

HOUSING DEPARTMENT SERVICE IMPROVEMENT PLAN

NEW SIP REF	ACTION	COMPLETION DATE	LEAD	RESOURCES	COMMENTS
1.1	Review Policy for Disabled Persons Adaptations	31.12.07	J Wayman		Complete
1.2	Develop a clear procedure for dealing with complex or very expensive adaptations including one-offs and include a clear indication of the stage at which alternatives to DPA's should be considered	31.3.08	J.Lee		
1.3	Evaluate introduction of means testing for all applicants for adaptations	31.12.08	I Brown		
1.4	Develop a procedure to ensure customers individual communication needs are assessed and met sensitively and effectively	31.3.08	J Wayman/ A Smurthwaite		Household Survey
1.5	Develop a training programme for staff in Disability Awareness, implementing policy, identifying works eligible for referral to Social Services and the ODPM's Guidelines to Delivering Adaptations	Ongoing	J. Wayman		Staff have attended Dyslexia Awareness Training
1.6	Form a core team within DPA service with policies and procedures that mirror the DFG service within HIA	31.7.07	C. Steel		Complete Strategic, Operational and Case Working Groups established
1.7	Introduce a Disabled Persons Housing Register to match applicants to properties best matched to their needs	31.3.09	M.Ferguson		Links to Choice based Lettings
1.8	Introduce and implement a Durham-wide Forum to discuss DPA issues and procurement of resources. Introduce a countywide service standard to ensure that all residents are treated in an equitable way	31.5.08	M. Smith		Links to Value for Money

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1.9	Review Tenant's Alterations Procedure to ensure properties with adaptations do not have them removed	31.10.08	Operational Group		
1.10	Develop processes with Partnering Organisation for carrying out minor adaptations ensuring value for money	31.5.08	R Scougall		
1.11	Consider reserving a proportion of the annual DPA budget for handrails and other minor adaptations	31.3.08	M. Smith		
1.12	Evaluate benefits of employing in house Occupational Therapist	30/11/08	I Brown		
1.13	Develop a joint policy between SBC and Social Care and Health to deal with the increasing demand for ramps to accommodate motorised scooters	31.12.07	J Wayman/ J Hall		Complete
1.14	Develop procedure for assessing need for joint site visits of OT's and technical officers and develop joint working document showing clear criteria for deciding who will carry out assessments	31.7.08	J.Lee		
1.15	Develop a survey sheet to be completed by Maintenance Inspectors and Supervisors when visiting council properties. Info to be added to Property Attributes screen	31.5.06	J.Lee		Complete data now collected and input into Orchard
1.16	Review policy for fitting flat floor showers to the upstairs of properties	31.7.09	I Brown		
1.17	Publish an information booklet written in Plain English describing the DPA service and how it can be accessed – consider alternative formats	30.1.08	J Lee/ G Mountford		