

**O&S ACTION PLAN MONITORING
DISABLED FACILITIES GRANTS REVIEW**

	Recommendation / Action	Responsible Officer	Target Date	Status	Progress to 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.	Environmental Health Manager	March 2016	✓	Completed – as reported to O&S on 29 November 2016
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.	Environmental Health Manager	April 2017	✓	Breakfast workshop for builders and agents to share DFG process was held at TBC Offices in May 2017 Countywide collaborative project for Home Improvement Agency transition to include standardisation of all application processes and forms completed and new way of working is now operational.

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3	<p>Review all existing paperwork connected with the DFG process at 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. 	Environmental Health Manager	May 2016	✓	New system is now working and new documentation has been produced and is in use.
4	Explore the further use of technology (by officers and applicants) to speed up the process and assist applicants.	Head of Community Services / Environmental Health Manager	Timescales will depend on the Corporate Digital role out of online forms expected to be August 2018.	☹	Online forms for a number of Council processes are being explored alongside better mobile working solutions.

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5	Use the learning gained from this review to inform local health and well-being plans, strategies and processes.	Head of Community Services	<p>Countywide minor adaptation was issued at the end of July 2017.</p> <p>Timescales on the second element of the project depend on the County Council and other Districts. At the time of writing this report we are awaiting a progress update.</p>	☹️	<p>Countywide minor adaptations contract – now tendered by County Council.</p> <p>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.</p>

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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.	Head of Community Services	Timescales on this element of the project depend on the County Council and other Districts. At the time of writing this report we are awaiting a progress update.	☹️	Close liaison and discussion with County Council and Clinical Commissioning Group will continue to ensure the applications for DFGs within our area receive the necessary funding.

STATUS KEY

😊	Action is progressing well and on target to achieve completion date/within agreed budget (if applicable) etc.
😐	Action has some issues or delays but is likely to achieve completion date/within agreed budget (if applicable) etc.
☹️	Significant risk to not achieving the action or there has been significant slippage in the timetable.
✓	Action is complete.
	Action not yet commenced. (may not yet be programmed for action)