

Plus Dane VOICES

We asked...

customers living in our homes to help us review our adaptations policy



your feedback will help **shape & improve** the way we handle your **adaptions**

78 of you took part in our survey

what are adaptations?

Plus Dane carry out lots of **minor and major adaptations** during the year from ramps and stair lifts to level access showers, supporting customers to live independently in their own home

what you said

79% of you felt plus dane shouldn't consider a major **adaptation** if the customer is actively looking to move

67% of you felt we should only fit a **level access shower** (where criteria is met) to a ground floor property



68% of you agreed we should **not carry out** any major **adaptations** to a property if it is over or under occupied

95% of you agreed with our proposal to **streamline** the service to complete the works to **6 months** across the organisation



what we're going to do

if you're **actively** looking to **move** from your **home** you will **not be** considered for an **adaptation**

we will install a **level access shower** irrelevant of the floor, if a suitable **alternative property** can't be found
each case will be assessed on an individual basis

due to the **sensitive nature** surrounding **adaptations** and timescales for urgent cases we won't include our proposal not to carry out major adaptations to a property if it is over or under occupied

from the point an **application** has been finalised and funding received we will streamline our time limit to complete works from **12 months** to **6 months** across the organisation

at this time we will **not set up** a Plus Dane adaptations panel due to the sensitive nature and timescale factor of some adaptations