

Disabled Facility Grant - Snap Shot Survey



Wychavon District Council welcomes feedback from customers regarding their experiences in accessing our services and wants to know customer views about the quality of the service they have received.

This feedback helps us to improve service delivery enabling us to meet customer needs more efficiently and effectively. For this Snap Shot Survey we have contacted customers who have been assisted with a Disabled Facility Grant and work has been completed during July – September 2010. The survey was undertaken over the phone to enable any issues to be fully discussed. All information provided by customers is treated with complete confidentiality and all information is held in accordance with Data Protection.

Of the 28 customers we contacted, the following summary responses were received;

**Q1. How has this adaptation improved your quality of life?
(Greatly improved / Slightly improved / No improvement)**

100% (28) of the people we spoke to told us that their quality of life had been **greatly improved** by the works undertaken, enabling them better access to and around their homes. Some of the comments received were as follows;

Life changing. The whole process was very quick - excellent service and excellent workmen!

Now enabled to manage own personal hygiene

Now has no problem with the stairs and is most grateful for the works.

Q2. Is the adaptation still in use by the person it was provided for?

93% (26) of the people we spoke to told us the adaptation was still in use for the person it was provided for however 7% (2) were no longer living in the home as 1 had moved into residential care and unfortunately 1 was deceased, although in both of these cases the partner was making use of the adaptation.

Q3. Are you happy with the service that you were provided with?

96% (27) of the people we spoke to told us they were happy with the service provided.

4% (1) of the people we spoke to told us that they were not very happy with the service provided because of problems with a faulty shower screen but action has now been taken to resolve this issue.

Q4. Wychavon District Council are committed to continual improvement, do you have any suggestions to assist us with our grants process?

64% (18) of the people we spoke to made very positive comments about our service such as 'overall superb', 'beautiful job, workmen were very good and very thoughtful', 'builders were most considerate', 'difficult job and done well', 'brilliant service all the way through the process', 'more than happy 10/10'.

7% (2) of the people we spoke to thought the size of the wash hand basins being installed were too small and in one case the tap was not working. The problem with the tap has since been resolved and the comments about the size of the wash hand basin will influence the design of future bathroom adaptations.

Action Taken

Reviewed the size of wash hand basins installed when a bathroom is adapted to ensure suitability to meet the needs of the customer