



Hafod Housing Association - PAG panel

TPAS & Tai Pawb

Wednesday 16th October 2024



Making Lives Better

Introductions

- Sarah Hancock – Head of Assets – 16+ years experience in social housing, covering all areas of property services and compliance
- Travis Coldwell – Project surveyor – 2 years experience in social housing, 15+ in project management.



TPAS Cymru 2024 awards



- Involving tenants in shaping or reviewing services
- 2nd place – Physical Adaptations Panel

Physical Adaptation Grants Panel (PAG)

- Funding for PAG's comes from the Welsh Government on an annual basis
- This year our funding amount is £575,598 and is based on our total stock size
- Once the allocated money is spent, we are not allowed any further monies
- Recommendations for PAGs come to us via an Occupational Therapist report
- Smaller scale works such as level access showers, stairlifts and hoists we claim retrospectively after completion of works
- Larger scale works, requires prior approval from WG before any works can commence
- We completed adaptations to 72 homes in 2023/24, works included level access showers, stairlifts, specialist door entry systems, hoists and ramps

Physical Adaptation Panel

- However, sometimes we must refuse PAGs, for many different reasons, cost being the biggest reason for refusal, but we also consider house size and occupancy
- PAG panel is there for customers who have had their PAG application refused to appeal this decision
- The panel is made up of assets, housing colleagues and customers who have benefitted from PAGs to their own home
- We also invite other colleagues such as compliance and health & safety if we feel a need to have an input from them around a specific case
- They review the application, the reasons for appeal and come to unanimous final decision on the application
- 3 refused applications refer to the panel to date – which have both been upheld – with a several more shortly to be reviewed

Feedback from TPAS!

- A comprehensive **recruitment approach** enabled us to reach as many customers as possible
- Introductory meeting to **collectively** define the purpose and objectives of the panel ensuring alignment with **customers' aspirations**
- **Transparent communication** through varied platforms
- Recognising **diverse needs** to prioritise **accessibility** through meeting formats and times. This reaffirmed our **commitment** to fostering an **inclusive environment where every voice is heard!**
- **Clear expectations** of the panel when carrying out reviews
- Utilising **valuable first-hand experience** offers us a new perspective, encouraging our teams to **think in new ways**
- By fostering open communication and accessibility, we have not only **enhanced customer confidence** but also strengthened our **accountability** as service providers
- Panel members, representing **diverse perspectives**, have been instrumental in upholding good **governance principles** throughout the review process. Their input ensures that services are **distributed fairly and equally** to all customers, addressing their **evolving needs**, and **empowering** them to remain in their homes longer

Thank you and any questions?

