

REPORT TO THE MEETING OF THE EXECUTIVE 11 SEPTEMBER 2013

PORTFOLIO: COUNCIL TAX COLLECTION, BENEFITS AND STRATEGIC HOUSING FUNCTIONS

REPORT FROM HEAD OF COMMUNITY SERVICES

SUBJECT: DISABLED FACILITY GRANTS UPDATE

1 DECISION BEING RECOMMENDED

- 1.1 That Members note the content of the report providing a further update on the Council's performance in relation to the processing of Disabled Facility Grant applications and associated works.

2 REASONS FOR RECOMMENDATION

- 2.1 The performance times for completing Disabled Facility Grants (DFG) are reported to Members as part of the quarterly performance report and the latest results are included in the Quarter One report that is also on the agenda for this meeting of the Executive.
- 2.2 The average time taken from receipt of Occupational Therapist recommendation to completion of DFG works was 50.7 weeks in 2011/12 and then 36 weeks in 2012/13 and there continues to be a drive to improve these figures further.
- 2.3 Within the performance report for Quarter One for 2013/14, Members will have seen that the average time for completion of works in that period has again decreased to 22.5 weeks. A further breakdown of this figure is detailed below:
- This was based on 14 grants being completed in the period of which one was for major works.
 - The completion times ranged from 11 weeks to 36 weeks, with the times and nature of works for each grant detailed in the table below:

Grant No.	No. of Weeks from OT Recommendation to Completion of Works	Nature of Works
1	36	Ramp and platform.
2	13	Graded floor shower in mobile home.
3	35	Bedroom and bathroom extension plus ramped access.

Grant No.	No. of Weeks from OT Recommendation to Completion of Works	Nature of Works
4	35	Graded floor shower and stair lift.
5	24	Graded floor shower.
6	26	Graded floor shower.
7	11	Graded floor shower and door widening.
8	28	Graded floor shower and stair lift.
9	15	Graded floor shower.
10	25	Graded floor shower.
11	18	Graded floor shower.
12	13	Graded floor shower.
13	22	Graded floor shower.
14	23	Graded floor shower.

- Of the above mentioned grants only two required planning permission.

Through the first 6/7 weeks for Quarter Two, there have been a further four grants completed which have shown a continuation of the improvement with an average time of 19.25 weeks. The details of these grants are detailed below:

Grant No.	No. of Weeks from OT Recommendation to Completion of Works	Nature of Works
1	24	Graded floor shower and stair lift.
2	20	Graded floor shower.
3	17	Curved track stair lift.
4	16	Graded floor shower.

- 2.4 At the time of writing this report, there are currently a further 27 cases where OT recommendations have been received and they are at various stages of the process, but not yet with works complete.
- 2.5 For 2012/13 there was a total of 53 OT recommendations received which will include those that received a full grant for all the works, those that as a result of their financial circumstances receive a partial grant and some that do not

qualify for any grant. There will also be occasions where, for one reason or another, the applicant chooses not have the recommended works carried out.

- 2.6 As it can be seen from the figures for Quarter One and so far in Quarter Two, the performance times are continuing to improve but officers and colleagues from the Papworth Trust are continuing to work together to drive further reductions. The Papworth Trust are currently looking into how stair lift works are processed in Southend, to see if any changes can be implemented in Rochford that would reduce the times for the actual carrying out of the works.

3 RESOURCE IMPLICATIONS

- 3.1 The overall DFG process is managed by the Private Sector Housing Team within the Council's Community Services Department. The services of the Papworth Trust are utilised to assist the clients through the application and works process.

SMT Lead Officer Signature: _____

Head of Community Services

Background Papers:-

None.

For further information please contact Jeremy Bourne (Head of Community Services) on:-

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If you would like this report in large print, Braille or another language please contact 01702 318111.