



## Getting it right for the customer

Are there better ways of  
delivering adaptations?

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*better together*



<b>Task – no. working days</b>	<b>Medium priority</b>
Referral to allocation	2
OT assessment	15
Report forwarded	5
Application form issued	2
Home visit by surveyor	15
Preparation of schedules/drawings	20
Second home visit	15
Obtain tenders/title/TOR etc	35
Assess tenders/ issue DFG approval	5
Start on site	30

I have more energy to go out and socialise

I can now invite my friends for coffee

I feel safer, less likely to fall



I can keep myself clean

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<b>Task – no. working days</b>	<b>Non-urgent priority</b>
Referral to OT report	20
OT report to grant approval	50

# Good practice?

- ⑧ Promotion of the service
- ⑧ Ease of access to service
- ⑧ Faster OT assessment
- ⑧ Single visit for technical assessment and information gathering
- ⑧ Standardised approach to specification
- ⑧ Smart procurement – VFM and speed
- ⑧ Keep communicating!
- ⑧ Assess customer value of adaptation/service

# Joined up approach

- 🏠 Single service – HIA with OT, handyperson and ICES combined
- 🏠 Co-location of OT and technical services
- 🏠 Joint working with HA's
- 🏠 Shared IT system for recording and tracking