

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

Agenda Item 48

Brighton & Hove City Council

Subject:	Improving Access to Housing Adaptations		
Date of Meeting:	7 December 2009		
Report of:	Joy Hollister, Director of Adult Social Care and Housing		
Contact Officer:	Martin Reid	Tel	293321
	Email	Martin.reid@brighton-hove.gov.uk	
Key Decision:	No		
Wards Affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 Housing adaptations, the removal of the physical barriers that are created within older and disabled people's homes, are key to delivering independent living and enabling people to have choice and control. National research "Better Outcomes, lower costs" (ODI/University of Bristol, 2007) sets out evidence that timely adaptations and appropriate equipment can produce direct savings to the public purse in terms of reducing residential care, hospital admissions and delayed discharges. The Audit Commission found that a one off investment of £20,000 in adaptations of an older person's home can make savings of £6,000 a year in home care costs.¹
- 1.2 The Housing Adaptations Service delivered over 500 adaptations to Council and private sector homes during 2008/09 within Care Quality Commission (CQC) target times. The service has doubled expenditure on Disabled Facilities Grants (DFGs) over the past three years and has increased investment in adaptations overall through review of the Private Sector Renewal programme and successful bids for additional capital through the BEST partnership. Housing Adaptations Team waiting lists have been cut and better use of existing housing stock and routine consideration of alternative housing options have both become more consistently promoted. In addition, Adult Social Care is meeting performance targets for assessment and delivery of services.
- 1.3 However, there remains concern that while Adult Social Care (ASC) meet their current performance targets and the Housing Adaptations Team meet CQC targets for major adaptations, cases can take too long to get to the Housing Service. Current figures indicate that 43% of Housing Adaptations OT cases have been with the council for over 6 months before they get to the Housing OT team. Accessing services can be a disjointed and fragmented experience for the customer with services being split across different sites and service areas

¹ Audit Commission (2009) 'Building Better Lives – getting the best from strategic housing'

and the number of 'hand off's' within the process prior to delivery of the actual adaptations are too many. There is also a need to continue to ensure that our limited resources are being used effectively in the face of rising demand, increasing complexity of cases and potential reductions in capital funding, so that disabled people get the services they need.

1.4 This paper outlines proposals which aim to:

- Promote a more preventative approach through a single point of access in Housing Strategy to enable customers to maximise their independence and quality of life through a range of housing options that includes, but is not limited to, a request for and provision of adaptations. Early intervention, and a tenure based response, will help prevent cases going into Community Care Assessment where the need for adaptations to the physical environment is the only issue and could be dealt with by re-housing the household for example.
- Promote a preventative approach and early intervention through the development of trained Trusted Assessors within Housing.
- Promote a more proactive approach to procurement by working closely with housing management and Mears to bring more council homes up to Lifetime Homes and wheelchair accessible standard through the best use of mainstream capital budgets.
- Where cases do go through Community Care Assessment and the need for an adaptation is identified, to develop a 'whole systems approach' to delivery of that major adaptation as quickly as possible by fully integrating the assessment, recommendation and delivery of all major adaptations (those over £1,000) within the existing Housing Adaptations Team in Housing Strategy Division to ensure better, clearer and quicker delivery. Adult Social Care and the Integrated Community Equipment Service would continue to deliver minor adaptations in the private sector.

1.5 The proposal is framed by the need to:

- Reduce inequality
- Improve customer satisfaction
- Speed up the delivery of major adaptations and bring forward the consideration of alternative housing options
- Simplify the service provision
- Deliver value for money in the use of staff resources
- Deliver value for money in the use of housing resources and of capital budgets
- Improve customer information and involvement

2. RECOMMENDATIONS:

That the Housing Management Consultative Committee recommends to the Cabinet Member for Housing:

- (1) That the Council moves towards a preventative approach to managing major adaptations demand proactively rather than as a response to a request for a Community Care Assessment.

- (2) That the council improves and simplifies the assessment and delivery of major adaptations (over £1,000) by focusing all assessment, recommendation and service delivery of major adaptations within the Housing Adaptations Service.
- (3) That capital and staff resources are realigned to this effect (as outlined in 3.11 below).

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

Drivers for Change

3.1 Customer/population

Brighton and Hove is recognised for having higher levels of physical disability in its general population than the national average. Housing problems are compounded by much of the City being hilly preventing full wheelchair access. Many homes were built in the 19th Century and subsequently converted into flats, often with small rooms and narrow stairways making accessibility and adaptation difficult.

Projections show a rising demand for housing adaptations in the City. Key areas include:

- General growth in the number of households in the City.
- An ageing population, in particular, a projected growth of more vulnerable older households in the City.
- Applicants with disabilities, in particular children, are living longer and displaying more complex needs.
- More people requiring adaptations remaining at home rather than in residential care settings.

The 2005 Housing Needs Survey found that 19.8% of households in the City contain somebody with a long term illness or disability (around 22,362 households).

The largest group affected by a named support need were those with a walking difficulty but who did not use a wheelchair, representing 52.3% of those with a support need. 8.1% of all households reported that they contained a member who was a wheelchair user, suggesting 1,765 households in the City as a whole.

There is a projected 15% increase in the retired population and 60% in the over 80 year old population up to 2026. Over a quarter of all people with a disability are over 75 and over half have a walking difficulty with likely requirements for adaptations.

The Private Sector Housing Stock Condition Survey (2008) estimated that there is a need for around 916 Major Adaptations each year in the Private Sector. Currently around 124 Adaptations are completed each year.

There is a disproportionate impact on social housing occupiers. The Council rented sector has over double the average of households and people with a disability when compared with other main tenures in the City. 35% of those currently on the Housing Adaptations Occupational Therapy Team (HAOT) waiting list are Council Tenants. A further 14% are Housing Association Tenants.

Social Housing tenants make up a total of 49% of the current HAOT waiting list. Social Housing stock in Brighton & Hove represents only around 15% of the city's housing.

3.2 Financial

Local Authorities have a statutory duty under the Community Care Act to assess and meet people's needs which may include the need for an adaptation or move to suitable housing. Local Authorities have a statutory duty under the 1970 Chronically Sick & Disabled Persons Act and the 1996 Housing Grants Construction & Regeneration Act to meet the adaptations needs of disabled people. Rising costs and increasing demand and complexity of cases has put pressure on the adaptations service in Brighton & Hove along with other Local Authorities in the country.

Unit costs have risen for adaption in recent years, partly because of the rise in equipment costs, such as tracking hoists, and level access showers. Brighton & Hove also has an older housing stock, much of it is more difficult to adapt than newer homes.

Current budgets for major housing adaptations are £1.1m per year towards Disabled Facilities Grants for private tenants and homeowners and £750,000 for adaptations for Council Tenants. There is clearly pressure on the Council to ensure that the limited resources to deal with Housing Adaptations are focused on meeting need in the most efficient and effective way.

Housing capital budgets, in particular related to adaptations capital supported by private sector renewal funding, are likely to be under significant pressure over coming years in light of the prevailing economic situation.

3.3 Efficiency and Value For Money

To ensure value for money and best use of resources we already seek to make best use of existing resources through:

- Promoting early discussion of both social and private sector housing options in Housing Strategy to encourage consideration of a move to more appropriate housing as an alternative to disruption and cost of major adaptations.
- Making the case for proactively funding adaptations to existing homes through use of mainstream Council procurement programmes and additional / alternative private sector renewal capital in addition to existing funding routes.
- On-going development of our accessible housing register, continuing to fund an Accessible Housing Officer to identify and make best use of existing adapted and accessible Council and Housing Association housing stock in the City targeted at those who need it.

- Commissioning more wheelchair adapted housing from our RSL partners, of 232 affordable homes developed last year 16% were fully wheelchair adapted.
- Best use of new build adapted housing opportunities through proactive involvement in development and implementation of the City Council's Planning Advice Note – Lifetime Homes & Accessible Housing (PAN 03).
- Entering into new build nominations agreements with Registered Social Landlords (RSLs) to allow for early letting and finalisation of adapted homes to meet individual client needs.
- Revising the Private Sector Renewal Strategy to allow for renewal assistance to private landlords who procure, adapt and lease properties to the Council to help meet the need for adapted homes.
- Exploring options for private owners to be offered loans to assist moves to more suitable accommodation as an alternative to grant aiding adaptations to unsuitable properties.
- Seeking to maximise funding available for adaptations. In particular increased capital funding through the BEST private sector renewal programme that has allowed the Council to double Disabled Facilities Assistance threshold from £25,000 to £50,000 for eligible households.

In a situation of growing demand and growing unit costs, it is essential that we continue to manage resources as wisely as possible, ensuring what is provided represents good value, is needed and used.

While current performance targets are being met in Adult Social care & Housing, the Housing Adaptations service continues to be under pressure to reduce waiting times for assessments and completion, which means processing applications as soon as possible. This can stimulate a growth in demand, which in turn can put more pressure on budgets, and means that protracted waiting times still occur but in a different point in the process.

Better use of resources has impacts on wider health and social care budgets, as well as improving outcomes for individuals. The Audit Commission² in a wide-ranging study found that adaptations can be a necessary part of continuing care and community care and often provides a better solution than other forms of (more costly) care. The Audit Commission found that a one off investment of £20,000 in adaptations of an older person's home can make savings of £6,000 a year in home care costs.

While cases are delayed within the assessment process this takes up both home care resources and staffing resources both in Adult Social Care and Housing to manage the caseload. Improving waiting times for our customers, not only improves quality of life and promotes independence for that service users, but also means that we can realise the benefits of the adaptation sooner.

² Audit Commission (2009) 'Building Better Lives – getting the best from strategic housing'

3.4 Local and neighbourhood priorities

One of the City Council's five corporate priorities is: Reducing Inequality by increasing opportunity. The Corporate Plan lists independent living as a key issue to be addressed under this priority, "Help more vulnerable adults and older people to live in their own homes".

Improving the disabled adaptation services will make a significant and positive contribution to addressing this priority.

Adaptations also deliver on a number of key strategic objectives including the overarching housing strategy objective: "Enabling healthy homes, healthy lives and a healthy City that reduces inequality and offers independence, choice and a high quality of life.

The current service

3.5 Adult Social Care & Adaptations

Everyone approaching ASC will receive advice, information and signposting and in 90% of cases their needs will be met at this stage. The Access Point are starting to be able to identify people who may require a major adaptation or advice on Homemove and Housing Options however there is no clear pathway from Access point to direct people to appropriate advice and support in respect of housing. If people's assessed needs can not be met at Access Point then they would be referred to Community Solutions; a new team that includes Occupational Therapists and Care Managers who would work with people for up to six weeks to maximise their independence. It is often at this stage where daily living equipment can't meet someone's needs and the provision of an adaptation such as a level access shower would provide the most cost effective way of meeting someone's needs. At this point a referral would be made to the Best Practice panel which is attended by staff from ASC and Housing with a recommendation for an adaptation. Occupational Therapists also work in the assessment teams in ASC and may be working with people with complex and deteriorating long term conditions and as part of their work may identify that an Adaptation may be needed- again a referral would be made to the Best Practice Panel.

When this assessment is carried out, and a major adaptation (over £1000) is required, a decision is made as to whether this is 'non-complex' adaptation, for example a straight forward stairlift. If a non-complex case the recommendation will usually be completed by an Adult Social Care OT, with the case then transferred to Housing Adaptations to monitor. If the case is complex, or if 2 or more major adaptations are required, the case is referred to Housing Adaptations.

Some cases are referred directly to Housing Adaptations from the Access Point, for example where a Health OT has completed an initial assessment, and it is clear that there are outstanding major adaptations needed. Cases

may also be referred directly to Housing Adaptations from OTs in the Children and Young Peoples Trust and from the Learning Disabilities Team

3.6 **Adult Social Care adaptations budgets**

£414k from 08/09 is currently used to support major and minor adaptations made up of £150k from Department of Health, £195K revenue contribution to capital from physical disabilities budget and £68k carried forward from last year.

As described in 3.5 above, when a Community Care Assessment has identified the need for an adaptation, there are also Occupational Therapist and Occupations Therapy Assistant resources in ASC which undertake some assessment, recommendation and specification of more standard (rather than complex or multiple) major adaptations. This work is monitored by Housing Adaptations Team who where necessary also provide training, support and joint visits.

3.7 **Adult Social Care interface:**

In November 2009 there were 463 people waiting for an assessment by the Adult Social Care OT Assessment Team. On past experience, at least 30% of these will require major adaptations, and be referred to the Housing OT Team.

The table below shows the time it has taken from first contact with the Council to referral to the Housing Adaptations Team for those on the current HAOT waiting list, a fifth of whom have been waiting between 10 and 24 months. In some cases services such as ASC may work with people for some time before they are referred to Housing, for example, where some-one has a deteriorating condition and equipment or re-abling care is tried out first.

Time from first contact with the Council to referral to Housing	Number on waiting list
1 – 3 months	25
4 – 6 months	22
7 – 9 months	19
10 – 12 months	8
12 - 24 months	9

3.8 **Housing Adaptations Team – Private Sector Housing**

Where a Community Care Act assessment identifies a need, adaptations to Council homes and major adaptations to private and housing association homes are assessed, specified and delivered via the integrated Housing

Adaptations Team based within the Housing Strategy Division at Hove Town Hall.

When referred to the adaptations team the applicant is then placed on another waiting list for assessment before any works can be specified. When the applicant is finally seen by an Occupational Therapist, it can become obvious that it would not be reasonable or practical to adapt the home, or that works are not appropriate.

3.9 Housing Adaptations Team Budget

- Council Housing Adaptation: £750K for 400 Adaptations.
- Disabled Facilities Grant and top up : £1.1m for 120 Adaptations.

3.10 Housing Adaptations Team Performance

In November 2009 there were 83 cases waiting to be allocated a Housing OT. The majority (77%) are waiting for level access showers, and a third are council tenants.

The average length of time applicants spent waiting for major adaptations from assessment to work beginning was 26.9 weeks against a target of 27 weeks in 2008/9 (Care Quality Commission figures).

Recommendations for Change

3.11 A Single Integrated Housing Adaptations Team with one budget.

As outlined in 1.4 above, the key proposals in this paper include:

- Promote a more preventative approach through a single point of access in Housing Strategy facilitating early exploration of a range of housing options;
- Promote a more proactive approach to procurement of HRA capital works;
- Where cases do go through Community Care Assessment and the need for an adaptation is identified, to develop a 'whole systems approach' to delivery of that major adaptation as quickly as possible.

In order to deliver an identified need for a major adaptation as quickly and simply as possible it is proposed that ASC capital and staff resources currently aligned to assessment, recommendation, and delivery of major adaptations are moved into the Housing Adaptations Team in order to:

- Continue the assessment and specification of the non-complex major adaptations within the Housing Adaptations Service;

- Achieve clarity of ownership and responsibility for assessment recommendation and delivery of all major adaptations within one service area;
- Make best use of existing staff and capital resources by avoiding any duplication of tasks and interface issues and maximising opportunities for shared expertise and more OT focus on prevention and procurement. This includes building capacity to work on the specification and commissioning of alternative housing options and more adapted homes.
- Simplify processes and achieve speedier, more cost effective and more straightforward delivery for customers.

Appropriate consultation will take place with affected employees.

It is currently anticipated that at least 5 relevant ASC staff will be consulted on changing their line management to the proposed expanded team in Housing Strategy.

It is proposed to enhance the existing vacant Team Manager Post in the Housing Occupational Therapy Team to oversee the fully integrated Housing Adaptation Team with responsibility for assessment, specification and delivery of all major adaptations (those over £1,000).

It is proposed to pool budgets in Housing, with the capital budgets currently held within Adult Social Care to 'top up' major adaptations (where Housing Capital budgets are insufficient in terms of means testing) moving within the remit of the new fully integrated Housing Adaptations Team.

It is anticipated that £100k is transferred from the recurrent Adult Social Care adaptations capital budget to the Housing Adaptations Team in order to focus best use of all adaptations capital resources within one team.

Moving appropriate Occupational Therapist and Occupational Therapy Assistant resource currently assessing, recommending and specifying the more straightforward major adaptations within ASC into the fully integrated Housing Adaptations Team is in order to avoid current duplication in resources whereby ASC may assess and specify more standard rather than complex major adaptations but this work is then monitored by the Housing Adaptations Service with the Housing service also providing support, training and undertaking joint visits.

This would enable a move to a 'whole systems' approach to delivery of major adaptations described above to reduce customer handoffs and waiting times. It would also enable the Housing Adaptations Team to release more Senior Occupational Therapist time to work on assisting the development of proactive solutions such as

- Working with Planners on lifetime home solutions
- Working with development partners on the delivery of lifetime homes
- Developing more innovative means of meeting needs with RSL and other landlords/owners.

3.12 Reduce Waiting Lists and Simplify Processes

Where cases do go through Community Care Assessment and the need for an adaptation is identified, a review of the interface between Adult Social Care & Housing Adaptations needs to be undertaken to improve pathways of care. Responsibilities for delivery need to be clearer; all major adaptations need to be referred to Housing Adaptations Service as soon as they are identified. Currently nearly half of all service users have been waiting more than 6 months before they are referred and 10% of all users on the waiting list have been waiting between 1-2 years. This is clearly unacceptable.

There needs to be a move from a reactive management of the waiting list to a more proactive system. Under the current Fair Access to Care model we accept Critical and Substantial Cases. The critical cases will always be dealt with first. This system only works where there is no waiting list. We currently have long waiting times for those with substantial or moderate needs. These cases can often become critical or substantially worsen while the customer waits for an assessment. It is therefore important that we adopt a prevention approach with all customers, much as we did for the homelessness service. This can be achieved through best use of our housing stock and existing housing resources, and proactive investment of lifetime homes.

The number of 'handoffs' in the system need to be reduced. Currently in a third of all cases, a service user can be visited several times by Occupational Therapists in Adult Social Care, before it becomes apparent that a major adaptation is required. The applicant is then referred to the Housing Adaptation Team where they will join a waiting list to be visited again by a Housing Occupational Therapist, before adaptations can be prescribed. The current system has caused unnecessary bottlenecks in the system and dramatically increases waiting times for customers. The processes and procedures required to support this number of 'handoffs' are complete and time consuming. Due to workload capacity pressures in each time some cases are passed back and forth in an effort to determine where the required work should sit. It is recommended that all major adaptations are referred without delay by Adult Social Care to Housing.

A fifth of those on the waiting list for an assessment in the Housing Adaptations Service have been waiting for more than 10 months. Waiting times are important because:

- condition can deteriorate while waiting.
- hospital discharge can be delayed.
- Accidents in the home more likely to happen without adequate adaptations (such as grab rails).
- Excessive waiting times are symptoms of inefficiencies in the system and should be addressed as part of good management.
- Service delays impact on the PCT and council budgets elsewhere.

- Large numbers of complaints which can divert management time.

For major housing adaptations our customers need to be referred to housing without delay. The diagram below shows the proposed customer flow compared to the situation now.

Fig 1. Current Customer Flow



Fig 2. Proposed Simplified Customer



Occupational Therapy Assistants are currently based in Adult Social Care, a proportion of this resource could be better co-located with the Housing Adaptations Occupational Therapy Team, as described in 3.11 above, where they could do standard major adaptation assessments, specification and recommendations, leaving Housing Occupational Therapists to undertake more complex work. This would make a significant difference to the way these services are delivered to disabled people:

- Reduce the amount of customer contact time with the service – one assessment only where possible.
- Clear capacity plan is needed for dealing with the waiting list – set agreed efficiency targets.
- Facilitate the ‘fast-tracking’ of minor council adaptations in partnership with Housing Management through the ‘handyperson in a van’ service, which by-passes the need for an Occupational Therapy assessment. This ensures that the Service User is able to access resources quickly, efficiently and in line with best practice requirements.

3.13 Better Use of Limited Resources

The proposals outlined in this reports achieve better use of resources in the following ways:

- Prevention – an early Housing Options intervention based on tenure to avoid cases going into an expensive and lengthy Community Care Assessment where the household solely requires an adaptation that can be dealt with by re-housing or other housing intervention.
- Proactive procurement – Housing Adaptations Team to liaise with Housing Management and Mears through the Decent Homes Partnering contract to bring more existing Council homes up to lifetime homes / wheelchair standard through mainstream capital budgets. This process reduces the costs in adapting properties for our disabled tenants in the future. This is critical to achieving efficiency savings as a third of those waiting for major adaptations are council tenants.

- Efficient procurement - Earlier referral of major adaptations by ASC, and a larger pooled budget would enable certain types of adaptations to be batched and procured more efficiently. For example for level access showers, for which 77% of the current waiting list requires, can be commissioned together enabling more cost effective delivery. It is recommended that these budgets be financially accountable and managed by the Head Housing Strategy and Private Sector Housing with expenditure to each clearly attributable (to meet financial regulatory requirements).
- Assessment & customer service – fewer ‘hand offs’ and more efficient use of staffing resources dedicated to major adaptations with them all in one team subject to the same management and avoidance of the current situation where there are overlaps, lack of customer clarity on process and one (Housing) team monitors standard adaptations cases assessed and specified by ASC OTs.
- Develop work already underway to commission landlords to lease adapted homes to the Council through the revised Private Housing Renewal Policy.
- Continue to develop efficiencies in adaptations procurement in both private and council sector as identified by Chairman’s Working Group on Adaptations.
- Continue to support work of the dedicated Housing Assessment Officer in Homemove in developing the accessible housing register. This process leads to more appropriate use of our housing stock by matching adapted properties to people who have an identified need (and avoids the need to remove an adaptation and install standard facilities before re-letting). It also speeds up void times, reduces refurbishment costs, and negates the need for many future adaptations.
- Enter into a dialogue with housing associations on who funds both major and minor adaptations for their tenants and how these can be delivered without delays.

3.14 Better Customer Information and Involvement

Proposals include

- Set up users group to consult with on any proposed changes to the service.
- Promote better access to the service.
- Inform customers of waiting times between assessment and completion of works.
- Ensure that the service is an inclusive one for all communities - ensure that equalities data is monitored.
- Develop options advice pack for customers.
- Ensure that monitoring arrangements in future reflect whole service provision – for example the total time taken to provide adaptations from service users first point of contact to adaptation being provided.
- Single point of access in Housing Strategy for information on all the options.
- Clear information on eligibility for Adaptations grants,
- Clear information on the tests that Adaptations apply for grant applicants,
- Clear priority system,
- Clear information on timescales,

- Easy access from ASC at all points of the service into Adaptations Team.
- Clarity about what people can expect,

4. CONSULTATION

- 4.1 Chairman's Tenant Working Group consultation has informed these proposals.
4.2 Appropriate consultation will take place with affected employees.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 The review of the Housing Adaptations service would need to bring together responsibility for major adaptations budgets (capital and revenue) under the Head of Housing Strategy and Private Sector Housing. No extra costs are anticipated from the review but better use of resources and value for money are anticipated with opportunities outlined in the report. It is anticipated that £100k is transferred from the recurrent adult social care adaptations capital budget.

As set out in section 3.3, studies by the Audit Commission indicate that there should be savings within the adult social care community care budget in providing timely adaptations.

Finance Officer Consulted: Neil Smith Date: 24 November 09

Legal Implications:

- 5.2 Local Authorities have a legal responsibility to assist with the provision of adaptations through section 2 of the Chronically Sick & Disabled Persons Act 1970. This responsibility encompasses assessment of service users, recommendation for major adaptations and financial support for these adaptations. The primary source of funding for such adaptations is the mandatory Disabled Facilities Grants (DFGs) which are administered by the Private Sector Housing Team under the Housing Grants, Construction and Regeneration Act 1996. These grants are means tested and are mandatory for adaptations that are assessed as necessary, appropriate, reasonable and practical within the terms of the Act.

Lawyer Consulted: Liz Woodley

Date: 20/11/09

Equalities Implications:

- 5.3 As a result of the work outlined above we have sought to raise awareness and address the needs and issues faced by disabled applicants for housing and adaptations assistance from the Council. We have sought to improve the use of resources to better meet the needs of people with physical disabilities.

A full equalities impact assessment will be carried out prior to implementation

Sustainability Implications:

- 5.4 Housing is one of the key objectives in the Council's sustainability strategy which aims 'to ensure that everyone has access to decent affordable housing that meets their needs'.

The developments outlined in this report seek to make the best use of existing housing and budget resources. Further sustainability implications will be kept under review.

Crime & Disorder Implications:

- 5.5 There are no direct implications arising from this report.

Risk and Opportunity Management Implications:

- 5.6 Policy development in this area is undertaken with due regard to appropriate risk assessment requirements.

Corporate / Citywide Implications:

- 5.7 One of the City Council's five corporate priorities is: Reducing Inequality by increasing opportunity. The Corporate Plan lists independent living as a key issue to be addressed under this priority, "Help more vulnerable adults and older people to live in their own homes".

Assisting disabled people to remain independent in their own home by improving the disabled adaptation services will make a significant and positive contribution to addressing this priority

These proposals will also assist the City Council to achieve its corporate priority of 'Better Use of Public Money'.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 The option to do nothing and keep things as they are has been considered. However this would not achieve reductions in waiting times or efficiencies in the system that are required.

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 To ensure that we deliver major housing adaptations to our disabled customers in a timely and cost effective way

SUPPORTING DOCUMENTATION

Appendices: None