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Appendix 1

COSTS OF ADAPTATIONS - QUESTIONNAIRE

Thank you for agreeing to take part in this work. Below is a pro-forma which we are asking you to complete and return to us. We will then arrange a time to go through the answers with you, to check that we have understood your answers correctly and that we are comparing like with like. This is a simple Word document so if you need more space to complete the sections you can add this in.

Name of organisation:

Name of person completing questionnaire/contact person in organisation/contact details:

Please note that answers to questions 1.1 to 1.3 and 2.1 can be estimates (but please indicate if this is the case) but we do need accurate information in other sections.

1. Major adaptations

- 1.1 Please tell us about the volume of work you have dealt with other the last 3 years. An estimate is fine, but please indicate if a figure is an estimate.

Nature of Work	No delivered 2011/12	No delivered 2012/13	No delivered 2013/14
Level access shower			
Stair lift (straight)			
Stairlift (more complex)			
Convert room for downstairs WC /washroom			
Build Downstairs extension for WC/washroom			
Build downstairs extension for bedroom			
Build downstairs extension for bedroom and en suite facilities			
Other (please specify)*			

*only complete this section if you have a number of examples of a different type of adaptation to those set out above.

- 1.2 Please tell us the average number of days to complete this work over the last 3 years. The time period we are looking for is from referral to completion of the work. If you do not keep this information in this format, please feel free to aggregate categories or substitute our table with the information you already have. An estimate is fine but please indicate if you are using an estimate.

Nature of Work	Average no days to complete 2011/12	Average no days to complete 2012/13	Average no days to complete 2013/14
Level access shower			
Stair lift (straight)			
Stair lift (more complex)			
Convert room for downstairs WC /washroom			
Build Downstairs extension for WC/washroom			
Build downstairs extension for bedroom			
Build downstairs extension for bedroom and en suite facilities			
Other (please specify)*			

* only complete this section if you have a number of examples of a different type of adaptation to those set out above.

1.3 Please choose **three** examples of each type of the following adaptations and provide us with a cost for these, broken down as shown below. If you work across a number of different local authority areas, please choose examples from one local authority area only, and tell us here which one:

Nature of Work	Cost of materials and installation	Time spent by technical staff (hours)	Time spent by caseworker* (hours)	Time spent by OT (hours)	Time spent by admin staff** (hours)	Travel time for (hours)
Level access shower example 1						
Level access shower example 2						
Level access shower example 3						
Stairlift (straight) Example 1						
Stairlift (straight) Example 2						
Stairlift (straight) Example 3						

*this should reflect time spent **after approval stage** up to completion of the work.

**eg dealing with queries, handling payments etc

1.4 Please use this space to provide any context to any adaptations given in the example above that took more time or were more expensive than might be expected

1.5 Please choose **one** example of each type of the following adaptations and provide us with a cost for these, broken down as shown below. If possible, please choose examples from the same local authority area as the examples shown above. If you are using examples from a different local authority area, please tell us here which area(s) the examples are from.

Nature of Work	Cost of materials and installation	Time spent by technical staff (hours)	Time spent by OT (hours)	Time spent by admin staff (hours)	Travel time (hours)
Stairlift (more complex)					
Convert room for downstairs WC /washroom					
Build Downstairs extension for WC/washroom					
Build downstairs extension for bedroom					
Build downstairs extension for bedroom and en suite facilities					
Other (please specify)*					

*only complete this section if you have a number of examples of a different type of adaptation to those set out above.

2. Minor adaptations

2.1 Please tell us about the volume of work you have dealt with other the last 3 years. An estimate is fine, we are only trying to get an indication of workload. If you do not keep this information in this format, please feel free to aggregate categories or substitute our table with the information you already have.

Type of job	No delivered 2011/12	No delivered 2012/13	No delivered 2013/14
Fit Handrail – external			
Fit handrail - internal			
Fit handrail to bath			
Fit toilet seat raiser/frame			
Fit over bath shower			
Create step to front/back door			
Create ramp to front/ back door			
Lay new path from house to road			
Lower worktop/food preparation surface			
Widen doorway for wheelchair access			
Install lighting to outside steps/path			
Move bed to downstairs room			
Raise electrical sockets/lower light switches			
Other*			

*only complete this section if you have a number of examples of a different type of adaptation to those set out above.

Please choose **one** example of each type of the following adaptations and provide us with a cost for these, broken down as shown below. If possible, please choose examples from the same local authority area as the examples shown above. If you are using examples from a different local authority area, please tell us here which area(s) they are from

Type of job	Cost of equipment and materials	Cost of installation**	Time spent by OT (hours)	Time spent by admin staff (hours)	Time spent by other staff (hours)
Fit Handrail – external					
Fit handrail - internal					
Fit handrail to bath					
Fit toilet seat raiser/frame					
Fit over bath shower					
Create step to front/back door					
Create ramp to front/ back door					
Lay new path from house to road					
Lower worktop/food preparation surface					
Widen doorway for wheelchair access					
Install lighting to outside steps/path					
Move bed to downstairs room					
Raise electrical sockets/lower light switches					
Other*					

*only complete this section if you have a number of examples of a different type of adaptation to those set out above.

**if you can supply this cost separately please do, otherwise include it in cost of materials and equipment.

2 Staffing costs

2.1 Please tell us about your staffing levels for both major and minor adaptations

Post name/number	Brief description of role	Grade	Annual cost inc employment-related on-costs eg ni and pension

2.2 Overhead costs

Please provide information about your overhead costs. We recognise that this is the most difficult area to get right in terms of comparing like with like, and you will have an opportunity to talk us through your costs before we finalise our analysis. Ideally we are trying to establish the following as a percentage of direct salary costs, but please feel free to provide this information in a different format if that is easier for you. If you are giving us total costs, please indicate total number of staff (FTE) for whom these overheads apply.

		£
Direct overheads	Eg administration, supervision	
Indirect overheads	Eg HR, IT, finance, general management, governance	
Premises	Office and (if applicable) showroom costs	

2.3 Productivity measures

Please include information below (or attach as a separate document) on any productivity measures you collect. If these are included in regular reports to board or Trustees, please feel free to provide weblinks to relevant documents where available.