Aids and adaptations scrutiny review



What is



What did we



What did we find?



What happens

The Tenants' Voice – Improving Services group chose to review the aids and adaptation service as it is a key service to help tenants maintain their independence to live in their

The review was completed in May 2024, having looked at:

how tenants are made aware of the service

· satisfaction and feedback of the service

- · communication about the service
- expectations of the service

To carry out the review the Tenants' Voice – Improving Services group:

- had a meeting with colleagues who deliver the aids and adaptation service, they explained what the service was and how it was delivered
- looked at policies and procedure documents
- looked at letters sent to tenants
- looked at information on the website
- looked at satisfaction information
- looked at other performance information
- listened to lived experience of the service from tenants

The group made nine recommendations they felt would improve the Group's approach to communication, which included:

- rewriting letters to make the timeframe involved clearer
- · introducing a second satisfaction survey after adaptations had been in place for a period of
- sending a satisfaction survey to all tenants receiving the service
- including a question about communication on the satisfaction survey
- looking at the letters sent to tenants
- looking at information on the website to make sure it provides clear and helpful information, and the first step to take
- making sure communication is included in policy and procedure

The Tenants' Voice - Improving Services group told Progress what they found during their review, what was good and what they thought would make the service better in future.

Colleagues from across Progress are working together to introduce the nine recommendations.

An update on the progress of these will be given at the quarterly meeting of the Tenants' Voice – Improving Services group until they have all been introduced.

Our board also receives an update on progress every three months to tell them how we are doing.

If you would like to read more information about the report and the findings of our tenants, you can find the full report on our website www.progressgroup.org.uk/get-involved/your-tenants-voice-improving-servicesgroup/















































