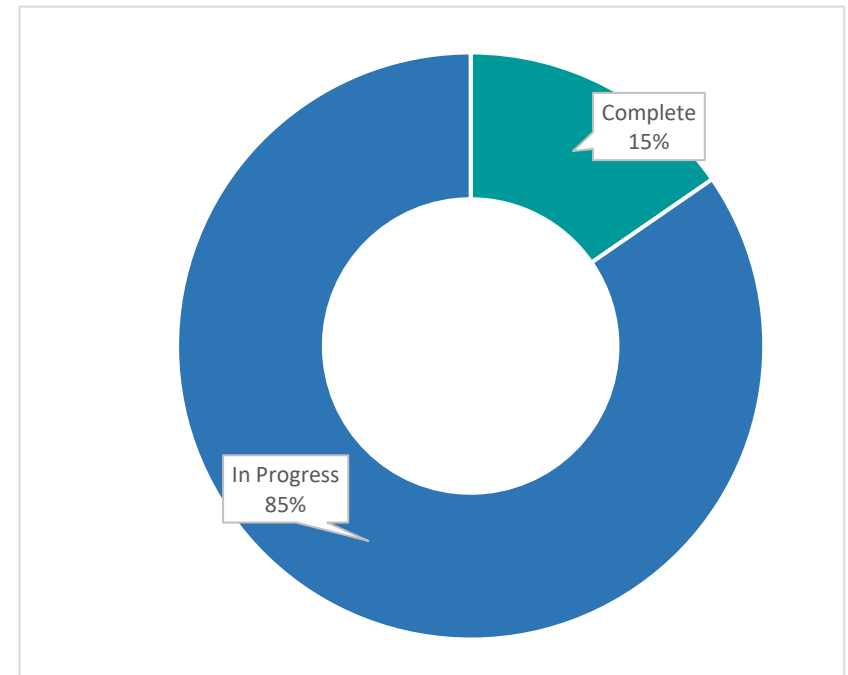


Scrutiny Recommendations – Aids and Adaptation Review Update – January 2026

Aids and Adaptations Review Overview

- Aids and Adaptations Scrutiny Review completed December 2023 with board approval March 2024
- 13 Recommendations made and accepted.
- 15% Recommendations completed, 85% in progress
- To be noted, last year, PFH carried out an organisational restructuring to create the Independent Living Services (ILS) area, led by a manager and supported by an officer. Among other reasons, the purpose of creating this role was to consolidate the Aids & Adaptations (A&A) strategy and offer a wider range of products and services, either directly or through partners. In October 2025, Luis Camara (LC) was appointed to this position and will be working on this project throughout the first half of 2026. In addition, the recruitment process for the officer role is currently underway. Once appointed, both will work together to deliver the objectives of this strategy.



Recommendation	Update
A2. PFH should have a clear menu of the types of aids and adaptations on offer and how these can benefit residents.	<u>Update – January 2026 – In Progress</u> The SMART Flat is ready and has had their first residents living there and members of the Resident Committee have also had a tour of the aids and adaptations there. A list and description of these should be available before Kerry Wright (KW) hands over the project at the end of March to Luis Camara <u>Target Completion – End of March 2026</u>

Scrutiny Recommendations – Aids and Adaptation Review Update – January 2026

<p>A3. PFH should work with Hull City Council to work collaboratively undertaking roadshows in communal spaces inviting residents to view the different aids & adaptations</p>	<p><u>Update – January 2026 - In Progress</u> Between January and July 2026, an article and a video will be published in People First and across our social media channels to showcase the SMART Flat. This space features a range of aids and adaptations designed to help visitors explore products currently available on the market that support independent living for longer. The SMART Flat is an integral part of our “Try Before You Apply” (TBYA) strategy. Individuals who temporarily occupy this space will have the opportunity to experience these products first-hand. We will collect their feedback and share their comments and experiences through our communication channels. Kerry Wright (KW) has held meetings with officials from Hull City Council (HCC), who have expressed a strong interest in working together on joint strategies. Some of the departments involved include HCC Adult Social Care. KW will report outcomes from these meetings when she hands over the project at the end of March. <u>Target Completion – End of March 2026</u></p>
<p>A4. PFH to undertake aftercare calls or surveys on aids and adaptations works to demonstrate the impact of the adaptations and create an opportunity to confirm the adaptations is suitable to their needs, to learn from what is working well, and consider other alternatives if it is not meeting the residents needs.</p>	<p><u>Update – January 2026 - In Progress</u> We have created 2 surveys. 1 survey to understand how the aid/adaptation has helped the resident and another survey to understand the residents experience when requesting and aid/adaption, both with PFH or via the DFG process. This will be trialled in January and February by Customer Service officers. The managers will then review the results, these will be presented in April’s Resident Committee meeting, once reviewed any changes</p>

Scrutiny Recommendations – Aids and Adaptation Review Update – January 2026

	<p>required will be made then the process will go live for all future requests.</p> <p><u>Target Completion – May 2026</u></p>
<p>A5. PFH should consider offering more options on DFG finishes including tiling, or finish, additional items would be at residents' cost</p>	<p><u>Update – January 2026 – In Progress</u></p> <p>As part of the new team strategy, Luis Camara has contacted the Neighbourhoods and Housing team and the Live Well Hull team at HCC to establish a working group and develop a strategy that allow PFH residents to access the benefits of the Disabled Facilities Grant (DFG) through dedicated support. We will report on the progress of this engagement at the April meeting.</p> <p><u>Target Completion – May 2026</u></p>
<p>A6. Monitor (either through a register or the housing management system) all known residents on the Major Adaptation (DFG) pathway so when PFH receive notification a resident has been successful for DFG funding, PFH can make written contact with the resident on a 6monthly basis to touch base with the resident, and to provide clear information on the process</p>	<p><u>Update – January 2026 - In Progress</u></p> <p>The Independent Living Services Manager and Customer Service Manager have created a draft process for capturing and monitoring all requests for Aids and Adaptations including DFGs. A meeting is scheduled for the 26 of January with the Head of Service to discuss the creation of this process in Civica and timescales for this.</p> <p><u>Target Completion – May 2026</u></p>
<p>A7. Using the same monitoring process as above monitor those residents who have either been refused a DFG or PFH haven't heard the outcome so PFH can offer support to residents on their options as per PFH policy</p>	<p><u>Update – January 2026 – In Progress</u></p> <p>The Independent Living Services Manager and Customer Service Manager have created a draft process for capturing and monitoring all requests for Aids and Adaptations including DFGs. A meeting is</p>

Scrutiny Recommendations – Aids and Adaptation Review Update – January 2026

	<p>scheduled for the 26 of January with the Head of Service to discuss the creation of this process in Civica and timescales for this.</p> <p><u>Target Completion – May 2026</u></p>
<p>A8. PFH should consider offering ‘more modern’ adaptations for residents to meet the cost difference to offer choice</p>	<p><u>Update – January 2026 – In Progress</u></p> <p>Linked to recommendation A2 - The SMART Flat showcases a number of ‘more modern’ adaptations and technology. A list and description of these should be available before Kerry Wright (KW) hands over the project at the end of March to Luis Camara</p> <p><u>Target Completion – End of March 2026</u></p>
<p>A9. PFH should ensure regular staff training is undertaken on aids and adaptations service and policy, this should include active listening around advice and giving options</p>	<p><u>Update – January 2026 - In Progress</u></p> <p>Once the A&A catalogue and partners have been defined, a training programme will be developed to ensure PFH staff are fully familiar with the products and services available. This will enable them to offer appropriate options when a resident reports difficulties in maintaining independent living. If a staff member is unable to identify a suitable solution, they should refer the issue to the team, who will investigate and work to provide an appropriate response. The timeline for delivering this programme will depend on the implementation of the overall strategy, and it will evolve as a continuous training process as new elements are added to the catalogue.</p>

Scrutiny Recommendations – Aids and Adaptation Review Update – January 2026

	<p><u>Estimated Target Completion – October 2026</u></p>
<p>A10. PFH should update the policy and all associated literature to be accurate, clear and consistent messaging for residents</p>	<p><u>Update – January 2026 - In Progress</u></p> <p>We will undertake a comprehensive review of the policy and all associated literature to ensure the information provided to residents is accurate, clear, and consistent. As part of this project, we also plan to develop a dedicated website that brings together all guidance, the A&A catalogue, eligibility criteria, referral pathways, and FAQs in one accessible place. We will update existing documents, align messaging across all channels, and standardise terminology to avoid ambiguity. The delivery timeline will depend on the implementation of the wider strategy; materials will be released in phases and continuously refined—alongside staff training—as new elements are added to the catalogue and partnerships mature, so residents always receive up-to-date, reliable information.</p> <p><u>Estimated Target Completion – October 2026</u></p>
<p>A11. PFH to create clear information guides of the aids and adaptations service for both minor and major adaptations pathways showing key milestones and next steps</p>	<p><u>Update – January 2026 – In Progress</u></p> <p>As covered in recommendation A10</p> <p><u>Estimated Target Completion – October 2026</u></p>

Scrutiny Recommendations – Aids and Adaptation Review Update – January 2026

<p>A12. PFH to commit to Service Standards for Aids and Adaptations service</p>	<p><u>Update – January 2026 - In Progress</u></p> <p>The PFH and the ILS team will continue to provide only products that meet proven quality standards, as has always been our practice. In addition, residents will be able to choose optional add-ons at an extra cost—again, consistent with our existing approach. To further assure quality and reliability, our strategy includes working exclusively with certified partners for supply, installation, and aftercare. These standards will be monitored to ensure consistency, transparency, and value for residents. The delivery timeline will depend on the implementation of the wider strategy.</p> <p><u>Estimated Target Completion – October 2026</u></p>
---	---