



Wythenshawe
Community Housing Group

Scrutiny Group review findings - Adaptations

February 2026

Summary

In September 2024, Manchester City Council (MCC) introduced a new service model for delivering major adaptations. Wythenshawe Community Housing Group (WCHG) continues to deliver minor adaptations, but no longer delivers major adaptations directly.

In December 2025 and January 2026 the tenant-only Scrutiny Group reviewed how the new service model for delivering major adaptations was working. Additionally, we reviewed the minor adaptations that are still delivered by WCHG.

Why?

WCHG is committed to enabling its homes to be adapted to meet the needs of disabled tenants. There are currently 105 tenants waiting for a major adaptation to their home. Tenants have the right to request reasonable adjustments under the Equality Act 2010, and these must be considered by the landlord and/or local authority. As part of the Consumer Standards, registered providers must assist tenants seeking housing adaptations to access appropriate services.

The Review

Members set out to answer the following questions

- How has the quality of service provided to tenants requiring adaptations to their home changed since the new service delivery model began?
- Does the service offer Value for Money for tenants?
- Do tenants with a disability get a good service?
- Do disabled tenants who do not speak English as a first language benefit from this service as much as everyone else?
- How are tenants' communication and accessibility needs taken into consideration when delivering services?

In completing the review, members of the Scrutiny Group carried out the following activities:

1. **Interview lead manager** Daniel Leadbetter

2. **Desktop Review**

Review of the policy and model changes

Review of WCHG website and information available

Review of MCC happy notes for major adaptations

Review of any complaints

Review % of properties relet and allocated to tenants in need of adaptations

Costs

3. **Telephone Survey**

10 residents in receipt of minor adaptations agreed to speak with scrutiny members about their experiences.

Findings

How has the quality of service provided to tenants requiring adaptations to their home changed since the new service delivery model began? Does the service offer Value for Money for tenants?

Findings:

Members found that customers are waiting longer for major adaptations under the new delivery model. The average waiting time has increased from 6 months (old model) to 18 months (new model). However, the rate of completed adaptations under the new model appears to have improved significantly in the last 6 months and Manchester City Council intends to reduce this waiting time to less than 6 months. Minor adaptations did not have any change to the delivery of the service and waiting times remain short, at between 5 and 20 days in most cases.

Members are concerned at how long disabled customers have been waiting for major adaptations under the new model. Members recognise that the delays may have been 'teething issues' for the first year of the new model and indeed that adaptations are being completed at a faster rate now.

Recommendations

Scrutiny Group wishes to review the waiting times for major adaptations again in 12 months time, anticipating the wait time for our disabled customers will have reduced to 6 months or less

How has the quality of service provided to tenants requiring adaptations to their home changed since the new service delivery model began? Does the service offer Value for Money for tenants?

Findings

The costs to tenants are the same under both models - WCHG continues to fund all minor adaptations and contribute 40% of the cost of major adaptations. The remainder of the cost is paid for by Disabled Facilities Grant from Government.

If WCHG reduced its contribution, members are concerned that this could further increase waiting times for tenants waiting for major adaptations.

Scrutiny Group considers the investment of c. £800k a year to provide major adaptations for disabled tenants worthwhile, though would be interested to know what the alternative options might be.

Scrutiny Group would like to request additional information from Manchester City Council.

Recommendation

Manchester City Council is kindly asked to provide a statement on:

- how major adaptations are funded (Do all landlords in Manchester contribute 40%, and what is the benefit of this?)
- whether MCC has had to send any money back to central government due to the delays in delivering major adaptations since September 2024
- whether MCC would consider any improvements to the 'happy note' satisfaction survey (One Scrutiny Group member has lived experience of being asked to complete a happy note prior to major adaptation work taking place in their home and members question whether this method provides a helpful picture of customer experience.)
- how long MCC anticipates customers waiting for major adaptations in 2026
- any issues that MCC sees in delivering adaptations over the next 12 months.

How has the quality of service provided to tenants requiring adaptations to their home changed since the new service delivery model began?

Findings:

Scrutiny Group have found that tenant satisfaction with major adaptations has remained high, though how satisfaction is recorded by MCC differs to WCHG. Members questioned whether 'happy notes' are a helpful way to understand the tenant's experience. One Scrutiny Group member reported their lived experience that they were asked to complete a 'happy note' prior to the work being completed in their home. Only **2** complaints were received for major adaptations and there have been **4** complaints for minor adaptations. All were resolved and closed in a reasonable timeframe.

Service delivery for tenants with additional communications needs was equitable across both organisations, and this is evidenced in the provision of Word 360/Language Line, large print and ensuring all accessibility issues are considered as part of the adaptations process.

Recommendations

See previous slide for request for information regarding 'happy notes'

How has the quality of service provided to tenants requiring adaptations to their home changed since the new service delivery model began?

Findings:

There has been no change to the quality of work delivered for tenants. Members felt that the service does offer value for money and demonstrates WCHG and MCC care.

Most homes with adaptations are relet to new tenants who also need the adaptations and members were pleased that this is the case, however they do recognise that some adaptations cannot be transferred, i.e. stair lifts which are built to an individuals needs.

The minor adaptations survey was found by members to be brief but sufficient with no recommended changes.

Recommendations:

None

CUSTOMER SURVEY

Scrutiny members called tenants about their experiences for the minor adaptations and found the following

Of the calls made

- 100% tenants advised they thought the work was very well done
- 75% tenants would not have done anything differently
- 1 advised that there are too many people to go through to get the job done which impacted the waiting time, this was in relation to the number of contractors involved who do not communicate with each other.
- 1 tenant advised they need additional works
- 1 tenant advised they are happy with the job but did not receive a second handrail which is needed at the back door.
- 1 tenant advised he would prefer contractors communicated with each other instead of doing everything through tenant.

Recommendations:

- Invest in technology to enable WCHG to book appointments with contractors directly, rather than requiring tenants to co-ordinate with contractors
- Ensure all tenants who have minor adaptations have the opportunity to complete a satisfaction survey and those reporting dissatisfaction receive a post-work inspection.

Recommendations

RECOMMENDATIONS

1. Invest in technology to enable WCHG to book appointments with contractors directly, rather than requiring tenants to co-ordinate with contractors.
2. Ensure all tenants who have minor adaptations have the opportunity to complete a satisfaction survey and those reporting dissatisfaction receive a post-work inspection.
3. Manchester City Council asked to provide a statement (see slide 10).
4. Scrutiny Group wishes to review the waiting times for major adaptations again in 12 months time, anticipating the wait time for our disabled customers will have reduced to 6 months or less.

Management response:

- All the recommendations made have been accepted by management.
- Subject to CXC approval, the recommendations will be added to the Scrutiny Group recommendations tracker with target dates and progress will be reported monthly to Scrutiny Group members.
- The recommendation tracker is reviewed annually by Group Audit & Risk Committee.



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