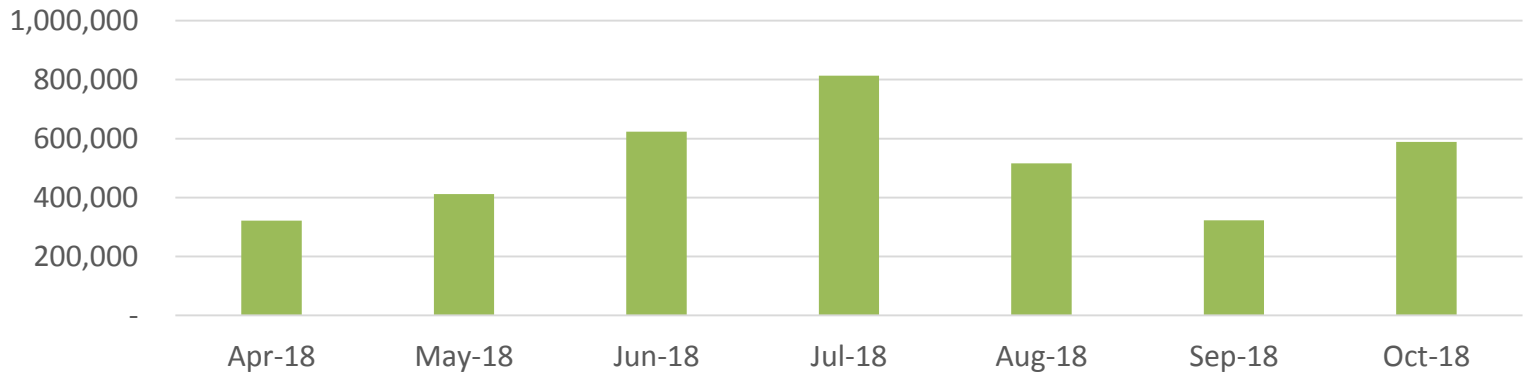
The Home Improvement service has capacity to respond to 980 adaptation requests per year. The service has responded to 901 major adaptation requests in the last 12 months which equates to 92% capacity.



Home Improvement Grant Approval Activity

The Home Improvement service has an allocated budget of £6,041,000 for 18/19 in relation to major adaptation grant applications plus £2,637,000 carried forward from 17/18). From April to October 18 the service has approved grant applications to the value of £3,597,117 which equates to 102% of the allocated budget and 72% of the allocated budget (including carried forward from 17/18) for this period.

Grant Approval Value



| | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|
| ■ Grant Approval Value | 321,756 | 411,750 | 623,292 | 813,443 | 515,713 | 322,854 | 588,310 |

■ Grant Approval Value



Home Improvement Service

Contingency Plan - Next Steps

- The service continues to respond to the challenges it faces in relation to the quality, response times and cost of works and has identified approaches to address the challenges.
- Re-design major adaptation pathway in accordance with new contractor framework performance indicators
- Develop a performance management tool to monitor the quality and response times of new contractor framework
- Amend current policy in order to consider grant values, test of resources and other initiatives

