

DISABLED FACILITIES GRANTS REVIEW – ACTION PLAN

Action	Recommendation	Delivery Date	Responsible Officer	Work carried out to date	Complete	Revised Target 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	Environmental Health Manager / Housing Services Manager / Severn Vale Housing Society / Occupational Therapy	A named Officer working within the Housing Enabling team now works with new case referrals to see if moving home is an option they would wish to consider.	✓	
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.	May 2016	Environmental Health Manager / Housing Technical Officer	Discussions have taken place with Severn Vale Housing Society Ltd into using the work already carried out by them on schedules of rates and preferred contractors. The results of these discussions are detailed in the covering report and have resulted in discussions on closer working on delivering adaptations. If the discussions prove fruitful, it is proposed that it be implemented in time for the new financial year (April 2017).	X	April 2017

APPENDIX 1

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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. 	May 2016	Environmental Health Manager / Housing Technical Officer	<p>The paperwork and communications have been reviewed. Amended paperwork is now being used which hopefully reduces the quantity applicants receive yet still complies with statutory guidance and good practice. Emails are now being used more, where letters were previously. Much more is being asked during initial visits rather than asking for information by letter at a later date.</p> <p>Now that a broader range of Officers have begun to become involved in the delivery of DFGs, there has been greater encouragement for them to meet face to face to discuss cases where that would result in a better outcome for the grant applicant.</p>	✓	
4	Explore the further use of technology (by officers and applicants) to speed up the process and assist applicants.	July 2016	Environmental Health Manager	<p>Work on this has started but is not yet complete. The project has been expanded to include all aspects of environmental health service delivery. This project is being monitored by the corporate project board and initial results are expected in the new year. As DFG delivery is part of this project, it is anticipated changes in this area would follow soon after.</p>	X	April 2017
5	Use the learning gained from this review to inform local health and wellbeing plans, strategies and processes.			<p>The report has been shared widely. So far it is known that the outcomes have been used to inform a current review by Supporting People of how support is given Countywide to people to help them live independently.</p>	X	May 2017

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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.	August 2016	Environmental Health Manager / Finance Manager	Works on actions 2 and 4 above have not yet been complete and so cannot be quantified. Savings from item 3 would be non-cashable (savings in paper and Officer time), estimated at approximately £300 per year. There could be savings as a result of Action 5 (Tewkesbury Borough Council currently contributes £45,000 to fund the 'Safe at Home' Home Improvement Agency). Action 1 is known to have saved at least £6,000 so far for Tewkesbury Borough Council.	X	May 2017