

**Home Adaptations Improvement Action Plan - September 2013 :
Update January '14**

Aim: improve the time taken to deliver DFGs and minor adaptations in Flintshire

	Objective	When	Comments/Update	Evaluation
1	<p>Manage initial demand on OT services</p> <p>Reduce minor adaptations going to OT intake team by ensuring requests for basic adaptations go directly to Housing Adaptations Team.</p>	Jan 2014	<p>Pilot for 3 months initially.</p> <p>May require small amount of training for area housing staff.</p>	Numbers & type Housing send out customer satisfaction questionnaire
2	<p>Reducing delays for service user</p> <p>Surveyors have full responsibility for schedule of works. These do not require sign off by OTs prior to being passed to contractor.</p>	Jan 2014	Schedule of works will be passed to OTs but process will not stop while waiting for OT sign off.	Collection of feedback / calls to OT

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3	<p>Manage OT workload by reducing duplication and unnecessary tasks</p> <p>Responsibility for major housing adaptations (DFG's) to pass to housing once OT recommendations has been made.</p>	1 st Feb	<p>Letter to be sent to service users stating from this point onwards their communication should be directed to Housing colleagues.</p> <p>System to be employed to ensure cases acted on to allow for Duty of Care for service users.</p>	<p>Reduction in % of Joint Visits</p> <p>Calls to OT to be monitored when case transferred to housing</p>
4	<p>Managing workloads by reducing unnecessary tasks.</p> <p>OTs do not go on 'routine' Joint Visits with stair lift providers.</p> <p>Surveyors do not go on routine stair lift cases.</p>	Feb 2014	Stair lift providers have proven themselves as reliable and trustworthy partners	Reduction in Joint Visits
5	More robust management of tendering and contracts.	End of Dec 2013	May require increase in contractors	Number of starts within 28 days
6	<p>To stop faxing Adaptation Recommendation Forms to Housing colleagues and secure personal data</p> <p>Provide limited access to Housing colleagues on Paris through 'share functionality'.</p>	Start 1 st Feb	<p>Eliminates need for printing /faxing will save resources, paper, ink etc.</p> <p>Minimal training/guidance required.</p>	

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7	Targeting resources where they can produce most benefit – amend the Occupational Therapy Policy and Guidance	March 2014	WCBC have almost completed this work, consider how we can share this substantial piece of written work.	
8	Reduce delay. Speed up process by embedding policy on 'Adaptation of family houses & upper floor flats'	March 2014		<p>Number of successful & unsuccessful challenges</p> <p>Eliminate delays</p> <p>Regular meetings/feedback from practitioners</p>