

## Disabled Adaptation Survey Year End Report 2006-07

Fifteen questionnaires were received in quarter one, seven were received in quarter two, twenty five in quarter three and sixteen were received in quarter four. As the questionnaire format has changed only certain data can be recorded from the old to the new format. Only those questions that were answered are included in the analysis.

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

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Easy	-	<b>100%</b> (4)	<b>87%</b> (20)	<b>87.5%</b> (14)	<b>88.4%</b> (38)
Difficult	-	-	<b>13%</b> (3)	<b>12.5%</b> (2)	<b>11.6%</b> (5)

**If difficult, please specify below:**

Had to go through 2 agencies

**Difficult for tenant – son did it for her**

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

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Yes	-	<b>50%</b> (2)	<b>68%</b> (17)	<b>86.7%</b> (13)	<b>72.7%</b> (32)
No	-	<b>50%</b> (2)	<b>32%</b> (8)	<b>13.3%</b> (2)	<b>27.3%</b> (12)

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

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Yes	-	<b>25%</b> (1)	<b>21.7%</b> (5)	<b>6.2%</b> (1)	<b>16.3%</b> (7)
No	-	<b>75%</b> (3)	<b>78.3%</b> (18)	<b>93.8%</b> (15)	<b>83.7%</b> (36)

**Please specify:**

Little bit less

### Q4. What was the adaptation that you had done?

Rail (at entrances) (3); front step levelling (3), Widen front steps, Pathway, Ramps (4)

**Resite showerhead, Bathroom large alterations (3), Shower installed (4)**

Bannister rails (6), Grab rails (12)

**Stair lift / Bath lift**

Sliding door, Radiator removal (2)

**Lighting alterations in kitchen**

Bathroom adjustments (5), kitchen taps (lever) (3)

**Door intercom system**

Replace rain deflector on front door, redo draught excluder

### Q5. Has the adaptation met your needs?

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Yes	<b>80%</b> (12)	<b>100%</b> (7)	<b>100%</b> (24)	<b>93.8%</b> (15)	<b>93.5%</b> (58)
No	<b>20%</b> (3)	-	-	<b>6.2%</b> (1)	<b>6.5%</b> (4)

**If no, please specify below:**

Draught still getting in

**Q6. How satisfied were you with the overall service provided by new progress?**

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Very satisfied	-	<b>75%</b> (3)	<b>72%</b> (18)	<b>73.3%</b> (11)	<b>72.7%</b> (32)
Satisfied	-	<b>25%</b> (1)	<b>24%</b> (6)	<b>13.3%</b> (2)	<b>20.5%</b> (9)
Neither	-	-	<b>4%</b> (1)	<b>6.7%</b> (1)	<b>4.5%</b> (2)
Dissatisfied	-	-	-	<b>6.7%</b> (1)	<b>2.3%</b> (1)
Very dissatisfied	-	-	-	-	-

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

Just like to thank you for making my life a little easier. Workman did an excellent job

**Satisfactory (3)**

Very good

**not very satisfied at first but satisfied now**

Good workers

Very efficient. Greatly assists me to get up stairs & in/out bath

**I feel NP are not interested in any of my adaptations**

No way to find any faults - brilliant

**Like to thank Pam for the ramp. Quickness and lovely workers. Helped an awful lot**

Very professional, good choice of subcontractor

**Brilliant Pam Milne**

Only complaint I have is my boiler keeps letting me down – engineer has been 18 times (being sorted by repairs)

**Q8. Contractor Satisfaction**

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Were you told what day the Contractor would start the work?					
Yes	-	<b>50%</b> (2)	<b>66.7%</b> (14)	<b>85.7%</b> (12)	<b>71.8%</b> (28)
No	-	<b>50%</b> (2)	<b>33.3%</b> (7)	<b>14.3%</b> (2)	<b>28.2%</b> (11)
Was the Contractor polite?					
Yes	-	<b>100%</b> (4)	<b>95.6%</b> (22)	<b>100%</b> (14)	<b>97.6%</b> (40)
No	-	-	<b>4.4%</b> (1)	-	<b>2.4%</b> (1)
Was the Contractor helpful?					
Yes	-	<b>100%</b> (4)	<b>95.6%</b> (22)	<b>100%</b> (14)	<b>97.6%</b> (40)
No	-	-	<b>4.4%</b> (1)	-	<b>2.4%</b> (1)
Did the Contractors clean up after themselves?					
Yes	-	<b>100%</b> (4)	<b>95.6%</b> (22)	<b>92.3%</b> (12)	<b>95%</b> (38)
No	-	-	<b>4.4%</b> (1)	<b>7.7%</b> (1)	<b>5%</b> (2)

**Any further comments regarding the above questions?**

I am very pleased with the shower

**Grateful**

Positive comment about Contractors (3)

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

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Very satisfied	-	57% (4)	82.6% (19)	50% (7)	51.7% (30)
Satisfied	100%(14)	43% (3)	17.4% (4)	35.8% (5)	44.9% (26)
Neither	-	-	-	7.1% (1)	1.7% (1)
Dissatisfied	-	-	-	7.1% (1)	1.7% (1)
Very dissatisfied	-	-	-	-	-

For data in quarter 1 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?**

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Income Support	-	3	7	5	15
Incapacity Benefit	-	-	6	-	6
Attendance Allowance	-	1	11	2	14
Disability Living Allowance	-	3	12	7	22
Reduced Earnings Benefit	-	-	2	-	2
Industrial Injuries Disablement Benefit	-	-	1	1	2

3 respondents answered the question in quarter two and 24 respondents answered in quarter three.

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

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Yes	-	-	22.2%(4)	8.3% (1)	16.1% (5)
No	-	100%(1)	77.8%(14)	91.7% (11)	83.9% (26)

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

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Yes	-	100%(1)	100%(1)	100%(2)	100%(4)

**Q13. What is your sex?**

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Male	-	43%(3)	33.3%(8)	14.3% (2)	28.9% (13)
Female	-	57%(4)	66.7%(16)	85.7%(12)	71.1% (32)
Do not wish to say	-	-	-	-	-

**Q14. What is your age?**

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
16-19 years	-	-	-	-	-
20-29 years	-	-	-	-	-
30-39 years	-	-	-	-	-
40-49years	-	-	-	7.7% (1)	2.4% (1)
50-59 years	-	-	4.2%(1)	15.4% (2)	7.3% (3)
60-69 years	-	50%(2)	4.2%(1)	15.4% (2)	12.2% (5)
70+	-	50%(2)	91.6%(22)	61.5% (8)	78.1% (32)

**Q15. Do you consider yourself to have a disability?**

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Yes	-	100%(4)	79.2%(19)	76.9% (10)	80.5% (33)
No	-	-	20.8%(5)	23.1% (3)	19.5% (8)

**Q16. Are you registered disabled?**

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
Yes	-	75%(3)	61.9%(13)	53.8% (7)	60.5% (23)
No	-	25%(1)	38.1%(8)	46.2% (6)	39.5% (15)

**Q17. How would you describe your ethnic group?**

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
White	100%(15)	100%(6)	100%(24)	100% (13)	100%(58)
Mixed	-	-	-	-	-
Asian	-	-	-	-	-
Black	-	-	-	-	-
Chinese or Other	-	-	-	-	-
Do not wish to say	-	-	-	-	-

**Q18. What is your religion?**

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year 06/07
None	-	-	12%(3)	-	7% (3)
Christian	-	100%(3)	84%(21)	% (15)	90.7% (39)
Buddhist	-	-	-	-	-
Hindu	-	-	-	-	-
Jewish	-	-	-	-	-
Muslim	-	-	-	-	-
Sikh	-	-	-	-	-
Other	-	-	-	-	-
Do not wish to say	-	-	4%(1)	-	2.3% (1)

**Report goes, via email, to the following**

Gary Melia  
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