

NCC-035616-18 - Disability Facility Grants

Dear Requester,

Further to my email yesterday, please see below the department's response to your request.

This information is variable with each council and is depending on their waiting lists. Once the case is allocated again some councils fast track stair lifts/ramps and some don't. Timeframes are also dependent on whether there is a project officer overseeing the works or whether Parents are in control of Project Managing. If Parents are in control, the works can take a lot longer to be completed. Below is the estimate of minimum timeframes based on our experience.

In the future these numbers and times will be accurate as being built into existing software.

1. Please would you provide an indication of the average time these works take in relation to your own DFG process.

Panel decision Clock stops at completion of works			
	Months	Weeks	Days
A. Equipment – i.e. stair lift/ ramp etc.	3-6 months		

B.	Alterations to the fabric of the building – i.e. wet room	6-12months		
C.	Major works – i.e. extensions	12-15 months		

2. Please share any performance indicators/frameworks currently utilised to monitor any aspect of DFG related work.

If the case is placed on Review, A progress Review is activated whereby the case/works are progressed chased by OT Duty/Service Adviser and response actions are made once an update is received on the case.

REQUEST - Disabled Facilities Grant Information

Dear Sir/Madam

We are currently reviewing our Disabled Facilities Grant process within North East Lincolnshire; this is a joint review between North East Lincolnshire Council, a Local Authority Service provider and the Clinical Commissioning Group.

As part of the process, we have banded minor and major adaptations into three categories and are trying to ascertain what is an acceptable length of time for these types of home adaptations to be completed. The time frame would run from panel decision, through means testing, technical specification and stop following completion of the contracted works. We are also reviewing our KPI's / performance framework for most aspects of the DFG.

1. Please would you provide an indication of the average time these works take in relation to your own DFG process.

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	Months	Weeks	Days
A. Equipment – i.e. stair lift/ ramp etc.			
B. Alterations to the fabric of the building – i.e. wet room			
C. Major works – i.e. extensions			

2. Please share any performance indicators/frameworks currently utilised to monitor any aspect of DFG related work.

Any information you can provide would be very gratefully received. If you require any clarification please contact me.

Many thanks in advance.