

Lead Officer	Lorraine Black
Subject of consultation	Aids and Adaptation (Maintenance)
Date Started	11.8.08
Date Completed	
Who was consulted	Sheltered Focus Group
Methods Used	Postal consultation
Number of Participants	
Total Number of Responses	26

Sections/Questions	Responses		Suggestions	Accept/Reject/Neither (If neither, please give reason)	Reason (e.g. already covered by existing policy/procedures)	Action with timescale
	Agree	Disagree				
Q1. In your opinion is wording clear and understandable?	26					
Q2. Do you think it covers all the information that is needed?	24	1				
Q3. If you answered no to either of the above questions, please tell us why.	It could have had more information on disabled facilities grants and you could put details of contacts at local councils on the website and point people to this on this leaflet.			Accept	Contact numbers of Councils for DFG applications to be put on web-site and reference made to it in this document	
Minor Adaptations						
Q4. In your opinion is wording clear and understandable?	YES	NO				
	24	1				
Q5. Do you think it covers all the information that is needed?	YES	NO				
	24	1				
Q6. If you answered no to either of the above questions, please tell us why.	Problem on form					
Major Adaptations						
Q7. In your opinion is wording clear and understandable?	YES	NO				
	26					
Q8. Do you think it covers all the information that is needed?	YES	NO				
	24	1				

Q9. If you answered no to either of the above questions. Please tell us why.	More details of how to contact housing officers or area housing managers.			Reject	Residents should know how to contact Area Offices. Area Office numbers to be put on leaflet?	
What is an Occupational Therapist and Disabled Facilities Grant						
Q10. In your opinion is wording clear and understandable?	YES	NO				
	24					
Q11. Do you think it covers all the information that is needed?	YES	NO				
	23	1				
Q12. If you answered no to either of the above questions please tell us why.	It could be made easier by including housing officer contact details.			Reject	Aa above	
Q13. Is there anything else that you feel should be added to our aids and adaptations leaflet?						
	Not at the moment.					
	Document gives a good outline for anyone needing help applying for adaptations.					
	Very well put together easy to understand.					
	Maybe insert a 'proviso' on any major work undertake ie if the tenant leaves the property within 2 years, other than in unavoidable circumstances, they should be required to pay 20% towards the cost of the adaptation			Reject	What are 'unavoidable circumstances'? Most people who have adapted properties only leave because they pass away or go into extra care facilities	
	Not the leaflet no, but this questionnaire was poorly planned as an electronic questionnaire.					
Q14. Finally, what do you think about the general layout and style of the document? Is there anything you would change? Please tell us below						
	Well presented.					
	Well laid out document, understandable no need for change or additions.					

