

You said	We will
You were not aware of the Wherry Care service until your OT had informed and referred you to Wherry	Put an article in Wherry Matters giving a description of the Wherry Care Service and contact numbers and update the web page. We will also make sure information is available about the Wherry Care Service at fun days and in reception. End of June. (or May not sure when WM comes out!)
There were difficulties with OT's not making the referral at an early stage, one resident receiving visits from 5 different OT's	BDC, social services and Wherry have recently signed an agreement confirming timescales so residents will have a guide as to how long applying for adaptation work will take. A customer journey process map will be provided when residents approach Wherry Care detailing this information.- Immediate
There wasn't much evidence of partnership work between the different agencies, communication was poor	We hold monthly meetings with all partners and we will review the communication systems between the partner organisations – Monthly Meetings in operation.
Residents would like to know a reasonable timeframe about when WHA will hear from BDC or when the works might be complete	It is agreed that Wherry Care will provide the resident journey map mentioned above with the target timescales for all new applications – Immediate.
You were advised of the start date for the works however it is not appropriate to have incomplete works left over a weekend e.g level access showers	We will re-issue the contractor instructions on the service standards Wherry expect from them and any sub contractors they use and will issue a start and completion date. End of April.
You said you were very dissatisfied with the works carried out by subcontractors & that you do not wish for subcontractors to be used again, some residents were not as comfortable with them being in their home, they didn't have the correct equipment, didn't tidy up after themselves nor did they have any identification.	Wherry have asked our contractor to reduce the use of sub-contractors unless the work is specialist work, we will also ensure that all operatives entering the homes of our residents have the correct identification, equipment and we will ensure that the contractor is aware of cleaning and tidying up when work is finished – Immediate.
You would like a timeline about the works that are due to take place, which operative/contractor will visit on which day etc.	We will ask the contractor to produce a timeline for level access showers so residents know how long the work will last and which operatives will call on which days and what work will be carried out, each resident will be given this when the work is ordered – End of April.

<p>You had a post inspection carried out by Michael Breame, tenant Liaison Officer at AMS where some incomplete works were identified. Michael unfortunately went off sick and no works were followed through by AMS – someone needs to take responsibility for this if staff members are off sick</p>	<p>When the contractors are aware that staff will be off sick that they must ensure contractors have sufficient cover so as not to impact on the service to residents – End of May.</p>
<p>You said that you would be happy to contact Wherry for updates about your Grant application however there's no option on the freephone telephone system for Wherry Care</p>	<p>At present there are seven menu options and it was felt that a dedicated option for Wherry Care would not be possible at the present time, however, a new message will be put on the phone system advising residents when they are on hold if they require aids or adaptations they can be put through to the Wherry Care Service – Immediate</p>
<p>You said you would like an option to buy your own tiles when having a level access fitted</p>	<p>Due to the additional cost of having to maintain resident's tiles if they leave the property and that some residents may not be in a position financial to pay for their own tiles we have decided to review this at a later date.</p>
<p>You said that you would be happy for Resident Inspectors to inspect the completed works</p>	<p>If residents are advised that resident inspectors will call on them if they are in agreement – End of July</p>
<p>You said Wherry should make better use of frontline staff, AMS operatives and Resident Reps to inform neighbours about the service and hold resident training sessions in partnership with Social Services etc to explain Wherry Care</p>	<p>Arrange training for resident representatives and internal staff on what help and services are available for residents – End of September.</p>