

DISABLED FACILITIES GRANTS REVIEW – REVISED ACTION PLAN FOR 2017

ACTION	RECOMMENDATION	DELIVERY DATE	WORKSTREAMS BEING UNDERTAKEN	REVISED DATE
1	Those enquiring who may be eligible for DFG, to be supported to see if a possible move to more suitable accommodation would be a better outcome for them, and to provide suitable assistance and support to help make this happen, should the person so wish.	March 2016	Completed - as reported to O&S on 29 November 2017	N/A
2	Look at methods of procuring work, such as (but not limited to) schedules of rates and preferred contractors, as ways that could reduce the time taken for a contractor to be on site.	April 2017	Breakfast workshop for builders and agents to share DFG process. County wide collaborative project for HIA transition to include standardisation of all application processes and forms.	8 May 2017 31 July 2017
3	Review all existing paperwork connected with the DFG process at	May 2016	Completed - as reported to O&S on 29 November 2017	N/A

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	<p>TBC:</p> <ul style="list-style-type: none"> a) Eliminate unnecessary paperwork b) Review the content of the DFG application form and the way it is completed c) Combine documents into one where this is possible d) Use electronic methods of communication wherever possible. e) Work with stakeholders to identify any communication gaps where additional advice or information could be given. 			
4	Explore the further use of technology (by officers and applicants) to speed up the process and assist applicants.	April 2017	On line forms for applicants will be explored with the digital team in addition to remote and mobile working solutions for officers.	Dec 2017
5	Use the learning gained from this review	May 2017	Countywide minor adaptations contract – currently being tendered by	To be

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	to inform local health and wellbeing plans, strategies and processes.		County Council Countywide major adaptations project sponsored by the Lead Commissioner for Health and Social Care has been initiated to develop a future working model to support the housing partnership.	advised To be advised
6	Review the effect of Actions 1 to 5 above on the costs of delivering the service and subsequently reduce the Council's capital contribution due to depleting capital resources.	May 2017	Close liaison and discussion with County Council and CCG will continue to ensure the applications for DFGs within our area receive the necessary funding.	Nov 2017