

Disabled resident's property adaptations and support services

Resident-Led Scrutiny Review
September 2025- April 2026



WestKent

Places to live. Space to grow.

Understanding the experience of disabled residents

This resident-led scrutiny review examined how effectively West Kent supports disabled residents through property adaptations, repairs, communication, and wider support services. The review was commissioned following evidence that disabled residents are disproportionately represented in complaints, raising concerns about whether their needs and reasonable adjustments are being consistently recognised and addressed.

31.5%
of residents have
a recorded
disability

53.2%
of complaints
came from
disabled residents

 Disabled residents are disproportionately represented in complaint data. (2024-2025)

The review sought to understand whether disabled residents receive:

- Fair and equitable services
- Suitable property adaptations
- Good communication
- Effective support
- Appropriate and reasonable adjustments across repairs, adaptations and wider housing services.

How we carried out the review

-  Reviewed complaints and satisfaction data
-  Examined policies and procedures
-  Gathered resident feedback
-  Met with staff and service teams
-  Visited adapted properties

Key findings

 Repairs were the biggest cause of complaints from disabled residents (40.7%)

Common concerns:

- Delays
- Repeat visits
- Missed appointments
- Quality of completed works
- Repairs Complaint Data

 Communication was the most common driver for dissatisfaction

Many residents reported:

- Difficulty getting updates
- Information wasn't always clear
- Individual needs not always recognised

 Positive support is making a difference

The enablement team received highly positive feedback. In 2024-25:

345
Minor Adaptations
Complete

63
Disabled Facilities
Grant Cases
Managed

£700,000+
Invested in
Major
Adaptations

Residents particularly valued having one dedicated point of contact

 Homes for the future

Woodland Place showcased West Kent's commitment to building:

- ✓ Accessible homes
- ✓ Adaptable homes
- ✓ Exceeding planning requirements
- ✓ Designed to meet changing needs over time

The panel was impressed with West Kent's commitment to future accessibility.

Key strengths

- Strong policy framework with clear, resident-focused information and commitment to accessibility, safety and wellbeing
- Positive progress on vulnerability and reasonable adjustments, including a new vulnerability policy and development of a new Reasonable Adjustments Policy.
- Good partnership working between West Kent, local authorities and contractors to support aids and adaptations.
- Dignity and respect training delivered to all staff and reinforcing awareness of resident needs.
- Resident Involvement shaping the new Resident Portal and Unified Communications projects to improve digital accessibility.



Scrutiny Panel recommendations

The Scrutiny Panel have made 12 recommendations to improve disabled resident's customer experiences which have been summarised into 6 key points:

- 1 Make information easier to find: improve access to policies, guidance and support information.
- 2 Improve recording of resident needs: ensure disability information and reasonable adjustments are clearly recorded.
- 3 Improve communication: provide timely updates in ways that suit individual residents.
- 4 Increase staff training: build awareness of disability, vulnerability, empathy and inclusive services.
- 5 Review resources: ensure the enablement team can meet increasing demand.
- 6 Continue building accessible homes: maintain focus on accessible and adaptable housing.

Next steps

