

# Delivery of Adaptations in Bristol

ADAVIV International Seminar

San Sebastian, May 9<sup>th</sup> 2010

Martin Hodges

Bristol City Council

[martin.hodges@bristol.gov.uk](mailto:martin.hodges@bristol.gov.uk)



# Aims of Presentation

Key facts about Bristol

Eligibility for Assistance

How the service is organised and resourced

How the process works

Demand / Outputs / Outcomes / Unit Costs

Use of Contractors / Types of Work

Current and Future Challenges

# Images of Bristol (1)



# Images of Bristol (2)



# Images of Bristol (3)



# Images of Bristol (4)



# Images of Bristol (5)



# Images of Bristol (6)





# The City and County of Bristol

Population - 426,100

Regional Capital – relatively prosperous

Centre for financial, engineering and service sectors

Health inequalities exist between areas

Good quality open spaces



# Housing in Bristol (1)

Approximately 175,000 dwellings in total

64% owner occupied

18% owned / managed by city council

4% owned/ managed by housing associations

12% rented from individual landlords

2% rented as part of employment

## Housing in Bristol (2)

26% of non-council stock built pre 1919

Relatively expensive to buy compared to incomes

60% dwellings terraced houses

22% semi detached houses

Few single storey houses

14% purpose built or converted flats

# Housing in Bristol (3)

Social Housing

Very high demand

Majority of council owned stock are flats, significant numbers are non-traditional build, difficult to adapt

21,000 council owned ( mainly houses ) sold since 1979

Most new build provided by housing associations

# English Governance

Central Government

Regional government – strategy and funding

County Councils

District Councils

Bristol is a county or unitary authority directly providing wide range of services including education, social services and housing



# Provision of Adaptations

Disabled Facilities Grant established in 1990

Mandatory status

Available to disabled people irrespective of age and housing tenure

Means Tested for cases involving disabled adults – very few pay anything at all

Part funded by government

Grant Limit £30,000

# Eligibility for Assistance (1)

A person is disabled if

- a) sight, hearing or speech is substantially impaired
- b) has a mental disorder or impairment of any kind or
- c) physically substantially disabled by illness, impairment present since birth

## Eligibility for Assistance (2)

Adaptations will only be provided if

1. the applicant has a legal interest in the property owns or has tenancy agreement
2. signs a declaration that they intend to remain in the property for a specific time period
3. if renting, the landlord is willing to give consent for the works

The works themselves must be “reasonable and practicable” but customer can pay extra for an alternative scheme if that costs more.



# Purposes of Assistance (1)

Aim is to overcome obstacles preventing access to, from and around the dwelling and to enable use of the facilities and amenities within it. The mandatory elements include

1. Access in and out of the home including use of the garden
2. Access to a principal family room
3. Access to an existing or provision of a bedroom

## Purposes of Assistance (2)

4. Access to a bathroom possessing a bath, shower (or both) a lavatory and wash hand basin
5. Access for preparation and cooking of food
6. Making the building safe
7. Ensuring the heating system meets needs
8. Enabling use of heat, light and power controls
9. Enabling a disabled person to care for another member of the family

# Discretionary Assistance

Flexibility exists in law that enables funding to be used for additional purposes including

- a) enabling a disabled person to work from home,
- b) supporting a move to a more suitable home
- c) “topping up” funding if costs exceed the grant limit
- d) enabling a prompt discharge from hospital

Bristol’s policy allows all of the above in relevant cases

# The Process (1)

Single point of contact for telephone assessment, indicative priority awarded ( High or Standard ).

Some items fast tracked - minor adaptations (under £1000 ), equipment. Provided free.

Cases requiring major adaptations placed on waiting list, allocated to Occupational Therapist ( OT) in date and priority order.

OT assesses needs and refers to Home Adaptations Service.

# The Process (2)

Home Adaptations Service

Case placed on waiting lists – council or non-council

Case allocated to surveyor in date and priority order.

Hospital discharge / terminal illness cases fast tracked and not means tested

Joint visit with OT to agree scheme of works

Customer can choose to arrange works themselves or select an agent

## The Process (3)

Means testing of disabled adult cases ( if costs > £5,000 ), means testing does not apply for disabled children up to grant limit

Full grant process applies in all tenures except council stock

Council provide an agency service for majority of typical adaptations, partner agency for more complex cases

# The Process (4)

Grant approval value issued based on cost effective estimates

Grant approval must be issued within 6 months of receiving a valid application

Grant approval stays “live” for 12 months but can be extended

Completed works checked by surveyor, pay contractor

Customer satisfaction / outcomes survey sent 2 months later

# Contractors

Majority of schemes undertaken by one of 4 approved contractors commissioned by the city council via a Framework Contract.

Contractors receive work dependent on contract price and quality indicators

Quality control on every case which can alter how much work they are allocated

Contractors standards now so good that they undertake initial survey and draw up specification without surveyor input



# Demand (1)

Increasing year on year due to

1. An ageing population
2. Higher rates of survival in children born with severe impairments
3. Greater awareness and expectations of assistance
4. Government policy encouraging people to remain in their homes with support for as long as possible

## Demand (2)

5. Scope of grant aided work being widened
6. Means testing being more generous to the customer
7. Increasing demand from housing associations
8. Increasing awareness of assistance by health practitioners

# Demand Statistics

## OT Referrals Received for Major Adaptations

Year	Council Stock	Non-Council Stock
2006/07	572	349
2007/08	673	364
2008/09	816	410
2009/10	759	470

# Outputs

## Completed Schemes of Work

Year	Major Adapts Council	Minor Adapts Council	Major Adapts DFG	Minor Adapts Non-Council
06/7	339	873	235	1151
07/8	526	1223	244	1160
08/9	591	1277	298	1405
9/10	638	1346	264	1567

# Capital Budgets

## Home Adaptations Service Budgets by Tenure

Year	Council	Non -Council
06/07	£1,840,000	£1,424,000
07/08	£1,850,000	£1,475,000
08/09	£1,950,000	£1,500,000
09/10	£2,600,000	£1,600,000
10/11	£2,845,000	£1,600,000

# Waiting lists

## End of Financial Year Waiting list by Tenure

Year	Council	Non-Council
06/07	145	0
07/08	244	15
08/09	426	106
09/10	582	231

# Waiting Times

## Months - OT Referral to Surveyor Allocation

Priority	Council	Non- Council
High	9	4
Standard	18	12

# Average Scheme Costs

Council Stock - £4,200

Non-Council DFG - £5,906

These costs have not significantly increased in recent years due to improved procurement practice



# Work Types

Level access showers – over 60% of cases

Lifts – over 20% of cases

Ramps and Rails – most common minor  
adaptation

Kitchen Adaptations

Extensions – mainly for children

Safe garden space

# Work Types (1)



# Work Types (2)



# Customer Satisfaction Profile

## 09/10

Over 90% of cases involve disabled adults

79% of customers are over 60 years of age

4.4% of customers are from Black and  
Minority Ethnic Groups ( under  
represented)

72% of customers were advised to apply by  
health sector practitioners

# Customer Satisfaction Outcomes 2009/10

97% were satisfied with the service

99% felt more able to use their home

93% reported an improvement in health /  
wellbeing – fewer falls, more optimistic

61% reported an improvement in health/  
wellbeing for another family member -  
carers

# Positive Elements

Customers appreciate and benefit from the adaptations

Approved specialist contractors work well with plenty of capacity

Staff expertise is high and turnover is negligible

Health outcomes save money for other services

# Future Challenges (1)

Funding unable to cope with rising demand

Waiting times are too long, need to speed up

Government policy focuses on new homes  
which make a small contribution to the  
overall stock each year

City council will need to develop improved  
move on options rather than adapting the  
existing home

# Future Challenges (2)

Public sector funding constraints

Increasing number of legal challenges and complaints on response times

Decent Homes Standard directs investment but adaptations are not included

Predicted increase in city's population by 100,000 before 2031

High density developments are not easy to adapt



# Future Challenges (3)

Persuading the health sector to recognise the true value of adaptations and contribute funding

Offering support to those who want to self fund adaptations

Setting up effective benchmarking groups to compare performance and outcomes

Developing separate Framework Contracts for stair lift installation and servicing/repairs