

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO AUDIT COMMITTEE

15 NOVEMBER 2018

REPORT OF THE INTERIM HEAD OF FINANCE AND SECTION 151 OFFICER

WALES AUDIT OFFICE (WAO) REPORT ON THE SERVICE USER PERSPECTIVE OF DISABLED FACILITIES GRANTS

1. Purpose of this report

1.1 The purpose of this report is to present a recent Wales Audit Office (WAO) report on the Service User Perspective of Disabled Facilities Grants within Bridgend CBC.

2. Connections to Corporate Improvement Objectives / Other Corporate Priorities

2.1 This report assists in the achievement of the following corporate priority:

- Smarter use of resources – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

2.2 The Council's performance is an important element in determining the extent to which the Corporate Objectives can be delivered.

3. Background

3.1 In 2017-18, the WAO completed work to understand the 'service user perspective' at every council within Wales. Within Bridgend CBC, the review focused primarily upon the service user experience of the housing adaptation/disabled facilities grant process and the earlier assessment process before the building works begin.

4. Current Situation / Proposal

4.1 The WAO Report on Service User Perspective of Disabled Facilities Grants is attached as **APPENDIX A**. The findings of the Report were based on field work undertaken in June and July 2018 including:-

- a telephone survey of 54 of the 222 service users that had received disabled facilities grants and had works completed in their homes;
- interviews with a selection of senior officers and operational staff within the Housing Team;
- interviews with senior officers from external organisations; and
- a review of relevant Council documents.

4.2 The overall conclusion of the Report was that most service users "were happy with the housing adaptations service, but the Council is not maximising opportunities to improve the service and delivery value for money". There are five proposals for improvement and these can be found on page 6 of the Report.

5. Effect upon policy framework & procedural rules

5.1 None.

6. Equality Impact Assessment

6.1 There are no equality implications arising from this report.

7. Well-being of Future Generations (Wales) Act 2015 Implications

7.1 This report links to the Council's long-term well-being objectives as it examines the performance of the Council and how continuous improvement is being achieved.

8. Financial implications

8.1 There are no direct financial implications of this Report.

9. Recommendation

9.1 It is recommended that Audit Committee:-

- Note the WAO Report on Service Users Perspective of Disabled Facilities Grants (**Appendix A**)

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Background Documents:

WAO Service Users Perspective of Disabled Facilities Grants Report