



Disabled Adaptation Survey Report Quarters 1 and 2 2007-08

62 questionnaires were received in quarter 2 and 30 were received back giving a response rate of 48.4%. Only those questions that were answered are included in the analysis.

Q1. Was it easy or difficult to apply for an adaptation?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
Easy	100% (4)	92.9% (26)	96.7% (29)	-	-	94.8% (55)
Difficult	-	7.1% (2)	3.3% (1)	-	-	5.2% (3)

If difficult, please specify below: no responses

Q2. Were you given an approximate time scale of how long it would take to get the work done?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
Yes	57% (4)	70.4% (19)	76.7% (23)	-	-	73.7% (42)
No	43% (3)	29.6% (8)	23.3% (7)	-	-	26.3% (15)

Q3. Would you have liked a different method of correspondence?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
Yes	25% (1)	3.7% (1)	10.0% (3)	-	-	7.0% (4)
No	75% (3)	96.3% (26)	90.0% (27)	-	-	93.0% (53)

Please specify:

Q4. What was the adaptation that you had done?

bathroom adaptation (7)
 lever taps (5)
 grab rails (10), banister rail (4), hand rail (1)
 door intercom system (2)
 stair lift (2),
 New door lock (1)

Q5. Has the adaptation met your needs?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
Yes	86% (19)	92.6% (25)	100% (30)	-	-	96.5% (55)
No	14% (3)	7.4% (2)	-	-	-	3.5% (2)

If no, please specify below: no responses

Q6. How satisfied were you with the overall service provided by New Progress?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
Very satisfied	75% (3)	64.3% (18)	76.7% (23)	-	-	70.8% (41)
Satisfied	25% (1)	25.0% (7)	20.0% (6)	-	-	22.4% (13)
Neither	-	3.6% (1)	3.3% (1)	-	-	3.4% (2)
Dissatisfied	-	7.1% (2)	-	-	-	3.4% (2)
Very dissatisfied	-	-	-	-	-	-

Q7. Have you any other comments to make with regard to the way in which New Progress has dealt with your Adaptation?

- Very pleased with the way my claim was handles. Thanks to all concerned
- Workmen very good, cleaned up after themselves
- Process confusing. Not fully informed.
- Was disappointed at wait of 7 months
- Very impressed. work was done in 1 day. No complaints
- New Progress are very good
- Satisfied with work but some of it doesn't look finished off
- Efficient & quick
- So very grateful for the care & kindness you have given to me
- Would have wished to discuss more options. Was prepared to pay for better options - tiles, shower etc
- Very satisfied how NPHA have dealt with it
- Lady is partially blind and no family member was informed when decisions were being made regarding colour

Q8. Contractor Satisfaction

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
Were you told what day the Contractor would start the work?						
Yes	50% (2)	80.0% (20)	65.5% (19)	-	-	72.2% (39)
No	50% (2)	20.0% (5)	34.5% (10)	-	-	27.8% (15)

Was the Contractor polite?						
Yes	100% (4)	100% (27)	100% (28)	-	-	100% (55)
No	-	-	-	-	-	-
Was the Contractor helpful?						
Yes	100% (4)	95.7% (22)	96.3% (26)	-	-	96.0% (48)
No	-	4.3% (1)	3.7% (1)	-	-	4.0% (2)
Did the Contractors clean up after themselves?						
Yes	100% (4)	92.6% (25)	100% (27)	-	-	96.3% (52)
No	-	7.4% (2)	-	-	-	3.7% (2)

Any further comments regarding the above questions?

- Excellent job
- I am happy with the way New Progress dealt with my adaptation. Better able to cope
- Have stain on carpet in hall that i am unable to remove
- We asked that family be kept informed of all work visits - we were not

Q9. How satisfied were you with the overall service provided by the Contractor?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
Very satisfied	19% (4)	63.0% (17)	71.5% (20)	-	-	67.2% (37)
Satisfied	81% (17)	29.6% (8)	21.4% (6)	-	-	25.5% (14)
Neither	-	3.7% (1)	7.1% (2)	-	-	5.5% (3)
Dissatisfied	-	-	-	-	-	-
Very dissatisfied	-	3.7% (1)	-	-	-	1.8% (1)

For data in quarter 1+2 2006/07 the question was "were you happy with the service provided by the Contractor?" The reply options were either Yes or No. All responses have been put into satisfied.

Q10. Do you receive any form of disability benefit?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
Income Support	43% (3)	12	13	-	-	25
Incapacity Benefit		9	5	-	-	14
Attendance Allowance	14% (1)	10	10	-	-	20
Disability Living Allowance	43% (3)	13	11	-	-	24
Reduced Earnings Benefit	-	-	-	-	-	-
Industrial Injuries Disablement Benefit	-	1	-	-	-	1

Q11. Would you like help and / or information on how to claim disability benefit or to review your claim?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
Yes	-	9.1% (2)	7.4% (2)	-	-	8.2% (4)
No	100% (1)	90.9% (20)	92.6% (25)	-	-	91.8% (45)

Q12. If you are interested in attending the disability forum please tick the box?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Yes	1	10	4	-	-	14

Q13. What is your sex?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
Male	43%(3)	51.9% (14)	13.3% (4)	-	-	31.6% (18)
Female	57%(4)	48.1% (13)	86.7% (26)	-	-	68.4% (39)
Prefer not to say	-	-	-	-	-	-

Q14. What is your age?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
16-19 years	-	-	-	-	-	-
20-29 years	-	-	3.4% (1)	-	-	1.8% (1)
30-39 years	-	7.4% (2)	3.4% (1)	-	-	5.4% (3)
40-49years	-	18.5% (5)	10.4% (3)	-	-	14.3% (8)
50-59 years	-	3.7% (1)	13.8% (4)	-	-	8.9% (5)
60-69 years	50%(2)	3.7% (1)	20.7% (6)	-	-	12.5% (7)
70+	50%(2)	66.7% (18)	44.9% (13)	-	-	55.3% (31)
Prefer not to say	-	-	3.4% (1)	-	-	1.8% (1)

Q15. Do you consider yourself to have a disability?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
Yes	100%(4)	92.0% (23)	85.7% (24)	-	-	88.7% (47)
No	-	8.0% (2)	14.3% (4)	-	-	11.3% (6)

Q16. Are you registered disabled?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
Yes	75%(3)	80.0% (20)	50.0% (13)	-	-	64.7% (33)
No	25%(1)	20.0% (5)	50.0% (13)	-	-	35.3% (18)

Q17. How would you describe your ethnic group?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
White - British	100% (21)	100.0% (27)	92.8% (25)	-	-	96.2% (52)
White - Irish			3.6% (1)			1.9% (1)
Mixed	-	-	-	-	-	-
Asian	-	-	-	-	-	-
Black	-	-	-	-	-	-
Chinese or Other	-	-	-	-	-	-
Prefer not to say	-	-	3.6% (1)	-	-	1.9% (1)

Q18. What is your religion?

	Year 06/07 Q1+2	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 07/08 Cum
None	-	22.2% (6)	13.3% (4)	-	-	17.5% (10)
Christian	100%(3)	77.8% (21)	70.1% (21)	-	-	73.7% (42)
Buddhist	-	-	-	-	-	-
Hindu	-	-	-	-	-	-
Jewish	-	-	-	-	-	-
Muslim	-	-	-	-	-	-
Sikh	-	-	-	-	-	-
Other	-	-	3.3% (1)	-	-	1.8% (1)
Prefer not to say	-	-	13.3% (4)	-	-	7.0% (4)

Report goes, via email, to the following

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Pam Milne