**Lived Experiences – Housing Adaptations – Stakeholder event 25th May 2018 – FEEDBACK**

1. **People wait too long (e.g. until a point of crisis) before they consider accessing home adaptations**

* Need to promote a team + integrated approach / be proactive not reactive (normalise/ prevention)
* Remove stigma + clinical connotations (aesthetics?)
* National Advice Centre
* Drip feed information and advice/engage early (help may not be available until a crisis e.g. medical referrals; priority basis, not known to services)
* MOU carried through to policy

1. **The processes (e.g. application, assessment and installation) of getting home adaptations take too long and may exacerbate problematic circumstances**

* Sure Start for older populations
* Need to assess and evaluate ‘wants’ and ‘needs’ (proportionate perhaps – smaller adaptations – self certified?)
* Use regulatory reform orders (RRO) to simply process locally
* Standardise policy nationally
* Need realistic investment
* Simplify online assessment for minor adaptations
* Less variation in policy across the country
* Need decent homes standards future proofing our homes

1. **In general, people don’t know what’s available, or what they’re entitled to, in terms of home adaptations**

* Raising the profile of DFG & social care
* Need national standards on what should be provided
* Need new models of *living* rather than *care*
* Need accessible and understandable information
* Need to be aware of language around home and product design
* Support people to move at a point of optimal life choices and wellbeing (? Use Older People/s assemblies to promote this)
* Promote the value of prevention (e.g. making good lifestyle choices)

1. **As systems providing home adaptations are messy, and can involve multiple services, it’s hard for people to find their way through the whole process**

* Single point of access
* Navigator to start people on the journey
* Joined up working across the different teams
* Need housing MOTs to check safety

1. **To deliver home adaptations requires a large amount of resources for services which may be (in the current economic climate) under-funded and/or overwhelmed, leading to unacceptable waiting times**

* Invest in a handyperson scheme
* Government to set targets for DFG processing with penalty system if not met
* Redirect resources from health + future proof what might be needed (e.g. increase in Type 2 diabetes might lead to more amputations and greater need for wheelchairs)
* Transfer funding from acute to community services for speedier processing
* Post installation, need one year follow up and review
* Fee income from DFG needs ring fencing to resource administrative staff
* Policy responses and resources – are there alternative ways of dealing with home adaptations
* North East has specific needs (linked to deprivation)
* Bench marking – NE share NE Adaptations Reports within + between local authority, senior management

1. **Many people use coping strategies, or self-fund adaptations, which may be unsuitable in meeting their needs**

* Combat stigma asking for help / people don’t want to be financially assessed
* Change from cure to prevention
* Offer assessment for home owners at reduced cost
* Make better use of new technology (e.g. smart exit/entry system makes key safe redundant) that gives more choice (e.g. reducing stigma)
* Housing needs to work better within health and social care
* There needs to be a single point of contact
* Media awareness + offer videos of successful case studies (make it ‘personal’)
* Need regulation to deal with ‘scams’

1. **Even if appropriate, home adaptations will not be valued and used efficiently if they are not “trusted” or integrated into the person’s daily life**

* Imposed solutions – crisis / health and safety concerns vs. what person wants
* Need a full assessment not just ‘functional’/’utility’
* “Try before you buy” – let people experience items first
* Pro-active approaches for timely decisions
* Trader (contractor) needs to have good rapport with service user as well as ‘produce’ quality work (wear identifiable uniform and follow code of conduct)

1. **There is superficial and inconsistent monitoring and evaluation of home adaptations and their outcomes**

* Difficulty agreeing what is important to measure
* Local transformational partnerships (LTPs) need to integrate into national frameworks
* Need to capture: return on social investment, impact on individual Housing Associations and retaining customers
* Differing priorities for different working
* Structured feedback should be mandated Need anonymised data sharing nationwide
* Demonstrate cost benefit of early, appropriate interventions informed by evidence from monitoring and evaluation
* Increase joint working partnerships